



Putting people at the heart of digital evolution



| G-Cloud 15

Pricing Document

This document defines the costs of the exceptional services and the solutions that CloudSource offers

CloudSource brings clarity and confidence to the public sector transformation

CloudSource is an award-winning GovTech business, trusted by UK & EU Central Government, Agencies, and Regulatory Organisations to deliver **Digital Transformation, Strategy, and Delivery Services**, bringing deep sector knowledge to modernise operating models and drive lasting results.

Working solely within the public sector, our domain knowledge of **Regulatory, Compliance and Transparency** business processes is our differentiator in the business and technology ecosystem.

We're a thought leader and Microsoft champion, enabling our clients to drive value through cutting-edge Microsoft cloud platforms, business applications, data, and AI that meet today's digital expectations of citizens.

For over a decade, we've been a results-driven SME partner, putting customer success at the heart of everything we do and consistently delivering results above and beyond.

What makes us different?



Domain Knowledge & Expertise



Digital, Data & Technology SME



Microsoft Solutions Partner



Referenceable Programme Successes



Agile and Flexible Delivery Model



Located in London, Edinburgh & Dublin



CloudSource Pricing Document

CloudSource offers the following services, delivered by either Professional Services (charged at a daily rate) or Support and Licensing costs. Licensing and support costs will vary depending on the number of users supported, service levels and other licensing arrangements. All rates exclude VAT.

Standard Rate Card

CloudSource consultancy services are priced based on our published SFIA-based rate card, a summary of which is shown below. Please refer to the published rate card for further information.

	Strategy & architecture	Business change	Solution development & implementation	Service management	Procurement & management support	Client interface
1. Follow	£450	£450	£450	£450	£450	£450
2. Assist	£650	£650	£650	£650	£650	£650
3. Apply	£825	£825	£800	£775	£775	£825
4. Enable	£950	£950	£850	£825	£825	£950
5. Ensure/Advise	£1,050	£1,050	£950	£900	£900	£1,050
6. Initiate/Influence	£1,100	£1,100	£1,025	£975	£975	£1,100
7. Set Strategy/Inspire	£1,200	£1,200	£1,100	£1,025	£1,025	£1,200

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: 09:00 – 17:00, Monday to Friday

Travel and Subsistence: Included in the day rate within M25. Payable at the department's standard T&S rates outside M25

Mileage: As above

Professional Indemnity Insurance: included in the day rate

Microsoft Licensing

CloudSource are a Microsoft Cloud Solution Provider (CSP) and has access to Microsoft Licensing specialists and CSP rates. Please contact us to discuss your licensing requirements. Licensing charges are provided in accordance with Microsoft's licensing agreement and standard terms and conditions.

CloudSource Managed Services

CloudSource operate various commercial models for support ranging from pure 'Time & Materials' (T&M) through to premium support with a one-off cost for unlimited consumption. Standard T&M hourly support costs are currently £130 + VAT per hour, plus an annual retainer fee dependent on the complexity of a solution. Premium support models will need to be priced on an individual bid basis.

Service Level Agreements (SLA): Incident Priority Processing

CloudSource provides second-line support to the client's Business Support Teams, which are available via Portal, phone and email. An issue or request is captured as a ticket and progressed by a Support Consultant. A Support Consultant is allocated to the issue to resolve, with the ability to call on other resources within the Managed Services department or the wider development, testing, consulting or project management organisations within the company.

An example of our Support response and resolution times is shown below.

Priority	Definition example	Response	Resolution
1 – High	- Complete stoppage of work for all users and no other options or Workaround available for work to continue. - A major function is not operational that impacts all users and no other options or Workaround available	1 Hour	4 Working hours
2 – Medium	- System is not operational for one or more users and no other options or Workaround available for work to continue - A major function is not operational that impacts some users and no other options or Workaround available	2 hours	1 Working day
3 – Low	A minor function of the System is not operational for one or more users, but they can continue to use other application functions	8 hours	3 Working days
4 – Lowest	A minor issue with very low or no visibility that has no direct impact on the application, users or revenue	8 Hours	5 Working days

Professional Services Portfolio

CloudSource professional services include, but are not limited to:

Advisory



Transformation Advisory

Establish your vision, strategic goals, and future business models.

Delivery



Systems Architecture

Design “to be” technical architecture required by your future organisation.

Continuity



24/7 Helpdesk

Omnichannel Support and engagement that guarantees business continuity.



Programme Mobilisation

Implement governance, programme structure, and align stakeholders for a successful outcome.



Functional/ Business Analysis

Reimagine, rethink and redesign business processes and the ways of delivering business services.



Software Release Management

Future-proof your development investment and continuously improve your digital services.



Programme Management

Coordinate workstreams, oversee governance boards and control Budget & Risk.



Application Development

Extend and develop applications to meet the unique requirements of your organisation.



Environments Management

Implementation of Software Development Life Cycle (SDLC) infrastructure and data management.



Project Management

Maintain Plans, RAID, Stakeholders and product delivery, aligned to the Agile SCRUM framework.



Data and AI Engineering

Unlock intelligence, automate repeatable tasks and surface deep business insights & Data visualisation.



Licensing and storage

Cloud platform, software licensing, and storage optimisation and guidance.

Credibility



We are proud to partner with a range of public sector organisations, government departments, agencies, regulatory bodies, and local authorities.

Our technology and services support critical public services, helping drive innovation, efficiency, and digital transformation.

- Service, License Applications and Registrations
- Complaints and Enquiry Handling
- Casework, Concerns and Triage
- Transparency (FOI, DPA, EIR & GDPR)
- Fitness & Authorisation /Practice/Teach
- Disputes and Appeals

Recognition

CloudSource is proud to be recognised across multiple dimensions, from driving digital transformation to championing diversity and inclusion in tech. Our awards reflect the strength of our people, the impact of our solutions, and our commitment to building a smarter future. Whether it's delivering change or empowering underrepresented voices, we're honoured to be leading the way.



Impact

Social value is integral to our culture and purpose. We are committed to supporting local communities and delivering real impact through everything we do.

 **HumanWise** is our social value initiative, a reflection of two of our core values: Human and Wise. Together, they define how we give back to society and create sustainable impact.

CloudSource holds the **Social Value Quality Mark Bronze Award**, recognising our commitment to delivering meaningful impact through HumanWise.



This is to certify that

CloudSource

has been successfully awarded the Quality Mark



Terms and Conditions:

All services provided are governed by the G-Cloud 15 Framework Terms and Conditions. Additional Terms may apply, dependent upon the service being purchased; these may include:

- **Software as a Service (SaaS) & Cloud Storage Subscription**
All software license purchases and subscriptions are the client's responsibility.
- **Data Processing**
Data processing may be subject to an additional Data Protection Agreement.

Client Obligations:

For CloudSource to deliver our service to the highest possible standards, we may ask our clients to:

- **During the Onboarding Phase**
Make an agreement on the most suitable governance model to meet the requirements of the engagement.
- **Engage Business Stakeholders**
Communicate the expectations of project involvement to key business stakeholders.
- **Provide Access to Technology**
Line-of-business Applications, Technology Estate & Data.

Contact Details:



With a strong background in business development and strategic growth within the Microsoft ecosystem, Rob guides public sector organisations to unlock value and deliver meaningful transformation.

Rob Bragg  

Business Development Director



Crown
Commercial
Service
Supplier



HM Government
G-Cloud
Supplier



Digital Outcomes
& Specialists