

BETTERGOV

Better Group Limited

Pricing Document

Lot 3: Cloud Support Services

G-Cloud 15 Framework (RM1557.15)

Version 2.0 | January 2026 |

Service: User Research & Service Design

PRICING MODEL

How services are charged

This service is delivered on a Time and Materials basis using qualified consultants at day rates defined in the accompanying SFIA Rate Card.

Engagements are scoped during initial discussions with the Buyer, with effort estimates provided based on project complexity, scale, and specific requirements.

CONSULTANCY DAY RATES

SFIA-Based Rate Card

Our pricing is aligned to the Skills Framework for the Information Age (SFIA) levels 1-7, providing transparent and consistent rates across all role types.

SFIA Level	Description	Day Rate (£)
SFIA 1	Entry-level / Trainee	£345.00
SFIA 2	Junior / Associate	£475.00
SFIA 3	Practitioner	£575.00
SFIA 4	Senior Practitioner	£700.00
SFIA 5	Lead / Manager	£850.00
SFIA 6	Principal / Head of	£995.00
SFIA 7	Director / Chief	£1095.00

All rates are maximum day rates in GBP Sterling, excluding VAT, based on a 7.5 hour working day.

Role Families and SFIA Mapping

The following table shows how our role families map to SFIA levels:

Role Family	Typical Roles	SFIA Levels
Architecture & Technical Design	Solution Architect, Technical Architect, Data Architect, Integration Architect	SFIA 3-6
Business Analysis & Requirements	Business Analyst, Requirements Analyst, Process Analyst	SFIA 2-5
Data & Analytics	Data Analyst, Data Engineer, BI Developer, Data Migration Specialist	SFIA 2-5
Delivery & Programme Management	Project Manager, Delivery Manager, Programme Manager, PMO Analyst	SFIA 3-6
Software Development & Configuration	Developer, Configuration Analyst, Integration Engineer, Test Analyst	SFIA 2-5
Social Care Subject Matter Expertise	Social Care SME, Adults SME, Children's SME, Finance SME, Education SME	SFIA 3-6
Training & Knowledge Transfer	Trainer, Training Lead, Knowledge Transfer Specialist	SFIA 3-5
Service Management & Support	Service Manager, Support Analyst, Early Life Support Lead	SFIA 2-5

ALTERNATIVE PRICING MODELS

Fixed price and outcome-based options

Fixed price or outcome-based pricing can be agreed with the Buyer dependent on specific requirements and where scope is clearly defined. Such arrangements will be documented in the Call-Off Contract.

VOLUME DISCOUNTS

Discounts for larger engagements

Volume discounts may be available for larger engagements and will be agreed with the Buyer on a case-by-case basis. Any discounts will be documented in the Call-Off Contract and are available to all Buyers on equal terms.

INCLUDED IN DAY RATES

What is covered by standard rates

- All travel, mileage, and subsistence within the M25 boundary
- Professional Indemnity Insurance
- Access to BetterGov project management tools and collaboration platforms
- Internal quality assurance and peer review
- Standard progress reporting and governance participation

NOT INCLUDED

Items chargeable separately

- Travel, mileage, and subsistence outside the M25 (charged at Buyer's standard rates)
- Third-party software licences or subscriptions
- Hardware or infrastructure costs
- Out-of-hours support (available by arrangement at enhanced rates)
- Data extraction from legacy systems (quoted separately based on complexity)

PAYMENT TERMS

Invoicing and payment arrangements

Invoices are submitted monthly in arrears based on days worked. Payment terms are 30 days from invoice date unless otherwise agreed in the Call-Off Contract.

FRAMEWORK COMPLIANCE

G-Cloud 15 Schedule 3 compliance

In accordance with G-Cloud 15 Framework Schedule 3 (Framework Prices):

- All prices are Maximum Prices which may be reduced (but not increased) during the Framework Contract Period
- Day rates do not include any uplift for risks or contingencies (para 5.3)
- Travel, mileage, and subsistence within the M25 is included in day rates (para 5.4.2)
- All prices exclude VAT
- Day rates are based on a 7.5 hour working day
- All prices are in GBP Sterling to two decimal places
- Full role-level pricing available on the Digital Marketplace rate card

CONTACT US

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