

Cloud Support Services – Pricing ArvatoConnect

G-Cloud 15 (RM1557.15)

Lot3 – Cloud Support Services

Pricing Overview

ArvatoConnect provides Cloud Support Services under G-Cloud 15 Lot 3, supporting public sector organisations to plan, migrate, optimise, operate and improve cloud-hosted services and platforms.

Pricing under Lot 3 is based on time and materials, using a transparent day rate card aligned to the Skills Framework for the Information Age (SFIA).

All prices shown represent the maximum daily rates payable under the G-Cloud 15 framework. Final pricing for individual call-off contracts will be agreed between the Buyer and ArvatoConnect at call-off stage based on scope, duration and required skills.

All prices exclude VAT.

Charging Model

- Unit of charge: Per consultant per day
- Standard working day: 7.5 hours
- Services are procured on a day-rate basis only
- There are no minimum commitments
- Buyers may procure as many or as few days as required

There are no mandatory packages, tiers or bundled services under Lot 3.

Scope Of Cloud Support Services

Lot 3 Cloud Support Services may include (but are not limited to):

- Cloud and ERP strategy and architecture support
- Cloud migration and transition support
- ERP and SaaS platform optimisation
- Integration and middleware support
- Programme and delivery management
- Operational support and service improvement
- Change, adoption and capability enablement
- Automation and workflow optimisation
- Technical assurance and governance support

Services are delivered in support of buyer-owned or third-party cloud services and do not include the provision of SaaS licences or business process outsourcing.

Buyers may optionally procure professional services to support onboarding, configuration, optimisation, migration, or integration. These services are not mandatory for use of the SaaS offering.

SFIA- Aligned Rate Card

The following SFIA-aligned day rates apply to all Cloud Support Services delivered under Lot 3.

These rates are **maximum framework rates**. Buyers only pay for days actually consumed.

	Strategy and architecture	Change & Transformation	Development & Implementation	People & Skills	Delivery & Operation	Relationships & Engagement
1.Follow	£500.00	£300.00	£400.00	£500.00	£500.00	£300.00
2.Assist	£550.00	£325.00	£450.00	£550.00	£550.00	£350.00
3.Apply	£600.00	£350.00	£500.00	£600.00	£600.00	£400.00
4.Enable	£700.00	£450.00	£700.00	£700.00	£700.00	£450.00
5.Ensure, advise	£800.00	£550.00	£900.00	£800.00	£800.00	£550.00
6.Initiate, Influence	£900.00	£650.00	£1,100.00	£900.00	£900.00	£650.00
7.Set Strategy, Inspire, mobilise	£1,000.00	£750.00	£1,500.00	£1,000.00	£1,000.00	£750.00

Use of the Rate Card

- SFIA levels and capability areas are used to agree the appropriate role and seniority for each engagement
- Buyers may procure individual specialists or blended teams
- The rate card supports short-term advisory, project-based delivery and ongoing support

No uplift applies for:

- Remote delivery
- Hybrid delivery
- Short engagements

Location and Working Assumptions

- Resources are UK-based
- Working hours: 09:00–17:00, Monday to Friday
- UK public holidays excluded
- Travel and subsistence (if required) charged at buyer rates
- All professional indemnity and employer's liability insurance included

Optionality and Flexibility

Under Lot 3, all services are inherently optional and buyer-led.

Buyers may:

- Increase or decrease days as required
- Change skill mix during delivery
- Procure additional support without penalty

There are no separate “optional extras” or add-on charges beyond the applicable day rates.

Service Assumptions

- Services are provided in support of cloud hosting or cloud software services
- Buyers retain ownership and operational responsibility for their cloud platforms
- ArvatoConnect provides advisory, delivery and operational support only

Any work materially outside the agreed scope will be discussed and agreed prior to delivery.

Terms and Conditions

Services are provided in accordance with:

- The G-Cloud 15 Framework Agreement (RM1557.15)
- The applicable Call-Off Contract and Schedules

Full terms and conditions are provided separately.

Further Information

For further information about this or any of our G-Cloud services, please contact us as follows:

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