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GCloud 15 - Lot 3: Cloud Support

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Document Administration

Version Control

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Review

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Summary

Pricing Notes

This pricing document is provided for transparency only and must be read in conjunction with the applicable G-Cloud Call-Off Contract. In the event of any inconsistency, the G-Cloud Call-Off Contract shall prevail.

Lot 3: Cloud Support is priced transparently using a published day-rate card (ex VAT). Customers can buy services via Time & Materials (T&M) for flexible, changeable scope, or Retained Support for predictable monthly capacity (days/hours) and priority access to specialists but not exclusivity of named individuals.

Commercial

- Services are provided on a non-exclusive basis unless stated in the Order Form.
- Minimum charging unit is one day, unless otherwise agreed.
- Partial days may be charged as a full day.
- Resources may be substituted with equivalent capability.
- Unused retained capacity does not roll over unless expressly agreed.
- Out-of-hours work is subject to prior written approval and a minimum charge of 4 hours per resource per event, unless otherwise agreed.

Glossary of key terms

- **CCS:** Crown Commercial Service — the UK's central procurement organisation for public sector.
- **G-Cloud:** A CCS framework for buying cloud-related services via the Digital Marketplace.
- **Lot 3: Cloud Support:** The G-Cloud lot for services that support cloud adoption/operation (advisory, engineering, optimisation, service management), rather than selling cloud hosting itself.
- **Day rate (ex VAT):** The advertised cost per person per day, excluding Value Added Tax.
- **T&M (Time & Materials):** Charging based on actual time spent (e.g., per day), suited to evolving scope.
- **Retained Support:** A pre-agreed monthly block of capacity (days/hours) providing predictable support.
- **Fixed-price package:** A pre-defined piece of work with an agreed price and scope.
- **Out-of-hours uplift:** A percentage increase applied to standard rates for work outside normal hours.
- **Call-Off Order Form:** The buyer's order document under G-Cloud defining scope, term, roles, rates, and service levels.
- **Service Levels (SLAs/targets):** Agreed response targets/support hours for incidents and requests.
- **Cloud consumption costs:** Provider charges for using cloud resources (e.g., Azure usage), typically billed directly by the provider.

Emphasys IT Rate Card

The applicable rate within a stated range depends on the complexity, criticality, and seniority required for the engagement.

Role family	Role	Example day rate (ex VAT)	Typical use
Architecture	Business architect	£1,300	Capability maps, value streams, target operating model alignment.

Role family	Role	Example day rate (ex VAT)	Typical use
Architecture	Data architect	£1,300	Data models, governance patterns, integration and data platform design.
Architecture	Enterprise architect	£1,350	Enterprise target architecture, roadmaps, standards, architecture governance.
Architecture	Network architect	£1,300	Network topology, connectivity, segmentation, hybrid connectivity design.
Architecture	Security architect	£1,300	Security patterns, controls, IAM design, risk reduction architecture.
Architecture	Solution architect	£1,150–£1,350	Solution designs, options analysis, NFRs, assurance and patterns.
Architecture	Technical architect	£1,150–£1,350	Deep technical designs, integration patterns, implementation guidance.
Chief digital and data	Chief data officer	£1,500	Data strategy, governance leadership, executive decision-making.
Chief digital and data	Chief digital and information officer	£1,500	Digital strategy leadership, portfolio direction, governance oversight.
Chief digital and data	Chief information security officer	£1,500	Security strategy, risk appetite, executive incident oversight.
Chief digital and data	Chief technology officer	£1,500	Technology strategy, architecture direction, platform leadership.
Data	Analytics engineer	£850–£1,000	Build analytics pipelines, transformations, BI-ready datasets.
Data	Data analyst	£800–£950	Insights, reporting, KPIs, decision support analysis.
Data	Data engineer	£850–£1,050	Data pipelines, ingestion, transformation, platform engineering.
Data	Data ethicist	£1,050–£1,300	Ethical review, bias considerations, responsible data use.
Data	Data governance manager	£1,050–£1,300	Data ownership, stewardship, policies, quality governance.
Data	Data scientist	£900–£1,050	Modelling, experimentation, forecasting, data-driven innovation.
Data	Digital evaluator	£850–£1,000	Evaluate outcomes, benefits, value measurement and learning.
Data	Machine learning engineer	£1,050	Productionise ML, MLOps, deployment, monitoring, retraining.

Role family	Role	Example day rate (ex VAT)	Typical use
Data	Performance analyst	£800–£1,000	Service/performance metrics, trend analysis, improvement insights.
IT operations	Application operations engineer	£800–£1,000	Run apps, monitoring, incident response, reliability improvements.
IT operations	Business relationship manager	£1,000	Stakeholder management, demand shaping, service alignment.
IT operations	Change and release manager	£1,000	Release governance, CAB, scheduling, change risk control.
IT operations	Command and control centre manager	£1,000–£1,300	Operational command, major incidents, coordination, situational awareness.
IT operations	End user computing engineer	£650–£800	Desktop/device support, endpoint tooling, user productivity issues.
IT operations	Incident manager	£1,000	Lead incident process, comms, escalation, resolution coordination.
IT operations	Infrastructure engineer	£750–£950	Build/support infra, automation, patching, resilience improvements.
IT operations	Infrastructure operations engineer	£750–£950	Operate infra, monitoring, routine ops, stability enhancements.
IT operations	IT service manager	£1,000	ITSM processes, SLAs, reporting, continual service improvement.
IT operations	Problem manager	£1,000	Root cause analysis, known error, prevention, trend reduction.
IT operations	Service desk manager	£800–£1,000	Service desk leadership, triage quality, knowledge management.
IT operations	Service transition manager	£1,000	Transition to BAU, readiness, handover, service acceptance.
Product and delivery	Business analyst	£650-850	Requirements, process mapping, epics/stories, traceability.
Product and delivery	Delivery manager	£850–£1,000	Agile delivery, unblock teams, delivery cadence, governance.
Product and delivery	Digital portfolio manager	£1,200	Portfolio prioritisation, governance, reporting, dependency control.
Product and delivery	Product manager	£1,050	Product strategy, roadmap, outcomes, stakeholder alignment.
Product and delivery	Programme delivery manager	£1,250	Multi-team programme delivery, planning, RAID, governance.

Role family	Role	Example day rate (ex VAT)	Typical use
Product and delivery	Service owner	£1,250	Accountable for service performance, roadmap and operations.
Quality assurance testing	Quality assurance test analyst	£800	Test planning, execution, defect triage, quality reporting.
Quality assurance testing	Test engineer	£850–£1,000	Test automation, frameworks, CI/CD quality gates.
Quality assurance testing	Test manager	£1,000–£1,300	Test strategy, assurance governance, planning and reporting.
Software development	DevOps/Platform engineer	£750–£950	CI/CD, IaC, automation, observability, reliability enablement.
Software development	Frontend developer	£850–£1,000	UI development, performance, accessibility, integration.
Software development	Software developer	£850–£1,000	Build services, APIs, integrations, maintainable codebases.
User-centred design	Accessibility specialist	£1,000	WCAG assurance, audits, remediation guidance, accessibility testing.
User-centred design	Content designer	£800–£1,000	User-facing content, patterns, guidance, service language.
User-centred design	Content strategist	£1,050–£1,250	Content strategy, governance, lifecycle, cross-channel consistency.
User-centred design	Graphic designer	£800	Visual assets, branding, diagrams, comms collateral.
User-centred design	Interaction designer	£850–£1,000	User flows, prototypes, UI patterns, usability improvements.
User-centred design	Service designer	£850–£1,000	Service blueprints, journeys, operating model and process design.
User-centred design	Technical writer	£800	Technical documentation, runbooks, guidance, knowledge articles.
User-centred design	User researcher	£750–£950	Research, insights, validation, continuous discovery.