



G-CLOUD 15 LOT 3 CLOUD SUPPORT

Zest Consult, Ltd. Standard Pricing

January 2026

Introduction

Zest Consult prides itself on providing competitively priced and high-quality services to their client. We operate a flexible, open-book pricing structure based on mutually beneficial commercial partnerships.

All our services are available on a simple menu basis, so depending on the make-up of a service solution, volume and combination discounts are encouraged and available on a case-by-case basis.

Any required use of third-party software, services or tooling will be pre-agreed and charged at the prevailing supplier rate.

If extra vetting or security clearances are required, then this charge will be passed on.

Project Management

For any Project that has 5 days of professional resource use or above, Zest Consult recommend adding Project Management Office support to manage resources and provide a layer of management and communications support for the customers internal project team. The Project Management Office is typically charged at 20% of the overall Project Value.

Price Structure

Our standard resource-based price structures are as listed on our SFIA submission, but can be summarized as –

Standard rate Assignment duration up to 26 weeks

2% discount Assignment weeks 26 – 52 weeks

4% discount Assignment weeks 52 onwards

Our normal working hours are 09:00 to 17:30 Monday to Friday, excluding UK Public Holidays. If work is required outside our normal working hours, then the following table applies

Days	Hours	Rate Multiplier
Monday to Friday	07:00 to 09:00	x 1.5
Monday to Friday	17:30 to 20:00	x 1.5
Monday to Friday	20:00 to 07:00	x 2.0
Saturday & Sunday	09:00 to 20:00	x 2.0
Saturday & Sunday	20:00 to 09:00	x 3.0
Bank Holidays	00:00 to 24:00	x 3.0

We are happy to discuss project prices, unit and user-based prices.

The minimum billing increment is 1 x ½ day for work completed within Zest’s office network and 1 x day for any works completed at a customer site or other remote location.

Skills For the Information Age (SFIA) Definitions & Rate Card

Standard Rate Card

	Strategy & architecture	Business change	Solution development & implementation	Service management	Procurement & management support	Client interface
1. Follow	£589	£589	£470	£470	£470	£589
2. Assist	£827	£820	£708	£708	£708	£827
3. Apply	£1065	£922	£922	£922	£922	£922
4. Enable	£1011	£1011	£1011	£1011	£1011	£1011
5. Ensure/Advise	£1150	£1150	£1150	£1150	£1150	£1150
6. Initiate/Influence	£1309	£1309	£1309	£1309	£1309	£1309
7. Set Strategy/Inspire	£1666	£1666	£1666	£1666	£1666	£1666

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 – 17:30 Monday to Friday

Travel and Subsistence –Payable at department's standard T&S rates.

Mileage – As above



Professional Indemnity Insurance – included in day rate

VAT – Exclusive of VAT.

Service Roles

We offer the following list of service roles.

Category	Role
Consultancy	Managing Consultant
	Senior Consultant
	Consultant
	Junior Consultant
IT/IS Consultancy	Managing IT/IS Consultant
	Senior IT/IS Consultant
	IT/IS Consultant
	Junior IT/IS Consultant
Organisation and Change Management Consultancy	Director of Change
	Senior Change Consultant
	Change Consultant
	Junior Change Consultant
PPM Consultancy	Portfolio Manager
	Project Director
	Senior Programme/Delivery Manager
	Programme/Delivery Manager
	Senior Project Manager
	Project Manager
	Junior Project Manager
	PMO Manager/Lead
	PMO Lead
	PMO Analyst
Technical Consultancy	Senior Technical Consultant
	Technical Consultant
	Junior Technical Consultant
	Senior Technical Specialist
	Technical Specialist
	Junior Technical Specialist
Procurement Consultancy	Senior Procurement Consultant
	Procurement Consultant
Service Management	Senior Service Management Consultant
	Service Management Consultant
	Junior Service Management Consultant
	Service Manager

SFIA Level Definitions

	Autonomy	Influence	Complexity	Business Skills
1 Follow	Works under close supervision. Uses little discretion. Is expected to seek guidance in expected situations.	Interacts with immediate colleagues.	Performs routine activities in a structured environment. Requires assistance in resolving unexpected problems.	Uses basic information systems and technology functions, applications, and processes. Demonstrates an organised approach to work. Learns new skills and applies newly acquired knowledge. Has basic oral and written communication skills. Contributes to identifying own development opportunities.
2 Assist	Works under routine supervision. Uses minor discretion in resolving problems or enquiries. Works without frequent reference to others.	Interacts with and may influence immediate colleagues. May have some external contact with customers and suppliers. May have more influence in own domain.	Performs a range of varied work activities in a variety of structured environments.	Understands and uses appropriate methods, tools and applications. Demonstrates a rational and organised approach to work. Is aware of health and safety issues. Identifies and negotiates own development opportunities. Has sufficient communication skills for effective dialogue with colleagues. Is able to work in a team. Is able to plan, schedule and monitor own work within short time horizons. Absorbs technical information when it is presented systematically and applies it effectively.
3 Apply	Works under general supervision. Uses discretion in identifying and resolving complex problems and assignments. Usually receives specific instructions	Interacts with and influences department/project team members. May have working level contact with customers and suppliers. In	Performs a broad range of work, sometimes complex and non-routine, in a variety of environments.	Understands and uses appropriate methods, tools and applications. Demonstrates an analytical and systematic approach to problem solving. Takes the initiative in identifying and negotiating appropriate development opportunities. Demonstrates effective communication skills. Contributes fully to the work of teams. Plans,

	and has work reviewed at frequent milestones. Determines when issues should be escalated to a higher level.	predictable and structured areas may supervise others. Makes decisions which may impact on the work assigned to individuals or phases of projects.		schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures. Absorbs and applies technical information. Works to required standards. Understands and uses appropriate methods, tools and applications. Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client.
4 Enable	Works under general direction within a clear framework of accountability. Exercises substantial personal responsibility and autonomy. Plans own work to meet given objectives and processes.	Influences team and specialist peers internally. Influences customers at account level and suppliers. Has some responsibility for the work of others and for the allocation of resources. Participates in external activities related to own specialism. Makes decisions which influence the success of projects and team objectives.	Performs a broad range of complex technical or professional work activities, in a variety of contexts.	Selects appropriately from applicable standards, methods, tools and applications. Demonstrates an analytical and systematic approach to problem solving. Communicates fluently orally and in writing, and can present complex technical information to both technical and non-technical audiences. Facilitates collaboration between stakeholders who share common objectives. Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures. Rapidly absorbs new technical information and applies it effectively. Has a good appreciation of the wider field of information systems, their use in relevant employment areas and how they relate to the business activities of the employer or client. Maintains an awareness of developing technologies and their application and takes some responsibility for personal development.
5 Ensure / Advise	Works under broad direction. Is fully accountable for own technical work	Influences organisation, customers, suppliers and peers	Performs a challenging range and variety of complex technical	Advise on the available standards, methods, tools and applications relevant to own specialism and can make correct choices from alternatives. Analyses, diagnoses, designs,

	and/or project/supervisory responsibilities. Receives assignments in the form of objectives. Establishes own milestones and team objectives, and delegates responsibilities. Work is often self-initiated.	within industry on the contribution of own specialism. Has significant responsibility for the work of others and for the allocation of resources. Makes decisions which impact on the success of assigned projects i.e. results, deadlines and budget. Develops business relationships with customers.	or professional work activities. Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts. Understands the relationship between own specialism and wider customer/organisational requirements.	plans, execute and evaluates work to time, cost and quality targets. Communicates effectively, formally and informally, with colleagues, subordinates and customers. Demonstrates leadership. Facilitates collaboration between stakeholders who have diverse objectives. Understands the relevance of own area of responsibility/specialism to the employing organisation. Takes customer requirements into account when making proposals. Takes initiative to keep skills up to date. Mentors more junior colleagues. Maintains an awareness of developments in the industry. Analyses requirements and advises on scope and options for operational improvement. Demonstrates creativity and innovation in applying solutions for the benefit of the customer.
6 Initiate / Influence	Has defined authority and responsibility for a significant area of work, including technical, financial and quality aspects. Establishes organisational objectives and delegates responsibilities. Is accountable for actions and decisions taken by self and subordinates.	Influences policy formation on the contribution of own specialism to business objectives. Influences a significant part of own organisation and influences customers/suppliers and industry at senior management level. Makes decisions which impact the work of employing organisations,	Performs highly complex work activities covering technical, financial and quality aspects. Contributes to the formulation of IT strategy. Creatively applies a wide range of technical and/or management principles.	Absorbs complex technical information and communicates effectively at all levels to both technical and non-technical audiences. Assesses and evaluates risk. Understands the implications of new technologies. Demonstrates clear leadership and the ability to influence and persuade. Has a broad understanding of all aspects of IT and deep understanding of own specialism(s). Understands and communicates the role and impact of IT in the employing organisation and promotes compliance with relevant legislation. Takes the initiative to keep both own and subordinates' skills up to date and to maintain an awareness of developments in the IT industry.

		achievement of organisational objectives and financial performance. Develops high-level relationships with customers, suppliers and industry leaders.		
7 Set Strategy / Inspire	Has authority and responsibility for all aspects of a significant area of work, including policy formation and application. Is fully accountable for actions taken and decisions made, both by self and subordinates	Makes decisions critical to organisational success. Influences developments within the IT industry at the highest levels. Advances the knowledge and/or exploitation of IT within one or more organisations. Develops long-term strategic relationships with customers and industry leaders.	Leads on the formulation and application of strategy. Applies the highest level of management and leadership skills. Has a deep understanding of the IT industry and the implications of emerging technologies for the wider business environment.	Has a full range of strategic management and leadership skills. Understands, explains and presents complex technical ideas to both technical and non-technical audiences at all levels up to the highest in a persuasive and convincing manner. Has a broad and deep IT knowledge coupled with equivalent knowledge of the activities of those businesses and other organisations that use and exploit IT. Communicates the potential impact of emerging technologies on organisations and individuals and analyses the risks of using or not using such technologies. Assesses the impact of legislation, and actively promotes compliance. Takes the initiative to keep both own and subordinates' skills up to date and to maintain an awareness of developments in IT in own area(s) of expertise.



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