

Intelligent Decisioning Ltd

G Cloud 15 Pricing Document

Rate Card and Product Pricing

Microsoft
Partner

 Office 365



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Revision History

Version	Revision Date	Author	Comments
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Introduction to our G-Cloud 15 Rate Card

This pricing document accompanies the service description in which it is referenced. The service is offered based on the unit of Person-Day at the rate published in our Skills For the Information Age (SFIA) rate card below. The definition of the SFIA levels has also been included. We will work with you to estimate the effort for your requirement and calculate the number of Person-Day units and overall price.

Value for Money

As an existing supplier of cloud services to the public sector, we understand the importance of demonstrating the value we offer. Our experienced teams provide the outcomes the client requires at competitive prices by using innovation, automation and engineering discipline to manage down costs and deliver value.

As a modern digital business, we maintain lower overheads than the large consultancy and systems integrator firms that we compete with, allowing us to focus our spend on providing the best people and services to our customers.

This also allows us to provide highly experienced subject matter expertise, to help customers with the bursts in capability and capacity needed to manage large and complex programmes, beyond what can reasonably and economically be achieved through internal employee teams. Not only do we consider our service pricing to be excellent value for money, but we also have a long history working on our customers' side to ensure they get the best value from large systems integrators and consultancies. Our services frequently provide the customer with the capability to challenge these firms with superior expertise and experience, helping the customer to reduce the cost of change, avoid additional charges and negotiate contracts from a position of strength.

Please talk to us about Intelligent Decisioning's Added Value Process, which we employ to identify and provide further tangible benefits to our customers.

Alternate pricing and charging

Our objective is to deliver demonstrable value to our customers and help achieve your organisational goals. With this in mind, we are open to negotiating alternate and flexible charging arrangements such as gainsharing and payment based upon savings and cost avoidance generated for our clients.

Social Value in G-Cloud Pricing

Supporting Economic Growth

Intelligent Decisioning are a UK SME Business and work with other UK SMEs in the delivery of our services. As a wholly UK based business, all fees paid for our services are taxed and spent within the UK Economy, helping support economic growth. We are signatories to the Prompt Payment Code and ensure that all businesses working with us are promptly paid within 30 days

Supporting the UK Net Zero Target

As a business we annually assess our emissions, take further steps to optimise them and offset double the residual carbon footprint through certified, appropriate, UK-based tree planting schemes. This is our internal policy as an ethical and environmentally conscious business and an approach included in our standard operating procedures and G-Cloud Pricing.

Invoicing process

We will invoice you monthly in arrears based on the days worked in that calendar month. Our invoices will be payable within 30 days

G-Cloud 15 SFIA Rate Card

SFIA (Skills for the Information Age) is a framework mandated by the Crown Commercial Service for use in pricing services on the G-Cloud Framework. SFIA defines 5 key skill areas and 7 levels of capability within each, providing a way to classify and set rates for the personnel engaged by supplier to deliver a service.

Intelligent Decisionings standard SFIA rate card can be seen below and is used internally by us to determine the price of services under G-Cloud Lot 3 – Cloud Support.

	Strategy and architecture	Change and Transformation	Development and implementation	Delivery and Operation	People and skills	Relationships and engagement
Follow	-	-	-	-	-	-
Assist	-	-	-	-	-	-
Apply	850	850	850	850	850	850
Enable	870	870	870	870	870	870
Ensure or advise	900	900	900	900	900	900
Initiate or Influence	950	950	950	950	950	950
Set strategy or inspire	1,000	1,000	1,000	1,000	1,000	1,000

A list of the SFIA skills and definitions can be found in this document..

Pricing notes consistent with G-Cloud standards

- Our pricing for all G-Cloud 15 support services is based on a time and materials commercial model, unless a service specific pricing document is provided.
- In situations where, by mutual agreement between Intelligent Decisioning and the Contracting Body, the rate card is used for Fixed Price deliverables a premium may be

added to reflect the requirements of such an arrangement.

- Consultants are assigned at the appropriate daily rates from our G-Cloud 15 SFIA rate cards, plus VAT and reasonable expenses (where applicable) as per the Contracting Body's standard expense policy.
- Consultant's working day is 7.5 hours exclusive of travel and lunch
- Consultant's working week is Monday - Friday excluding National holidays
- Office hours are 9 am to 5 pm Monday to Friday
- Rates valid for the duration of the G-Cloud 15 framework agreement, subject to availability of suitably-skilled consultants.
- Professional indemnity insurance is included in day rate

Volume Discounts

Intelligent Decisioning offers a variety of discounts on our standard SFIA rates based on committed volume of work across an agreed term. Where offered, these discounts will also be offered to other clients with similar requirements.

SFIA Definitions

1 Follow	
Autonomy	Works under close direction.
	Uses little discretion in attending to enquiries.
	Is expected to seek guidance in unexpected situations
Influence	Minimal influence.
	May work alone or interact with immediate colleagues.
Complexity	Performs routine activities in a structured environment.
	Requires assistance in resolving unexpected problems.
	Participates in the generation of new ideas.
Knowledge	Has a basic generic knowledge appropriate to area of work.
	Applies newly acquired knowledge to develop new skills.
Business Skills	Has sufficient oral and written communication skills for effective engagement with immediate colleagues.
	Uses basic systems and tools, applications and processes.
	Demonstrates an organised approach to work.
	Has basic digital skills to learn and use applications and tools for their role.
	Learning and professional development – contributes to identifying own development opportunities.
	Security, privacy and ethics – understands and complies with organisational standards.
2 Assist	
Autonomy	Works under routine direction.
	Uses limited discretion in resolving issues or enquiries.
	Determines when to seek guidance in unexpected situations.
	Plans own work within short time horizons.
Influence	Interacts with and may influence immediate colleagues.

	May have some external contact with customers, suppliers and partners. Aware of need to collaborate with team and represent users/customer needs.
Complexity	Performs a range of work activities in varied environments. May contribute to routine issue resolution. May apply creative thinking or suggest new ways to approach a task.
Knowledge	Has gained a basic domain knowledge. Demonstrates application of essential generic knowledge typically found in industry bodies of knowledge. Absorbs new information when it is presented systematically and applies it effectively.
Business Skills	Has sufficient oral and written communication skills for effective engagement with colleagues and internal users/customers. Understands and uses appropriate methods, tools, applications and processes. Demonstrates a rational and organised approach to work. Has sufficient digital skills for their role. Learning and professional development – identifies and negotiates own development opportunities. Security, privacy and ethics – is fully aware of organisational standards. Uses appropriate working practices in own work
3 Apply	
Autonomy	Works under general direction. Receives specific direction, accepts guidance and has work reviewed at agreed milestones. Uses discretion in identifying and responding to complex issues related to own assignments. Determines when issues should be escalated to a higher level. Plans and monitors own work (and that of others where applicable) competently within limited deadlines.
Influence	Interacts with and influences colleagues. May oversee others or make decisions which impact routine work assigned to individuals or stages of projects. Has working level contact with customers, suppliers and partners. Understands and collaborates on the analysis of user/customer needs and represents

	this in their work. Contributes fully to the work of teams by appreciating how own role relates to other roles
Complexity	Performs a range of work, sometimes complex and nonroutine, in a variety of environments. Applies a methodical approach to routine and moderately complex issue definition and resolution. Applies and contributes to creative thinking or finds new ways to complete tasks
Knowledge	Has sound generic, domain and specialist knowledge necessary to perform effectively in the organisation typically gained from recognised bodies of knowledge and organisational information. Has an appreciation of the wider business context. Demonstrates effective application and the ability to impart knowledge found in industry bodies of knowledge. Absorbs new information and applies it effectively.
Business Skills	Demonstrates effective oral and written communication skills when engaging on issues with colleagues, users/customers, suppliers and partners. Understands and effectively applies appropriate methods, tools, applications and processes. Demonstrates judgement and a systematic approach to work. Effectively applies digital skills and explores these capabilities for their role. Learning and professional development – takes the initiative to develop own knowledge and skills by identifying and negotiating appropriate development opportunities. Security, privacy and ethics – demonstrates appropriate working practices and knowledge in nonroutine work. Appreciates how own role and others support appropriate working practices
4 Enable	
Autonomy	Works under general direction within a clear framework of accountability. Exercises substantial personal responsibility and autonomy. Uses substantial discretion in identifying and responding to complex issues and assignments as they relate to the deliverable/scope of work.

	Escalates when issues fall outside their framework of accountability. Plans, schedules and monitors work to meet given objectives and processes to time and quality targets.
Influence	Influences customers, suppliers and partners at account level. Makes decisions which influence the success of projects and team objectives. May have some responsibility for the work of others and for the allocation of resources. Engages with and contributes to the work of cross functional teams to ensure that customers and user needs are being met throughout the deliverable/scope of work. Facilitates collaboration between stakeholders who share common objectives. Participates in external activities related to own specialism.
Complexity	Work includes a broad range of complex technical or professional activities, in a variety of contexts. Investigates, defines and resolves complex issues. Applies, facilitates and develops creative thinking concepts or finds innovative ways to approach a deliverable
Knowledge	Has a thorough understanding of recognised generic industry bodies of knowledge and specialist bodies of knowledge as necessary. Has gained a thorough knowledge of the domain of the organisation. Is able to apply the knowledge effectively in unfamiliar situations and actively maintains own knowledge and shares with others. Rapidly absorbs and critically assesses new information and applies it effectively.
Business Skills	Communicates fluently, orally and in writing, and can present complex information to both technical and nontechnical audiences when engaging with colleagues, users/customers, suppliers and partners. Selects appropriately from, and assesses the impact of change to applicable standards, methods, tools, applications and processes relevant to own specialism. Demonstrates an awareness of risk and takes an analytical approach to work. Maximises the capabilities of applications for their role and evaluates and supports the use of new technologies and digital tools.

	Contributes specialist expertise to requirements definition in support of proposals. Shares knowledge and experience in own specialism to help others. Learning and professional development – maintains an awareness of developing practices and their application and takes responsibility for driving own development. Takes the initiative in identifying and negotiating their own and supporting team members' appropriate development opportunities. Contributes to the development of others. Security, privacy and ethics – fully understands the importance and application to own work and the operation of the organisation. Engages or works with specialists as necessary Appreciates how own role and others support appropriate working practices
5 Ensure or advise	
Autonomy	Works under broad direction. Work is often self initiated. Is fully responsible for meeting allocated technical and/or group objectives. Analyses, designs, plans, executes and evaluates work to time, cost and quality targets. Establishes milestones and has a significant role in the assignment of tasks and/or responsibility
Influence	Influences organisation, customers, suppliers, partners and peers on the contribution of own specialism. Makes decisions which impact the success of assigned work, i.e. results, deadlines and budget. Has significant influence over the allocation and management of resources appropriate to given assignments. Leads on user/customer and group collaboration throughout all stages of work. Ensures users' needs are met consistently through each work stage. Builds appropriate and effective business relationships across the organisation and with customers, suppliers and partners. Creates and supports collaborative ways of working across group/area of responsibility. Facilitates collaboration between stakeholders who have diverse objectives
Complexity	Work includes a broad range of complex technical or professional activities, in a variety

	of contexts. Investigates, defines and resolves complex issues. Applies, facilitates and develops creative thinking concepts or finds innovative ways to approach a deliverable
Knowledge	Has a thorough understanding of recognised generic industry bodies of knowledge and specialist bodies of knowledge as necessary. Has gained a thorough knowledge of the domain of the organisation. Is able to apply the knowledge effectively in unfamiliar situations and actively maintains own knowledge and shares with others. Rapidly absorbs and critically assesses new information and applies it effectively.
Business Skills	Demonstrates leadership in operational management. Analyses requirements and advises on scope and options for continual operational improvement. Assesses and evaluates risk. Takes all requirements into account when making proposals. Shares own knowledge and experience and encourages learning and growth. Advises on available standards, methods, tools, applications and processes relevant to group specialism(s) and can make appropriate choices from alternatives. Understands and evaluates the organisational impact of new technologies and digital services. Creatively applies innovative thinking and design practices in identifying solutions that will deliver value for the benefit of the customer/stakeholder. Clearly demonstrates impactful communication skills (oral, written and presentation) in both formal and informal settings, articulating complex ideas to broad audiences. Learning and professional development – takes initiative to advance own skills and identify and manage development opportunities in area of responsibility. Security, privacy and ethics – proactively contributes to the implementation of appropriate working practices and culture
6 Initiate or influence	
Autonomy	Has defined authority and accountability for actions and decisions within a significant area of work, including technical, financial and quality aspects.

	Establishes organisational objectives and assigns responsibilities.
Influence	Influences policy and strategy formation. Initiates influential relationships with internal and external customers, suppliers and partners at senior management level, including industry leaders. Leads on collaboration with a diverse range of stakeholders across competing objectives within the organisation. Makes decisions which impact the achievement of organisational objectives and financial performance.
Complexity	Contributes to the development and implementation of policy and strategy. Performs highly complex work activities covering technical, financial and quality aspects. Has deep expertise in own specialism(s) and an understanding of its impact on the broader business and wider customer/organisation thinking concepts or finds innovative ways to approach a deliverable
Knowledge	Has developed business knowledge of the activities and practices of own organisation and those of suppliers, partners, competitors and clients. Promotes the application of generic and specific bodies of knowledge in own organisation. Develops executive leadership skills and broadens and deepens their industry or business knowledge.
Business Skills	Demonstrates leadership in organisational management. Understands and communicates industry developments, and the role and impact of technology. Manages and mitigates organisational risk. Balances the requirements of proposals with the broader needs of the organisation. Promotes a learning and growth culture in their area of accountability. Leads on compliance with relevant legislation and the need for services, products and working practices to provide equal access and equal opportunity to people with diverse abilities. Identifies and endorses opportunities to adopt new technologies and digital services. Creatively applies a wide range of innovative and/or management principles to realise business benefits aligned to the organisational strategy.

	Communicates authoritatively at all levels across the organisation to both technical and non-technical audiences articulating business objectives. Learning and professional development – takes the initiative to advance own skills and leads the development of skills required in their area of accountability. Security, privacy and ethics – takes a leading role in promoting and ensuring appropriate working practices and culture throughout own area of accountability and collectively in the organisation
7 Set strategy, inspire or mobilise	
Autonomy	At the highest organisational level, has authority over 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 others to whom responsibilities have been assigned.
Influence	Inspires the organisation, and influences developments within the industry at the highest levels. Makes decisions critical to organisational success. Develops long-term strategic relationships with customers, partners, industry leaders and government. Collaborates with leadership stakeholders ensuring alignment to corporate vision and strategy.
Complexity	Applies the highest level of leadership to the formulation and implementation of strategy. Performs extensive strategic leadership in delivering business value through vision, governance and executive management. Has a deep understanding of the industry and the implications of emerging technologies for the wider business environment.
Knowledge	Has established a broad and deep business knowledge including the activities and practices of own organisation and a broad knowledge of those of suppliers, partners, competitors and clients. Fosters a culture to encourage the strategic application of generic and specific bodies of knowledge within their own area of influence.
Business Skills	Has a full range of strategic management and leadership skills. Communicates the potential impact of emerging practices and technologies on organisations and individuals and assesses the risks of using or not using such practices and technologies.

	Establishes governance to address business risk. Ensures proposals align with the strategic direction of the organisation. Fosters a learning and growth culture across the organisation. Assess the impact of legislation and actively promotes compliance and inclusivity. Advances the knowledge and/or exploitation of technology within one or more organisations. Champions creativity and innovation in driving strategy development to enable business opportunities. Communicates persuasively and convincingly across own organisation, industry and government to audiences at all levels. Learning and professional development – ensures that the organisation develops and mobilises the full range of required skills and capabilities. Security, privacy and ethics – provides clear direction and strategic leadership for the implementation of working practices and culture throughout the organisation
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Product Pricing

Product	Price Per Annum per Tenant
Mercury Intranet	12,000
docCentrum Control	6,000
docCentrum Compliance (Mandatory Read)	6,000
MegaNav	5,000
Digital Asset Manager	5,000
FAQs	3,000
Risk Register	5,000
Wayfarer	2,000

See individual service description documents for details of the products. Discounts for more than one product sale are available – please contact us for bespoke pricing. Products require an element of professional services which are charged at the rates in the G-Cloud 15 SFIA Rate Card

About Intelligent Decisioning

Intelligent Decisioning Ltd (id) are a Microsoft Gold Partner with a specialism for SharePoint Online, Microsoft Teams and the wider Microsoft 365 (formerly known as Office 365) consultancy as well as the development of unique, cost-effective solutions.

id help businesses grow, adapt, and evolve with our specialist knowledge of SharePoint, Office 365 and the Microsoft Cloud.

From our offices in Nottingham and West Yorkshire we can provide the skills, resources, and expertise to allow your business to introduce SharePoint correctly. We can help strengthen your SharePoint development team, build innovative SharePoint applications and drive more business value from the SharePoint investments you have made.

Trusted Partner Network

We have a network of trusted partners covering everything from Office 365 development and training and believe that it is important to maintain a strong partner ecosystem. We are aware of the benefits in long-term customer relationships and strive to become a technology partner for our customers. This allows us to continue to support you and demonstrate functionality until you are at a point where you can do it alone.

Microsoft Partners

We are a Microsoft Certified Partner. This means that we are trusted by Microsoft to deliver first class SharePoint and Microsoft 365 solutions. Our Microsoft certifications also recognise the fact that we adhere to Microsoft Best Practices and follow the guidelines and procedures set by Microsoft when implementing Microsoft 365 solutions.

Our connection to Microsoft through our Partner status and other channels enables us to work at the forefront of Microsoft Technologies and access top of line support. We are constantly aware of new developments on the Microsoft platform and always have the product roadmap in sight, so you can rest assured that the compatibility of your solution on future versions is as ensured as it can be.

Social Value

Our CEO and Board of Directors set our corporate CSR policies and procedures, which are then governed by compliance and improvement teams. These teams cover Intelligent Decisionings entire CSR agenda and cascade its operational policies and procedures into each Business unit, where the Managing Director oversees their use.

Theme	Evidence
Fighting climate change	As a company, we have made an ambitious commitment to achieve Net Zero Carbon emissions by 2040 (or sooner) by supporting our Buyer's net zero ambitions, creating software with inbuilt sustainability, and reducing our own impact. Our Carbon Reduction Plan demonstrates our ambition to become industry leaders in reducing our environmental impact in support of the UK's Net Zero Target. Underlining this ambition, we are focusing not only on our direct emissions sources but also actively engaging with our wider supply chain to understand, measure and develop meaningful emissions reductions targets in line with our Net Zero Target.
Tackling economic inequality	We are committed to building an inclusive and diverse culture that tackles inequality in employment, skills and pay. We promote equal opportunity through all our activities and ensure rights for all employees are always protected. We have increased our focus and commitment to ensure we proactively implement equal and non-discriminatory treatment to all our workers. We have implemented a Diversity & Inclusion Strategy and have a Diversity and Inclusion Lead to drive the implementation of this strategy. This aims to tackle inequality in recruitment practices, team development, skills and pay.
Equal opportunity	We are committed to providing equal opportunities and building an inclusive and diverse culture.
Wellbeing	We actively promote a mentally healthy workplace and workforce integrating mental health and general wellbeing in all that we do from recruitment, appraisals to strategic management. Through our Health and Wellbeing Policy Champion we encourage a flexible and realistic work/life balance. These provide a foundation to support both the mental and physical health of our staff via:

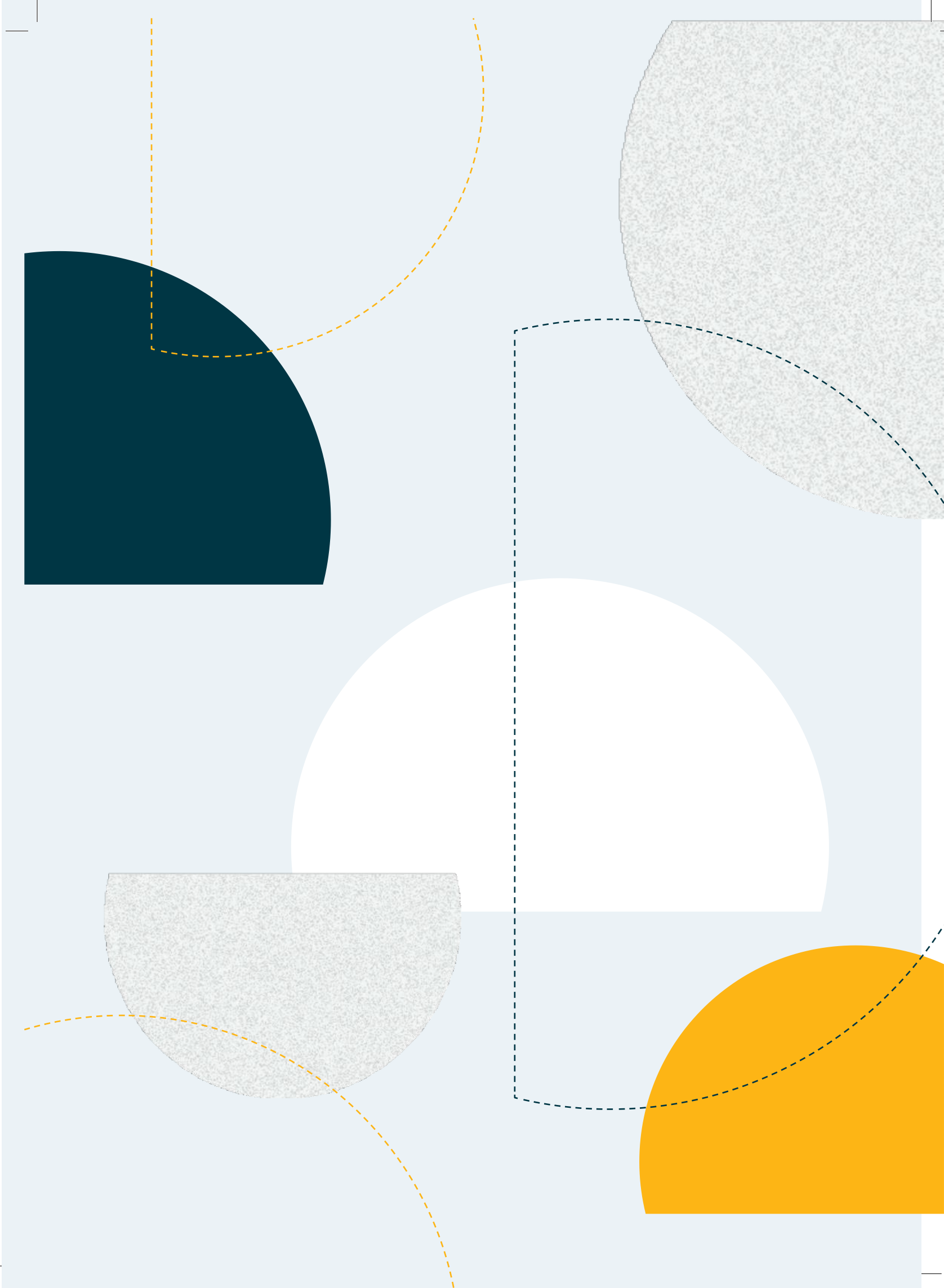
	• Employee Assistance Programme/online Wellbeing Hub, offering 24/7 access to websites, e-mail, phone, and face-to-face counselling on personal issues. • Axa Health Workplace App for external mental health consultancy. • Mental Health Champions who support staff wellbeing in the workplace.
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Registered Address

The registered address for the Intelligent Decisioning team is 1 Cranmer Street, Long Eaton, Nottingham, Nottinghamshire NG10 1NJ

How to obtain further Information

For further information please see our website at www.id-live.com or contact us on 0845 643 9726.





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