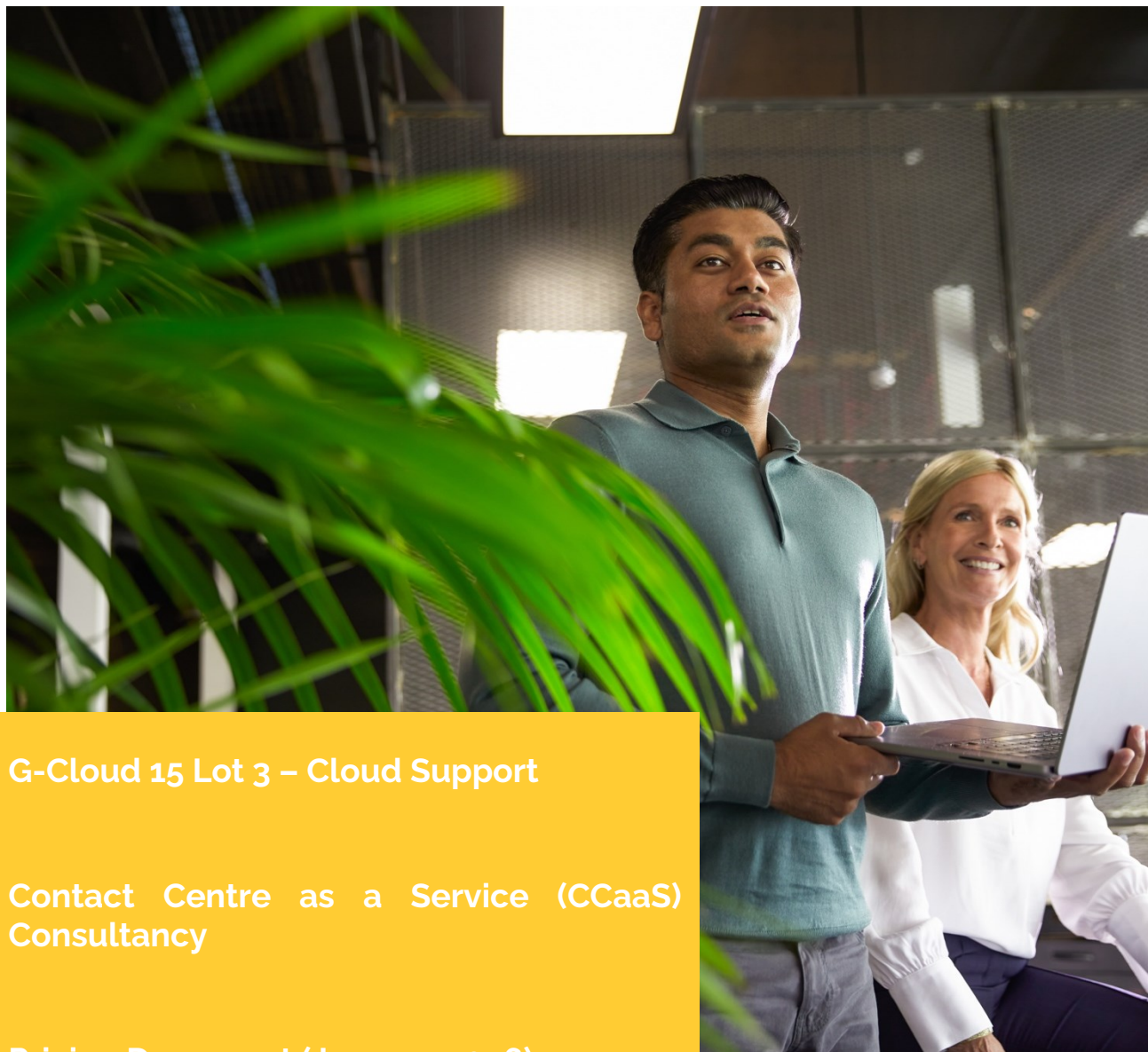




G-Cloud 15 Lot 3 – Cloud Support

Contact Centre as a Service (CCaaS)
Consultancy

Pricing Document (January 2026)



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Introduction

This Pricing Document sets out Org's role-based rate card for the provision of CCaaS Consultancy and Cloud Support services under G-Cloud Lot 3.

Org delivers this service through its CCaaS delivery partnership with HappyPath Labs, operating as a single delivery team.

Engagements may be delivered as scoped projects, client-side partnership engagements (assurance and delivery oversight), and/or ongoing support services. Buyers only pay for the time and roles required to deliver the agreed scope, with delivery estimates and transparent reporting available to support budgeting, approvals and ongoing cost control in line with G-Cloud framework.

Pricing Overview

Org provides this service on a project basis, through client-side partnership engagements, and/or as an ongoing support service. All services are priced on a time and materials basis, using the role-based day rates (and where applicable, hourly equivalents) set out in this document. Buyers only pay for the time and roles required to deliver the agreed scope. Org can provide an estimated level of effort and delivery plan to support buyer budgeting and internal approvals.

Project-Based Delivery (Scoped Projects)

For discrete delivery initiatives (e.g., discovery, solution design, migration, implementation, integration or optimisation programmes), Org prices delivery on a time and materials basis against an agreed scope of work. Prior to commencement, Org will define the delivery approach, workstreams, deliverables and assumptions, and provide an estimated level of effort to guide budget planning.

Project pricing typically includes:

- Defined scope, deliverables and acceptance criteria.
- Delivery plan, milestones and governance cadence.
- Estimated resourcing model by role (e.g., delivery lead, solution architect, engineer, analyst).
- Delivery activities billed using the day rates and/or hourly equivalents in the rate card.

Where buyers require increased predictability, Org can structure delivery in phases (e.g. discovery then implementation phases), enabling stage-gate approvals and controlled mobilisation, whilst remaining time and materials based.

Rate Card

Role	Max Rate	Role	Max Rate
Business architect	£1,400	Infrastructure engineer	£750
Lead business architect	£1,600	Senior infrastructure engineer	£900
Data architect	£1,000	Lead infrastructure engineer	£1,100
Senior data architect	£1,250	Service desk analyst	£750
Senior enterprise architect	£1,450	Senior service desk analyst	£800
Principal enterprise architect	£1,500	Service desk manager	£950
Security architect	£1,250	Service transition manager	£950
Lead security architect	£1,350	Lead service transition manager	£1,100
Principal security architect	£1,450	Business analyst	£750
Solution architect	£1,250	Senior business analyst	£800
Senior solution architect	£1,300	Lead business analyst	£950
Lead solution architect	£1,350	Delivery manager	£950
Principal solution architect	£1,450	Senior delivery manager	£1,100
Technical architect	£1,100	Product manager	£900
Senior technical architect	£1,200	Senior product manager	£1,050
Lead technical architect	£1,300	Lead product manager	£1,200
Analytics engineer	£750	Programme delivery manager	£1,250
Senior analytics engineer	£900	Service owner	£1,200
Data analyst	£800	QAT analyst	£800
Senior data analyst	£925	Senior QAT analyst	£950
Data engineer	£700	Test engineer	£800
Senior data engineer	£900	Senior test engineer	£950
Data scientist	£900	Lead test engineer	£1,000
Senior machine learning engineer	£1,100	DevOps engineer	£700
Performance analyst	£750	Senior DevOps engineer	£800
Senior performance analyst	£800	Senior DevOps engineer - management	£900
Application operations engineer	£700	Lead DevOps engineer	£1,000
Senior application operations engineer	£850	Senior frontend developer	£800
Change and release analyst	£800	Lead frontend developer	£950
Change and release manager	£950	Service designer	£750
IT service analyst	£750	Senior service designer	£900
IT service manager	£950	Lead service designer	£1,100
Senior IT service manager	£1,100	User researcher	£750