Crown Commercial Service

windsor telecom®
making technology easy and enjoyable

G-Cloud 15

Rate card template

Framework reference:

Skills for the Information Age (SFIA) Definitions and rate card

Standard rate card

	Strategy and architecture	Business change	Solution development and implementation	Service management	Procurement and management support	Client interface
1. Follow	£250	£250	£250	£250	£250	£250
2. Assist	£350	£350	£350	£350	£350	£350
3. Apply	£450	£450	£450	£450	£450	£450
4. Enable	£600	£600	£600	£600	£600	£600
5. Ensure or advise	£750	£750	£750	£750	£750	£750
6. Initiate or influence	£1,250	£1,250	£1,250	£1,250	£1,250	£1,250
7. Set strategy or inspire	£2,000	£2,000	£2,000	£2,000	£2,000	£2,000

Standards for consultancy day rate cards

- **Consultant's working day:** 8 hours exclusive of travel and lunch
- **Working week:** Monday to Friday excluding national holidays
- **Office hours:** 9:00am to 5:00pm Monday to Friday
- **Travel, mileage subsistence**: Reasonable travel and subsistence costs
- **Mileage:** As incurred at current HMRC rates
- **Professional indemnity insurance:** included in day rate

Level definitions

	Autonomy	Influence	Complexity	Business skills
1. Follow	Works under close supervision. Uses little discretion. Is expected to seek guidance in expected situations.	Interacts with immediate colleagues.	Performs routine activities in a structured environment. Requires assistance in resolving unexpected problems.	- uses basic information systems and technology functions, applications, and processes - demonstrates an organised approach to work - learns new skills and applies newly acquired knowledge - has basic oral and written communication skills - contributes to identifying own development opportunities
2. Assist	Works under routine supervision. Uses minor discretion in resolving problems or enquiries. Works without frequent reference to others.	Interacts with and may influence immediate colleagues. May have some external contact with customers and suppliers. May have more influence in own domain.	Performs a range of varied work activities in a variety of structured environments.	- understands and uses appropriate methods, tools and applications. - demonstrates a rational and organised approach to work - is aware of health and safety issues. Identifies and negotiates own development opportunities - has sufficient communication skills for effective dialogue with colleagues. Is able to work in a team - is able to plan, schedule and monitor own work within short time horizons - absorbs technical information when it is presented systematically and applies it effectively

3. Apply	Works under general supervision. Uses discretion in identifying and resolving complex problems and assignments. Usually receives specific instructions and has work reviewed at frequent milestones. Determines when issues should be escalated to a higher level.	Interacts with and influences department/project team members. May have working level contact with customers and suppliers. In predictable and structured areas may supervise others. Makes decisions which may impact on the work assigned to individuals or phases of projects.	Performs a broad range of work, sometimes complex and non-routine, in a variety of environments.	- understands and uses appropriate methods, tools and applications. - demonstrates an analytical and systematic approach to problem solving - takes the initiative in identifying and negotiating appropriate development opportunities. - demonstrates effective communication skills. - contributes fully to the work of teams - plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures - absorbs and applies technical information - works to required standards - understands and uses appropriate methods, tools and applications - appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client
4. Enable	Works under general direction within a clear framework of accountability.	Influences team and specialist peers internally. Influences customers at account level and suppliers.	Performs a broad range of complex technical or professional work	- selects appropriately from applicable standards, methods, tools and applications. Demonstrates an analytical and systematic approach to problem solving

	Exercises substantial personal responsibility and autonomy. Plans own work to meet given objectives and processes.	Has some responsibility for the work of others and for the allocation of resources. Participates in external activities related to own specialism. Makes decisions which influence the success of projects and team objectives.	activities, in a variety of contexts.	- communicates fluently orally and in writing, and can present complex technical information to both technical and non-technical audiences - facilitates collaboration between stakeholders who share common objectives - plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures. - rapidly absorbs new technical information and applies it effectively - has a good appreciation of the wider field of information systems, their use in relevant employment areas and how they relate to the business activities of the employer or client. - maintains an awareness of developing technologies and their application and takes some responsibility for personal development
5. Ensure or advise	Works under broad direction. Is fully accountable for own technical work and/or	Influences organisation, customers, suppliers and peers within industry on the contribution of own specialism.	Performs a challenging range and variety of complex technical or professional work activities.	- advises on the available standards, methods, tools and applications relevant to own specialism and can make correct choices from alternatives - analyses, diagnoses, designs, plans, execute and evaluates work to time, cost and quality targets

	project/ supervisory responsibilities. Receives assignments in the form of objectives. Establishes own milestones and team objectives, and delegates responsibilities. Work is often self-initiated.	Has significant responsibility for the work of others and for the allocation of resources. Makes decisions which impact on the success of assigned projects i.e. results, deadlines and budget. Develops business relationships with customers.	Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts. Understands the relationship between own specialism and wider customer or organisational requirements.	- communicates effectively, formally and informally, with colleagues, subordinates and customers - demonstrates leadership - facilitates collaboration between stakeholders who have diverse objectives - understands the relevance of own area of responsibility or specialism to the employing organisation - takes customer requirements into account when making proposals - takes initiative to keep skills up to date. Mentors more junior colleagues - maintains an awareness of developments in the industry - analyses requirements and advises on scope and options for operational improvement - demonstrates creativity and innovation in applying solutions for the benefit of the customer
6. Initiate or influence	Has defined authority and responsibility for a significant area of work, including technical, financial and quality aspects.	Influences policy formation on the contribution of own specialism to business objectives.	Performs highly complex work activities covering technical, financial and quality aspects.	- absorbs complex technical information and communicates effectively at all levels to both technical and non-technical audiences. Assesses and evaluates risk - understands the implications of new technologies

	Establishes organisational objectives and delegates responsibilities Is accountable for actions and decisions taken by self and subordinates.	Influences a significant part of own organisation and influences customers and suppliers and industry at senior management level. Makes decisions which impact the work of employing organisations, achievement of organisational objectives and financial performance. Develops high-level relationships with customers, suppliers and industry leaders.	Contributes to the formulation of IT strategy. Creatively applies a wide range of technical and/or management principles.	- demonstrates clear leadership and the ability to influence and persuade - has a broad understanding of all aspects of IT and deep understanding of own specialism(s). - understands and communicates the role and impact of IT in the employing organisation and promotes compliance with relevant legislation - takes the initiative to keep both own and subordinates' skills up to date and to maintain an awareness of developments in the IT industry

7. Set Strategy and inspire	Has authority and responsibility for all aspects of a significant area of work, including policy formation and application. Is fully accountable for actions taken and decisions made, both by self and subordinates	Makes decisions critical to organisational success. Influences developments within the IT industry at the highest levels. Advances the knowledge and/or exploitation of IT within one or more organisations. Develops long-term strategic relationships with customers and industry leaders.	Leads on the formulation and application of strategy. Applies the highest level of management and leadership skills. Has a deep understanding of the IT industry and the implications of emerging technologies for the wider business environment.	- has a full range of strategic management and leadership skills - understands, explains and presents complex technical ideas to both technical and non-technical audiences at all levels up to the highest in a persuasive and convincing manner - has a broad and deep IT knowledge coupled with equivalent knowledge of the activities of those businesses and other organisations that use and exploit IT - communicates the potential impact of emerging technologies on organisations and individuals and analyses the risks of using or not using such technologies - assesses the impact of legislation, and actively promotes compliance - takes the initiative to keep both own and subordinates' skills up to date and to maintain an awareness of developments in IT in own area(s) of expertise.

Inbound Call Management rate card

Standard rate card



Core Features	Description	Set Up (per feature)	Monthly Cost (all features)
Audio Announcement	Play pre-recorded messages to your callers	£25.00	£50.00
Audio Whisper	Be informed before you take the call – ideal to identify which number has been called	£25.00	
Audio Whisper with Accept	As audio whisoer but you have the choice to take the call or send the call to the next stage of the plan	£25.00	
Call Queue	If all lines are busy, your callers never need to hear an engaged tone	£25.00	
Virtual Switchboard	Divert calls efficiently to the right area, for example press 1 for customer service	£25.00	
Mid Call Transfer	Transfer calls between staff members without the need for a phone system	£25.00	
Missed Call Alerts	Never miss a call again – be alerted to a call, even if the user hangs up before being connected	£25.00	
Diverts (10)	Divert an incoming call to up to 10 people in order of preference	£25.00	
Ratio Targets (10)	Balance calls between multiple destinations according to your call split rules	£25.00	
Simultaneous Targets (10)	Divert an incoming call to up to 10 people at the same time	£25.00	
Time of Day Routing	Set pre-defined opening hours, both on a higher level and by department if required	£25.00	
Call Barring	Bar specific numbers, or certain number types from calling you – great for nuisance callers	£25.00	
VIP Routing	Perfect if there are particular people or customers whose call you would like handled differently or to go straight to the front of a queue.	£25.00	
Password	A perfect partner to audio announcement if you want to offer a blanket update to your staff – it can only be played if the code is entered which is great for privacy	£25.00	
Vision Standard	Track call volumes, time to answer and busy periods at a high level	£25.00	
Call back Request	Allow your users to leave a queue or just request a call back when they dial your number	£25.00	

Enhanced Features	Description	Set Up (per feature)	Monthly Cost (all features)
Survey (25 questions)	Offer a post-call survey with results collated and sent to you	£50.00	£25.00
Digital Faxing	Send and receive faxes with no hardware, using our portal	£50.00	£25.00
Zone Plan	This is ideal if you want to use one main number but have different call locations answered in a different way	£50.00	£25.00
Diversion	Our bespoke disaster recovery product – change the routing of your number with one click of a button	£50.00	£25.00
Timetable	Manage a rota of volunteers or share the load of answering a helpline in an efficient way	£50.00	£25.00
Sub Accounts	Decide who can access your portal and what permissions they have	£50.00	£25.00
Special Days (10)	Pre-set a call flow for different special days, such as bank holidays, or during regular staff training	£50.00	£25.00
Call Recording < 5,000 min	Call recording storage	£50.00	£50.00
Call Record Recipient	Send your call recordings to a specific email address as soon as the call has ended	£50.00	£25.00
Call Record On Demand	Turn call recording on and off during a call with a quick press of a button	£50.00	£25.00

Minutes Packages	Minutes Bundle	Bundle Cost per month	Out of Bundle Per Min
03 (Local Rate) Ranges	5,000	£15.00	£0.006
	10,000	£30.00	£0.006
	15,000	£45.00	£0.006
	20,000	£60.00	£0.006
	50,000	£150.00	£0.006
	75,000	£225.00	£0.006
	100,000	£300.00	£0.006
01/02 (Geographic) Ranges	5,000	£50.00	£0.02
	10,000	£100.00	£0.02
	15,000	£150.00	£0.02
	20,000	£200.00	£0.02
	50,000	£500.00	£0.02
	75,000	£750.00	£0.02
	100,000	£1,000.00	£0.02
0800 (Freephone) Ranges	5,000	£175.00	£0.07
	10,000	£350.00	£0.07
	20,000	£700.00	£0.07
	50,000	£1,750.00	£0.07
	75,000	£2,625.00	£0.07
	100,000	£3,500.00	£0.07
Other Ranges (0843/0844/0871)	Unlimited	FOC	FOC

Numbers	One Off	Per Month
Port Existing Number <10	£50.00	£0.00
Port Existing Numbers >10	£500.00	£0.00
Gold	£25.00	£0.00
Platinum	£250.00	£0.00
Ultimate	£500.00	£0.00

Standards for Inbound rate cards

- **Minimum Term:** 90 Days
- **Customer Services Hours:** 9:00am to 5:00pm Monday to Friday excluding Bank holidays
- **Customer Support Hours:** 24x7x365

Cloud Telephony rate card

Standard rate card



Core Features	Description	Set Up (per account)	Monthly Cost (per user)
IVR - Auto Attendant	Divert calls efficiently to the right area, for example press 1 for customer service	< 10 Users £500 11-100 Users £1500 101+ Users £5000	< 10 Users £25 11-100 Users £22 101+ Users £18
Call Queues	If all lines are busy, your callers never need to hear an engaged tone		
Ring groups/Hunt Groups	Pre-set user groups by department or skill function		
Regular Extensions	Each user has their own extension and DDI		
Call Recording	Choose call recording options at a user level		
Call waiting	Allow a second user to wait at an extension level		
Music On Hold	Choose your own music if a caller is in a queue		
Time of day routing	Set pre-defined opening hours, both on a higher level and by department if required		
Parallel ringing / Cascade	Choose if all members in a ring group are called at the same time or in turn		
Phone book	Easily call colleagues with a phone directory of users		
3-way calling	Easily bring colleagues on to a call to assist or have a discussion		
Caller ID	Choose which number is presented out when you dial – main number or DDI		
Ring timeout	Define what happens to the caller after a pre-determined time		
Message on answer	Create a bespoke voicemail for a personal touch to your callers		
Announcements	Play pre-recorded messages to your callers		
Standard Wall board & Stats	At a glance information about your department's performance		
Minutes Landline 2000	2000 outbound calling minutes to UK landlines		
Minutes UK Mobile 2000	2000 outbound calling minutes to UK mobiles		
Soft client (PC, MAC, Mobile)	No need for hardware – answer calls on your PC or mobile		

Enhanced Features	Description	Set Up (per account)	Monthly Cost (per user)
Call Recording	Record calls at an individual user level	£50.00	£2.00
CRM Basics	Basic CRM integration	£50.00	£3.00
MS Teams Integration	Integrate your hosted telephony with your MS teams systems	£50.00	£3.00
MS Teams Integration Upgrade	Upgrade to route calls directly through to MS Teams using Operator Connect	£2000	£20.00
Xelion Enhanced Call Platform	Upgrades the base Cloud Telephony to the multi server Xelion resilient service	£2000	£20.00
Xelion BTW SIP	Upgrade to Cloud Telephony service for routing SIP calls over BTW	£2000	£15.00
Xelion BTW SIP DDI Setup	Upgrade to setup Cloud Telephony service for routing SIP calls over BTW	£500	£500
Webex Enhanced Call Platform	Upgrade Cloud Telephony service to Webex	£2000	£25.00
Enhanced Contact Centre	Upgrade to Enhanced Contact Centre feature	£5000	£250.00

Enhanced Features	Description	Set Up (per feature)	Monthly Cost (per account)
Call Recording Bespoke	Set levels of call recording and retention periods	£1500	£25.00
Wallboards & Stats Bespoke	Ideal if you have a specific area of interest regarding department performance	£1500	£25.00
CRM Integration Bespoke	Integration is possible with a variety of systems at a variety of levels	£1500	£25.00
Active Directory Integration	Integrate your phone system with your active directory to communicate more efficiently	£1500	£25.00
API Integrations Bespoke	With our API we can integrate with your systems	£1500	£25.00
Implementation Support	We can assist you with project managing your phone system deployment either on site or with remote assistance	Per Rate Card	Per Rate Card
Training Support	We can train your users or train the trainer on getting the most out of your phone system either on site or remotely	Per Rate Card	Per Rate Card

Numbers	One Off	Per Month
Port Existing Number <10	£50.00	£0.00
Port Existing Numbers >10	£1000.00	£0.00
Standard (2 per user)	FOC	£0.00
Standard (additional per account)	£2.00	£0.00
Gold	£25.00	£0.00
Platinum	£250.00	£0.00
Ultimate	£500.00	£0.00

Standards for Inbound rate cards

- **Minimum Term:** 90 Days if Licencing Only
- **Customer Services Hours:** 9:00am to 5:00pm Monday to Friday excluding Bank holidays
- **Customer Support Hours:** 24x7x365
- **Hardware:** If paid over terms licensing minimum period is co-terminus

Connectivity rate card

Standard rate card

Service	Description	Term	Set Up	Monthly
Broadband – SoADSL	Broadband Up to 20Mb downstream & 1Mb upstream inc. WiFi Router + Firewall	12	£150	£40.00
Broadband – SoGEA	Broadband Up to 80Mb downstream & 18Mb upstream inc. WiFi Router + Firewall	12	£250	£50.00
Broadband - FTTP	Broadband Up to 300Mb downstream & 50Mb upstream inc. WiFi Router + Firewall	24	£250	£100.00
EoFTTC	Leased Line Direct Internet Access up to 20Mb CIR inc. WiFi Router + Firewall	36	£250	£90.00
EMF – 4 Pair	Leased Line Direct Internet Access up to 20Mb CIR inc. WiFi Router + Firewall	36	£250	£160.00
Leased Line 100Mb Zone 1	Leased Line Direct Internet Access up to 100Mb inc. Router + Firewall	36	£1000	£350.00
Leased Line 100Mb Zone 2	Leased Line Direct Internet Access up to 100Mb inc. Router + Firewall	36	£1000	£400.00
Leased Line 100Mb Zone 3	Leased Line Direct Internet Access up to 100Mb inc. Router + Firewall	36	£1000	£1000
Leased Line 1Gb Zone 1	Leased Line Direct Internet Access up to 1GbMb inc. Router + Firewall	36	£1000	£450.00
Leased Line 1Gb Zone 2	Leased Line Direct Internet Access up to 1GbMb inc. Router + Firewall	36	£1000	£500.00
Leased Line 1Gb Zone 3	Leased Line Direct Internet Access up to 1GbMb inc. Router + Firewall	36	£1000	£1000
Control & Visibility	Reporting & Analytics	-	£0	£0.00
SD-WAN Configuration	SD-WAN Multi-site set up (bespoke set up – monthly costs per DIA pricing)	36	£1000	£50
WiFi	Mesh WiFi and Analytics (bespoke – based on requirements)	36	£750	£50
LAN	LAN Provision and Management (bespoke – based on requirements)	36	£750	£50
Static IP Range	Selectable range of IP addresses, prices vary depending on volume of IPs	12	£0	£100

Standards for Connectivity rate cards

- **Minimum Term:** As Per Pricing List (Pricing for 12-month DIA contracts on request)
- **Customer Services Hours:** 9:00am to 5:00pm Monday to Friday excluding Bank holidays
- **Customer Support Hours:** 24x7x365
- **Subject to Survey & Availability:** Pricing based on carrier infrastructure availability, excess construction charges may apply
- **Zones:** Typical pricing for locations – Zone 1 typically (c. 50%+ coverage), Zone 2 (c. 30% coverage) and Zone 3 other locations

IT Services rate card

Standard rate card

Service	Description	Term	Set Up	Monthly
Microsoft 365 Licensing	Full range of available SKUs including Business, Enterprise, Public Sector & Charity plans. Pricing for <500 users will equal to or less than MS list pricing	1	£0	£30.00
Microsoft Teams	Licensing and integration, including MS Teams end points and meeting rooms	-	£100	£10
Managed IT Services	Proactive IT Help Desk, Fault Detection & Resolution, Security Monitoring, Infrastructure Management, Network Monitoring, Software Patch Management, Asset Management, License Management, Disaster Recovery, User Account Management, Managed Security – bespoke scope TBA.	12	£750	£30
Network Security	Enhanced firewalls, virtual private network (VPN), access and identity management, device management, wireless security – bespoke scope TBA.	12	£750	£150
Hardware Supply & Management	Mult vendor supply, support and inventory management of hardware including personal computing, mobile devices, network devices and accessorises.	-	£750	£150

Standards for IT Services rate cards

- **Minimum Term:** As Per Pricing List
- **Customer Services Hours:** 9:00am to 5:00pm Monday to Friday excluding Bank holidays
- **Customer Support Hours:** 24x7x365
- **Subject to Scope:** Confirmation of scope will be provided. All time will be as per SFIA rate Card.