



Ciptex G-Cloud Professional Services Pricing

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1. Overview

Ciptex professional services pricing is structured to reflect the Skills Framework for the Information Age (SFIA) competency levels, ensuring transparent alignment between resource seniority, skill depth, and value delivery. Our pricing model recognises that project success depends on deploying the right expertise at the right time, with rates calibrated to reflect experience levels, technical complexity, and the strategic impact of different roles.

This document provides a high-level overview of our pricing structure across different capability areas and seniority bands. Detailed pricing for specific roles is available in our complete G-Cloud 15 pricing schedule. All rates are provided as daily rates in GBP (£) and are exclusive of VAT.

2. SFIA Framework Alignment

The Skills Framework for the Information Age (SFIA) provides a common reference model for the identification of skills and competencies across IT, digital transformation, and business change. Ciptex pricing structure aligns to SFIA levels, ensuring consistency and enabling customers to clearly understand the capabilities and autonomy associated with each resource level.

a. SFIA Level Characteristics

Entry & Foundation Levels (SFIA 1-2): Apprentice, Trainee, and Associate roles typically working under supervision, applying foundational knowledge and developing core skills. These resources are ideal for well-defined tasks, support activities, and capability building within project teams.

Practitioner Levels (SFIA 3-4): Junior and mid-level practitioners working with increasing autonomy, applying established methods and techniques. These resources handle standard project activities, contribute to solution design, and deliver work packages with moderate guidance.

Advanced Practitioner Levels (SFIA 5): Senior practitioners and specialists working independently, making significant technical decisions, and providing guidance to others. These resources lead technical work streams, architect solutions, and resolve complex challenges requiring deep expertise.

Expert & Strategic Levels (SFIA 6-7): Lead, Principal, and Chief roles providing strategic direction, setting standards, and influencing organisational outcomes. These resources drive enterprise architecture, establish technical strategy, and provide authoritative expertise on critical business challenges.

3. Pricing Structure by Seniority

Ciptex pricing reflects four primary seniority bands, with rates varying based on role complexity, required expertise, and market demand for specialist skills:

Seniority Band	Typical Range	Example Roles
Entry & Foundation	£750 - £950	Apprentice/Trainee Developer, Associate Service Designer, Tester
Practitioner	£950 - £1,150	Business Analyst, Developer, Solution Architect, Data Architect, Service Designer
Advanced Practitioner	£1,150 - £1,325	Senior Developer, Senior Business Analyst, Programme Delivery Manager, Enterprise Architect
Expert & Strategic	£1,325 - £1,785	Lead/Chief Architect, Senior Enterprise Architect, Chief Technology Officer

Note: Rates within each band vary based on role specialisation, required certifications, security clearance requirements, and the complexity of work undertaken. Specialist roles in high-demand areas such as security architecture, data science, and AI/ML may command premium rates reflecting market scarcity and critical business impact.

4. Capability Areas

Ciptex provides professional services resources across multiple capability areas, each with its own seniority progression and pricing structure:

- **Architecture Roles:** Business, Data, Enterprise, Security, Solution, Technical, and Network Architects at Associate through to Chief/Lead levels
- **Software Development Roles:** Software Developers, Frontend Developers, and DevOps Engineers from Apprentice through to Senior levels
- **Product & Delivery Roles:** Business Analysts, Programme Delivery Managers, Product Managers, and Delivery Managers at various seniority levels
- **IT Operations Roles:** Service Desk Analysts, Business Relationship Managers, Infrastructure Engineers, and IT Service Managers
- **Data & Analytics Roles:** Data Scientists, Data Engineers, Analytics Engineers, Machine Learning Engineers, and Performance Analysts
- **User-Centred Design Roles:** Service Designers, Interaction Designers, Content Designers, User Researchers, and Accessibility Specialists
- **Quality Assurance & Testing Roles:** QAT Analysts, Test Engineers, and Test Managers from Tester through to Senior QAT Analyst

- **Cyber Security Roles:** Specialists across audit & assurance, governance & risk, monitoring, incident response, vulnerability management, digital forensics, testing, and secure design
- **Chief Digital & Data Roles:** C-level positions including Chief Technology Officer, Chief Data Officer, and Chief Information Security Officer

5. Value & Transparency

Ciptex pricing is designed to deliver value through several key principles:

- **Market-Aligned Rates:** Our pricing reflects current UK market rates for specialist skills, ensuring competitiveness while maintaining quality through investment in skilled professionals
- **Right-Sized Resources:** The breadth of our seniority bands enables customers to select appropriately qualified resources for each work package, avoiding over-engineering or under-resourcing

6. CX Business Transformation initial engagement

a. Overview

Ciptex offer a comprehensive assessment of your organisation's current customer experience capabilities, identifying transformation opportunities and creating a strategic roadmap for improved customer outcomes and operational efficiency.

b. Typical Objectives

- Establish a baseline understanding of current CX maturity across people, process, technology and data
- Identify quick wins and strategic transformation priorities aligned to business objectives
- Define a pragmatic roadmap for CX enhancement with measurable success criteria
- Build stakeholder alignment and secure buy-in for transformation initiatives
- Quantify potential return on investment from CX improvement programmes

c. Deliverables

i. Discovery & Assessment

- Stakeholder interviews and workshops with customer-facing teams, operations, IT and leadership
- Current state assessment covering customer journeys, technology estate, data capabilities and organisational readiness
- Analysis of existing CX metrics, customer feedback and operational KPIs

- Review of contact centre performance, channel effectiveness and customer effort

ii. Analysis & Recommendations

- Gap analysis identifying pain points, inefficiencies and transformation opportunities
- Prioritised recommendations covering technology, process redesign and organisational change
- Assistance with business case development including ROI projections, investment requirements and risk assessment
- High-level solution architecture and technology recommendations (including omnichannel, AI/automation, analytics)

iii. Strategic Roadmap

- Phased transformation roadmap with timelines, dependencies and resource requirements
- Quick win identification for early value delivery
- Governance framework and success measures
- Executive presentation and workshop to align on next steps

iv. Typical Benefits

- Strategic clarity – Evidence-based roadmap aligned to business outcomes, reducing risk of misdirected investment
- Accelerated decision-making – Structured assessment providing leadership with confidence to commit resources
- Cost avoidance – Early identification of inefficient processes, redundant technology and optimization opportunities
- Enhanced CX outcomes – Clear path to improved customer satisfaction, reduced effort and increased loyalty
- Competitive advantage – Insights into industry best practice and innovation opportunities
- Foundation for procurement – Detailed requirements to support vendor selection and business case development

The initial engagement provides the objectives and deliverables as listed above. Upon conclusion of that exercise, Ciptex can help deliver associated solutions. Additional costs apply for those solutions; details of the rates that apply can be found in our other G-cloud service listings.

d. Price

The price for the initial engagement is £30,000.