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Value Chain-Led Managed Service Pricing

Part of

The Intelligent Business

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Value Chain-Led Managed Service Pricing

Purpose of this Document

This document explains how pricing is applied to the Value Chain-Led Managed Service. It describes:

- How the managed service is priced
- How pricing is applied across the service domains within the managed service
- How improvement and out-of-scope activities are priced when required
- The commercial caveats that govern the application of pricing

This document does not define pricing values for the managed service.

Core VCLMS Pricing Model

The Value Chain-Led Managed Service is priced as a managed service, rather than as a collection of time-and-materials activities.

Core managed service pricing covers the ongoing operation, support, governance, and management of live services within the agreed scope. Pricing reflects the operational responsibility assumed by the managed service and is agreed at engagement level.

Core managed service pricing:

- Is service-based
- Is not calculated using hours, days, or individual activities
- Covers the normal operation of all in-scope service domains
- Includes embedded service management and governance activities
- Includes the identification and prioritisation of improvement opportunities arising from operational activity

Pricing of Services Within the VCLMS

The VCLMS operates across a defined set of service domains. While delivery activity differs by domain, the pricing approach applied within the managed service is consistent.

For each service domain:

- Pricing reflects the operational responsibility assumed by the managed service
- Pricing is aligned to the scope, scale, and complexity of the live services operated
- Pricing is not driven by the volume of incidents, requests, changes, or effort expended

In practical terms:

- Service Management and Governance is priced as a continuous management function
- Service Desk and End User Support is priced on a coverage basis

- Infrastructure, cloud, platform, and EUC services are priced based on the supported estate and environments
- Insight and automation capability is priced as part of the managed service, limited to identification, prioritisation, and governed application

Core managed service pricing does not include discrete design, build, transformation, or re-engineering activity.

Pricing of Improvements and Out-of-Scope Activity

Where activities fall outside the agreed scope of the managed service, they are priced separately.

This includes:

- Service onboarding and exit activities
- Discrete improvement initiatives
- Design or build activity
- Significant optimisation or re-engineering
- Activities that materially extend service scope or responsibility

Such activities are priced as professional services, using the standard rate card, and are agreed through:

- Formal change control, or
- A separate Statement of Work

No improvement or out-of-scope activity is chargeable unless explicitly agreed in writing.

Rate Card

Where the rate card applies:

- Charges are based on a 7.5-hour working day
- Rates apply during standard working hours
- Out-of-hours, weekend, or public holiday working is subject to prior agreement
- Rates exclude travel and expenses, which are charged separately where applicable

The rate card defines maximum chargeable rates.

SFIA Band	Strategy & Architecture	Change & Transformation	Development & Implementation	Delivery & Operation	People & Skills	Relationship & Engagement
1. Follow	£440	£440	£435	£415	£430	£425
2. Assist	£595	£585	£575	£570	£570	£585
3. Apply	£765	£745	£735	£725	£730	£740
4. Enable	£915	£910	£895	£885	£880	£895
5. Ensure / Advise	£1,000	£990	£975	£960	£955	£975
6. Initiate / Influence	£1,200	£1,190	£1,145	£1,135	£1,125	£1,150
7. Set Strategy / Inspire	£1,485	£1,445	£1,455	£1,395	£1,390	£1,425

The rate card applies across all Outcome Domains and all Service Elements delivered as professional services.

SFIA and Government DDAT Alignment Statement

Roles and role bands within this rate card are defined using the SFIA (Skills Framework for the Information Age) framework. SFIA provides a structured and widely adopted model for defining professional responsibility levels, skills, and accountability across digital, data, and technology services.

Government digital and data roles are commonly described using the Digital, Data and Technology (DDAT) Capability Framework. SFIA role levels are designed to align with the seniority, responsibility, and accountability characteristics defined within DDAT role families.

For the purposes of engagement scoping and pricing:

- SFIA responsibility levels provide the primary reference for role definition and rate application
- DDAT role profiles may be used by the customer to inform role mapping and capability requirements
- Final role alignment is confirmed at engagement level based on agreed scope and responsibilities

Pricing Governance and Call-Off

Final pricing for the Value Chain-Led Managed Service is agreed as part of a formal engagement and is confirmed through contractually binding documentation.

Core managed service pricing is agreed at engagement level and reflects the defined scope of services, service domains, and operational responsibilities described in the Service Definition Document. Pricing is confirmed prior to service commencement and governs ongoing managed service delivery.

Where improvement, change, or out-of-scope activities are required, pricing is agreed through:

- A formal change request under the managed service agreement, or
- A separate Statement of Work

These documents define the scope, objectives, duration, and applicable commercial terms for the agreed activity. No chargeable work is undertaken unless pricing has been formally agreed in writing.

This pricing document provides the commercial framework for pricing and does not constitute an offer or commitment in isolation.

Exclusions and Clarifications

This pricing document:

- Does not define fixed or packaged prices
- Does not commit to the application of any discounts
- Does not assume minimum volumes or durations

All pricing remains subject to engagement-specific agreement.