



SUPER CHARGE

G-Cloud 15 (RM1557.15)

Supercharge London Ltd.

Pricing



1 Introduction

This Pricing Document sets out the maximum framework prices for all of our services listed under the G-Cloud 15 Framework Agreement (RM1557.15). It is intended to give Buyers complete visibility of all costs associated with procuring, implementing, and using the service through the Digital Marketplace.

All prices contained within this document:

- Represent the highest charges that may be applied under the framework
- Are provided exclusive of VAT
- Must be consistent with the pricing submitted within the Digital Marketplace listing
- May be discounted at Call-Off, provided the discounts do not exceed the maximum framework prices published here
- May be subject to annual indexation or uplifts, where stated in Section 5

The purpose of this Pricing Document is not only to confirm the core cost of the service but also to outline the associated commercial components such as setup fees, licensing, support, hosting, optional add-ons, and where applicable, professional services charged under the Crown Commercial Service (CCS) SFIA model.

2 Service overview

At Supercharge, we sell bespoke services to meet our clients at any point in their journey. We build bespoke solutions to help you reach your goals. We specialise in product design, product development, data and AI. We also offer support services for 24/7 monitoring and on-call helpdesk with ticket-based resolution of any production or product issues, whilst providing add-on services such as training, product optimisations and maintenance.

As a services-led provider, we rarely offer fixed, off-the-shelf packages. We calculate pricing for the services offered based on a simple daily rate card by effort model. We:

- Scope the project, identifying the requirements and necessary team and resources
- Multiply our day rate card by the estimated efforts
- Calculate total costs based on these

Our contracting model is flexible and tailored to the needs, deliverables and commercial demands of each engagement. We offer the following models:

- **Time & Materials (T&M):** Suitable where requirements are evolving or where discovery and iteration are required. Providing flexibility to reprioritise as needs change, clients pay only for the time and roles used
- **Fixed Price:** Suitable where scope and deliverables are well-defined, we agree on pricing upfront based on outcomes and deliverables. Providing cost certainty for clearly bounded work, we define clear acceptance criteria, requirements and deliverables which we use for the fixed price quote

Additionally, we offer discounts by volume. The bigger the team required and the longer the commitment, the greater discount we would consider offering. Discounts are always applied on a case-by-case basis at Supercharge's discretion.

3 Core pricing

This section sets out the core pricing for Supercharge services.

The table below presents the standard framework prices associated with the service, structured according to the relevant pricing model. All prices shown are exclusive of VAT and must be read in

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conjunction with the accompanying Service Definition and Terms & Conditions. Optional enhancements and add-on services are listed separately in Section 4.

3.1 Role-based rate card

Daily rate by role

We can accommodate varying seniority rates, but we always aim to quote based on or provide mid to senior level professionals on all our projects. We usually offer the standard rates below:

Role	Standard rate
AI Engineer	£810
Architect	£950
Art Director	£660
Automation Engineer	£590
Backend Developer	£640
Business Analyst	£590
C++ Developer	£590
Data Analyst	£570
Data Engineer	£670
Data Scientist	£610
DevOps Engineer	£720
Innovation Consultant	£720
JS Developer	£650
Mobile Engineer	£690
NodeJS Developer	£700
Product Strategist	£720
Project Manager	£670
QA Engineer	£550
Service Operations Manager	£680
UI Designer	£550

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If a discretionary discount by volume is provided for large teams and long commitments, these day rates may be reduced.

Our teams are based across multiple locations, with our Headquarters based in Budapest. In our London office, we have client-facing roles, such as Product Strategists. If you engage in a product design phase with us, you will work with a London-based product lead, whilst our engineering team will sit in Budapest. To accommodate customers and offer in-person presence for meetings, Engineers and other employees commonly travel to the UK, upon request. To comply with client requirements, we have previously relocated team members to the UK for the duration of engagements. If necessary, subject to updating the team members' rates to accommodate the move, we would be open to facilitating this.

Standards for day rates:

- **Working day:** 8 hours, Monday to Friday
- **Office hours:** 09:00–17:00, Mon–Fri
- **Travel and subsistence:** We are always open to travelling to client locations, costs depending on location and duration
- PI insurance included in day rate

4 Optional extras/add-ons

As a dedicated innovation partner for our clients, we meet organisations wherever they are in their journey. For some clients we are solely their design partner and for others, solely an implementation or their data partner. However, we typically operate as an end-to-end partner, supporting clients throughout the service in all aspects of their digital needs, including design, development, data and AI.

Clients typically engage our services for a specific project, then we continue our partnership as we maintain, optimise and support to use the product. Once the initial engagement is complete, we offer ongoing support through:

- Tailored training and materials for client teams and end-users, as detailed in the Service Definition documents
- Dedicated or ad-hoc design and engineering teams to maintain, optimise and improve the product, including as the organisation changes or new technology emerges
- Multi-tiered support services to ensure any issue is resolved, comprising:
 - L1 (Technical Support): 24/7/365 availability in standard 8-hour shift patterns
 - L2 (Advanced Infrastructure Support): 24/7/365 on-call rotation
 - L3 (Application Support): 9am–5pm CET, Monday to Friday, Hungarian Business Days

We like to build long-lasting relationships and support clients in any way we can. Costs for the continuous extra services vary depending on needs, product size and duration of the contract, and we consider and quote all engagements on a case-by-case basis to design the best plan for you.