



Health Systems Support Ltd. Cloud Support Service Rate Guidance and discount

Our pricing options for our Cloud Support Services are tailored to meet to the specific project/ service needs. The overall cost of the project is based on the rate card and the effort required to deliver the outcomes.

Wherever possible we work on a fixed price deliverable project, however in order to cater flexibly we do offer three main options.

Outsourced/ Managed Service Model

This is where Health systems support provides services on a rolling monthly basis for an agreed monthly service charge, either as a BAU service model or to meet defined project objectives over a fixed period.

Fixed Price Deliverables

This is where Health Systems Support provides services to a predefined list of deliverables within a given timescale. In this Model cost risk is held by health systems support.

Time and Material Model.

This is relevant when the client has an undefined scope of work where, due to lack of clarity information it is not possible to provide a fixed cost. This model is sometimes applicable when the client wants direct control over the output of the service resource.

Discounts

The following volume discounts will be applied.

Up to £250,000 to £1,000,000	None
From £1,000,001 to £2,000,000	2%
Above £2,000,001	3%

The volume discount applies to all effort over and above the threshold of £1,000,001 in each individual call off order. The volume discount will continue to apply above the higher thresholds, but for avoidance of doubt these are not cumulative volume discounts. Volume discounts apply upon the initial Service Description and individual Call-Off Order only and cannot be applied retrospectively.

Some further discount may be available for very large contracts above £2,000,001 upon application, considered on a case by case basis.

Unless otherwise agreed invoices are monthly in arrears and due within 30 days. Rates as follows

Rates

Architecture Roles							
Role	Follow	Assist	Apply	Enable	Ensure / Advise	Initiate / Influence	Set Strategy
Business Architect	–	£495	£565	£685	£793	£894	£1,114
Data Architect	–	£495	£565	£685	£793	£894	£1,114
Enterprise Architect	–	£495	£565	£685	£793	£894	£1,114
Network Architect	–	£495	£565	£685	£793	£894	£1,114
Security Architect	–	£495	£565	£685	£793	£894	£1,114
Solution Architect	–	£495	£565	£685	£793	£894	£1,114
Technical Architect	–	£495	£565	£685	£793	£894	£1,114
Chief Digital & Data Roles							
Role	Follow	Assist	Apply	Enable	Ensure / Advise	Initiate / Influence	Set Strategy
Chief Data Officer	–	–	£655	£793	£894	£1,114	£1,350
Chief Information Security Officer	–	–	£655	£793	£894	£1,114	£1,350
Chief Technology Officer	–	–	£655	£793	£894	£1,114	£1,350
Cyber Security Roles							
Role	Follow	Assist	Apply	Enable	Ensure / Advise	Initiate / Influence	Set Strategy
Cyber Security Audit & Assurance	£375	£505	£565	£685	£793	£894	£1,114
Cyber Security Governance & Risk	£375	£505	£565	£685	£793	£894	£1,114
Cyber Security Monitoring	£375	£505	£565	£685	£793	£894	£1,114
Cyber Security Incident Response	£375	£505	£565	£685	£793	£894	£1,114
Cyber Security Vulnerability Management	£375	£505	£565	£685	£793	£894	£1,114
Cyber Security Digital Forensics	£375	£505	£565	£685	£793	£894	£1,114

Cyber Security Testing	£375	£505	£565	£685	£793	£894	£1,114
Cyber Security Secure Design	–	£505	£565	£685	£793	£894	£1,114
Data Roles							
Role	Follow	Assist	Apply	Enable	Ensure / Advise	Initiate / Influence	Set Strategy
Analytics Engineer	–	£375	£505	£565	£685	£894	–
Data Analyst	£295	£375	£505	£565	£685	£894	–
Data Engineer	£295	£375	£505	£565	£685	£894	–
Data Ethicist	£295	£375	£505	£565	£685	£894	£1,114
Data Governance Manager	–	£375	£505	£565	£685	£894	£1,114
Data Scientist	–	£375	£505	£565	£685	£894	£1,114
Machine Learning Engineer	–	£375	£505	£565	£685	£894	£1,114
Performance Analyst	–	£375	£505	£565	£685	£894	£1,114
IT Operations Roles							
Role	Follow	Assist	Apply	Enable	Ensure / Advise	Initiate / Influence	Set Strategy
Application Operations Engineer	£295	£495	£565	£685	£894	–	–
Application Operations cut over support	£295	£495	–	–	–	–	–
Business Relationship Manager	–	£505	£565	£685	£894	–	–
Change & Release Manager	–	£505	£565	£685	£894	–	–
Command & Control Centre Manager	–	£505	£565	£685	£894	–	–
End User Computing Engineer	–	£495	£565	£685	£894	–	–
IT Service Manager	–	£495	£565	£685	£894	–	–
Incident Manager	–	£505	£565	£685	£894	–	–
Infrastructure Engineer	–	£495	£565	£685	£894	–	–
Infrastructure Operations Engineer	–	£495	£565	£685	£894	–	–
Problem Manager	–	£505	£565	£685	£894	–	–

Service Desk Engineer	£295	£495	£565	£685	£894	–	–
Service Desk Manager	–	£505	£565	£685	£894	–	–
Service Transition Manager	–	£495	£565	£685	£894	–	–
Trainer Specialist	£295	£495	£565	£685	£894	–	–
Training Manager	–	£505	£565	£685	£894	–	–
Product & Delivery Roles							
Role	Follow	Assist	Apply	Enable	Ensure / Advise	Initiate / Influence	Set Strategy
Business Analyst	£375	£495	£565	£685	£793	£894	–
Delivery Manager	£375	£495	£565	£685	£793	£894	–
Digital Portfolio Manager	£375	£495	£565	£685	£793	£894	–
Product Manager	£375	£495	£565	£685	£793	£894	£1,350
Project / Programme Delivery Manager	£375	£495	£565	£685	£793	£894	£1,350
Service Owner	£375	£495	£565	£685	£793	£894	£1,350
Quality Assurance Testing (QAT)							
Role	Follow	Assist	Apply	Enable	Ensure / Advise	Initiate / Influence	Set Strategy
QAT Analyst	£375	£495	£565	£685	£793	£894	–
Test Engineer	£375	£495	£565	£685	£793	£894	–
Test Manager	–	£495	£565	£685	£793	£894	–
Software Development Roles							
Role	Follow	Assist	Apply	Enable	Ensure / Advise	Initiate / Influence	Set Strategy
DevOps Engineer	£375	£495	£565	£685	£793	£894	–
Frontend Developer	£375	£495	£565	£685	£793	£894	–
Software Developer	£375	£495	£565	£685	£793	£894	–
User-Centred Design Roles			£655				

Role	Follow	Assist	Apply	Enable	Ensure / Advise	Initiate / Influence	Set Strategy
Accessibility Specialist	£375	£495	£565	£685	£793	£1,155	–
Content Designer	£375	£495	£565	£685	£793	£1,155	–
Content Strategist	–	–	–	–	£894	£1,155	–
Graphic Designer	£375	£495	£565	£685	£793	£1,155	£1,350
Interaction Designer	£375	£495	£565	£685	£793	£1,155	£1,350
Service Designer	£375	£495	£565	£685	£793	£1,155	–
Technical Writer	–	–	–	£793	£894	–	–
User Researcher	£375	£495	£565	£685	£793	£1,155	–