

G-Cloud 15 Pricing Document Lot 3 – Cloudorizon Rate Card

1 Introduction

This Rate Card applies to G-Cloud 15. Prices are offered exclusive of VAT and are deemed to be the maximum that Cloudorizon could charge for the grade of consultant offered Government Digital and Data Profession Capability Framework. Minimum charge period is half a day. All rates are exclusive of travel and subsistence expenses.

2 Fixed Price or T&M

Cloudorizon can offer services on a Fixed Price or Time-and-Materials (T&M) basis. The basis of the offer shall be agreed with the client when a contract is agreed. Offering a fixed price carries risk for both the client and the supplier, Cloudorizon may add a risk contingency if risks are significant and cannot be mitigated with the client prior to starting work.

Cloudorizon offers two distinct project approaches:

2.1 Fixed Price Projects

- Fixed-scope projects are recommended for integrations with well-documented requirements.
- Predictable costs for well-understood requirements and scope
- Suitable when all integration touchpoints and business rules are clearly defined

2.2 Agile Projects

- Fixed-duration projects are recommended when requirements are unclear or incomplete.
- Time and materials approach with monthly billing for hours/days consumed
- Allows for iterative discovery and refinement as integration complexities emerge
- Best fit for complex projects.

2.3 Discounts

The rates above are the maximum for the grade; for longer or larger programmes, projects or projects involving teams of consultants, Cloudorizon may discount the rates.

2.4 Onshore, Nearshore and Offshore

The rates above are for On Shore resources. Cloudorizon do not, unless in exceptional circumstances, use offshore or near-shore resources.

3 Technical Architect

Role	Daily Rate
Associate Technical Architect	N/A
Technical Architect	N/A
Senior Technical Architect	£950.00
Lead Technical Architect	£1,070.00
Principle Technical Architect	£1295.00

Note: Rates are exclusive of VAT which will be charged at the prevailing rate.

4 Software Developer

Role	Daily Rate
Junior Developer	£650
Developer	£800
Senior Developer	£950.00
Lead Developer	£1,070.00
Principle Developer	£1295.00

Note: Rates are exclusive of VAT which will be charged at the prevailing rate.

5 Support Services Pricing

5.1 Basic Support

Basic Support is suitable for organisations with internal technical capabilities who require access to support resources without premium response commitments.

Basic Support pricing comprises:

- An agreed number of prepaid hours at the Developer rate (£800/day)
- Access to knowledge base, documentation, and community forums
- At the end of the year any unused prepaid hours are lost
- A multi-year agreement would allow unused prepaid hours to roll over to the following year.

7.2 Professional Support

Professional Support is ideal for production environments requiring faster resolution and proactive management.

Professional Support pricing comprises:

- An agreed number of prepaid hours at the Senior Developer rate (£950/day)
- Dedicated account manager
- Proactive monitoring and healthchecks
- An on-call facility delivered on request, should the agreed number of prepaid hours not be sufficient for any month. Additional service hours would be invoiced at the end of the month they were incurred
- The ability to use 70% of unused prepaid hours on Continuous Improvement. A Continuous Improvement Backlog would be created from the beginning of the contract and continuously added to. Unused prepaid hours will be calculated monthly
- Access to knowledge base, documentation, and community forums
- At the end of the year any unused prepaid hours are lost
- A multi-year agreement would allow unused prepaid hours to roll over to the following year

7.3 Enterprise Support

Enterprise Support provides comprehensive support for mission-critical integration platforms requiring the highest levels of service assurance.

Enterprise Support pricing comprises:

- An agreed number of prepaid hours split across role types:
 - Support hours at Developer rate (£800/day)
 - Strategic consulting hours at Senior Technical Architect rate (£1,070/day)
- An on-call facility for 24/7 critical escalation, invoiced at 1.5x the standard rate for out-of-hours incidents
- The ability to use 70% of unused prepaid hours on Continuous Improvement or strategic consulting activities
- At the end of the year any unused prepaid hours are lost
- A multi-year agreement would allow unused prepaid hours to roll over to the following year

Managed Services Pricing

Overview

Managed Services pricing follows the same tiered structure as Support Services, with pricing based on prepaid hours at the applicable role rates.

The distinction between Support Services and Managed Services is one of scope and responsibility:

Aspect	Support Services	Managed Services
Primary Focus	Reactive incident resolution and problem management	Proactive platform operation and optimisation
Ownership	Customer retains operational responsibility	Cloudorizon assumes operational responsibility
Typical Activities	Incident response, troubleshooting, break-fix	Monitoring, maintenance, change implementation, continuous improvement

Managed Service Tiers

Managed Services are available at three tiers, each corresponding to the equivalent Support tier:

- **Basic Managed Service** – priced per Basic Support
- **Professional Managed Service** – priced per Professional Support
- **Enterprise Managed Service** – priced per Enterprise Support

The specific scope of managed service responsibility will be defined in the call-off contract and may include platform monitoring, scheduled maintenance, change implementation, recipe development, and performance optimisation.