

AWS Amazon Connect Consultancy & Cloud Support Services.

G-Cloud 15 – Lot 3: Pricing Narrative

1. Introduction

This Pricing Document supports the Rutlen IT Amazon Connect Cloud Support Services offering under G-Cloud 15 Lot 3: Cloud Support.

It provides a transparent, DDaT-aligned rate card for all professional services delivered by Rutlen IT within the Buyer's AWS tenancy.

All pricing is:

- Fully inclusive of the CCS Management Charge
- Exclusive of VAT
- Based on Time & Materials (T&M)
- Applicable to remote or on-site delivery (subject to Buyer travel policy)
- Fixed for the duration of the G-Cloud 15 framework unless updated in accordance with CCS rules

Rutlen IT does not provide managed services, SLAs, monitoring, or operational ownership under Lot 3.

2. Commercial Positioning

Rutlen IT provides specialist Amazon Connect and cloud contact centre expertise, delivered by consultants aligned to the UK Government Digital, Data and Technology (DDaT) Profession Capability Framework.

Our pricing is:

- Competitive against market benchmarks
- Transparent and easy for Buyers to evaluate
- Structured around capability levels and seniority
- Designed to support short-term, outcome-focused engagements

Rutlen IT does not use subcontractors. All services are delivered directly by Rutlen IT personnel.

3. Why Choose Rutlen IT

Rutlen IT specialises in cloud contact centre transformation, with a focus on Amazon Connect. Buyers benefit from:

- Deep Amazon Connect expertise across integration, configuration, migration and optimisation
- Clear, predictable pricing aligned to DDaT roles
- No hidden charges and no minimum commitments
- Cyber Essentials certification already held
- Direct delivery — no subcontracting
- Flexible engagement from advisory through to hands-on implementation
- Best-endendeavours support aligned to Lot 3 requirements

Our consultants bring practical experience across public sector environments, ensuring that solutions are secure, scalable and aligned to government standards.

4. Pricing Model

Rutlen IT charges for Cloud Support services using day rates aligned to the DDaT Profession Capability Framework.

This ensures consistency, comparability and clarity for public sector Buyers.

Key principles:

- No minimum commitment
- No retainer fees
- No bundled or hidden charges
- No out-of-hours or on-call fees (not permitted under Lot 3)
- All work is delivered on a best-endendeavours basis

Buyers may select the appropriate roles based on the skills required for their project.

5. Included Role Families

The following DDaT-aligned role families are included in this service, reflecting the skills required to deliver Amazon Connect integration, configuration, migration support, optimisation and advisory services:

- Solution Architecture
- Technical Architecture
- Analytics Engineering
- Data Analyst
- Data Engineering
- Data Governance
- Performance Analysis
- Application Operations
- Infrastructure Engineering
- Infrastructure Operations
- Incident Management
- Problem Management
- Service Desk
- Service Transition
- Business Analysis
- Delivery Management
- Product Management (CX-focused)
- Testing (integration testing only)
- Technical Writing & Documentation

These roles represent the full range of capabilities required to support cloud contact centre deployments within the Buyer's AWS environment.

7. Rate Card Overview

Rutlen IT provides a transparent rate card covering all included roles.

Rates apply per person per day (7.5 hours).

Part-day work is billed pro-rata.

The rate card reflects:

- Seniority
- Capability level
- Specialism
- Market benchmarks
- Public sector expectations

A full DDaT-aligned pricing table is included in Section 8.

8. DDaT-Aligned Rate Card

Solution Architecture – Rate Card

Role	UK Rate	Offshore Rate	Description
Associate Solution Architect	£600	£400	Supports solution design and integration under senior guidance.
Solution Architect	£700	£475	Designs Amazon Connect and cloud contact centre solutions.
Senior Solution Architect	£900	£600	Leads complex solution design, migration planning and optimisation.
Lead Solution Architect	£1,050	£700	Oversees multi-workstream architecture and technical governance.
Principal Solution Architect	£1,150	£750	Provides strategic architecture leadership across large-scale programmes.

Technical Architecture – Rate Card

Role	UK Rate	Offshore Rate	Description
Associate Technical Architect	£550	£375	Supports technical design, configuration and integration tasks.
Technical Architect	£700	£475	Designs AWS infrastructure and integration components.
Senior Technical Architect	£850	£575	Leads technical assurance and solution alignment.
Lead Technical Architect	£950	£650	Oversees technical governance and cross-team coordination.
Principal Technical Architect	£1,050	£700	Provides senior technical leadership across cloud transformation programmes.

Analytics Engineering – Rate Card

Role	UK Rate	Offshore Rate	Description
Trainee Analytics Engineer	£450	£300	Supports data preparation, modelling and transformation tasks during implementation, working under senior guidance.
Analytics Engineer	£600	£400	Delivers analytics data models, ELT pipelines and transformation layers needed to implement or enhance a cloud-based data service. Provides optional short-term support during transition.
Senior Analytics Engineer	£650	£400	Leads design and optimisation of analytics pipelines and modelling frameworks as part of cloud service implementation. Provides expert input during migration and hypercare.

Lead Analytics Engineer	£700	£450	Oversees multi-stream analytics engineering deliverables, ensuring best-practice implementation of cloud data workflows and standards. Supports knowledge transfer and service readiness.
Head of Analytics Engineering	£950	£750	Provides strategic technical leadership for analytics engineering during cloud transformation. Defines approach, ensures delivery quality, and supports handover to the client's operational teams.

Data Analyst – Rate Card

Role	UK Rate	Offshore Rate	Description
Associate Data Analyst	£350	£175	Supports data collection, cleansing and basic analysis during implementation, working under senior guidance.
Data Analyst	£450	£250	Delivers reporting, dashboards and analytical outputs to support cloud-service implementation and transformation. Provides optional short-term support during transition.
Senior Data Analyst	£500	£300	Leads complex analysis, develops insight models, and supports data-driven decision-making during migration or service rollout. Assists with knowledge transfer and service readiness.
Principal Data Analyst	£600	£350	Provides analytical leadership across programmes, shaping analytical approaches, quality standards and insight frameworks during cloud transformation. Supports handover to client teams.

Data Engineering – Rate Card

Role	UK Rate	Offshore Rate	Description
Data Engineer	£600	£350	Builds and configures data pipelines, ingestion processes and modelling layers required for cloud-service implementation. Provides optional short-term support during transition and handover.
Senior Data Engineer	£750	£450	Leads design and optimisation of data architectures, pipelines and cloud data transformations during migration or service rollout. Supports knowledge transfer and technical assurance.
Lead Data Engineer	£900	£550	Oversees multi-stream data engineering delivery, ensuring best-practice implementation of cloud data workflows, standards and governance. Supports service readiness and transition activities.
Head of Data Engineering	£1,050	£650	Provides strategic leadership for data engineering across cloud transformation programmes, setting technical direction, quality standards and handover approach for client teams.

Data Governance – Rate Card

Role	UK Rate	Offshore Rate	Description
Data Governance Manager	£550	£325	Establishes data governance practices, standards and controls to support cloud-service implementation. Assists with defining policies, data quality processes and compliance alignment. Provides optional short-term support during transition.
Lead Data Governance Manager	£700	£425	Leads multi-stream data governance work, ensuring policies, quality frameworks and stewardship models are implemented effectively across cloud transformation programmes. Supports knowledge transfer and service readiness.
Head of Data Governance	£850	£525	Provides strategic governance leadership across large-scale cloud and data programmes. Defines governance operating models, oversees compliance alignment, and ensures handover to client teams is complete and robust.

Performance Analysis – Rate Card

Role	UK Rate	Offshore Rate	Description
Associate Performance Analyst	£350	£200	Supports data gathering, KPI tracking and basic performance reporting during cloud-service implementation under guidance from senior analysts.

Performance Analyst	£450	£250	Conducts performance measurement, reporting and analysis to support cloud transformation activities. Develops dashboards, identifies trends and provides insights during transition.
Senior Performance Analyst	£575	£325	Leads performance-measurement workstreams, designs metrics frameworks, and provides deeper analysis to support service optimisation and evidence-based decision-making during implementation.
Lead Performance Analyst	£700	£425	Oversees multi-stream performance-analysis activities, defining standards, ensuring accuracy and consistency of metrics, and supporting service readiness and handover to client teams.
Head of Performance Analysis	£850	£525	Provides strategic leadership for performance frameworks across programmes, ensuring robust measurement, benchmarking and insight capability during cloud transformation. Supports long-term capability transfer to the client.

Application Operations – Rate Card

Role	UK Rate	Offshore Rate	Description
Associate Application Operations Engineer	£450	£300	Supports application configuration, testing and operational readiness.
Application Operations Engineer	£550	£375	Provides operational support for Amazon Connect and related services.
Senior Application Operations Engineer	£650	£450	Leads troubleshooting, optimisation and environment management.
Lead Application Operations Engineer	£750	£500	Oversees operational processes, readiness and coordination.

Principal Application Operations Engineer	£850	£575	Provides senior operational leadership for cloud contact centre environments.
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Infrastructure Engineering – Rate Card

Role	UK Rate	Offshore Rate	Description
Associate Infrastructure Engineer	£500	£325	Supports infrastructure configuration and environment setup.
Infrastructure Engineer	£600	£400	Delivers AWS infrastructure tasks and platform configuration.
Senior Infrastructure Engineer	£750	£500	Leads infrastructure design, optimisation and troubleshooting.
Lead Infrastructure Engineer	£850	£575	Oversees infrastructure governance and cross-team coordination.
Principal Infrastructure Engineer	£950	£650	Provides senior leadership for infrastructure strategy and delivery.

Infrastructure Operations – Rate Card

Role	UK Rate	Offshore Rate	Description
Associate Infrastructure Operations Engineer	£550	£375	Supports operational tasks and environment monitoring.
Infrastructure Operations Engineer	£650	£450	Delivers operational support for AWS and Amazon Connect environments.
Senior Infrastructure Operations Engineer	£750	£500	Leads operational troubleshooting and environment optimisation.

Lead Infrastructure Operations Engineer	£850	£575	Oversees operational governance and readiness.
Principal Infrastructure Operations Engineer	£950	£650	Provides senior operational leadership across cloud platforms.

Incident & Problem Management – Rate Card

Role	UK Rate	Offshore Rate	Description
Incident Manager	£500	£350	Coordinates incident response and service restoration.
Major Incident Manager	£650	£450	Leads high-severity incident management and cross-team coordination.
Problem Analyst	£450	£300	Performs root-cause analysis and identifies service improvements.
Problem Manager	£600	£400	Owns problem management processes and long-term remediation.

Service Desk – Rate Card

Role	UK Rate	Offshore Rate	Description
Service Desk Analyst	£350	£250	Provides first-line support and ticket triage.
Senior Service Desk Analyst	£450	£300	Handles complex tickets and escalations.
Service Desk Manager	£600	£400	Manages service desk operations and reporting.
Head of Service Desk	£750	£500	Provides leadership for service desk strategy and performance.

Service Transition – Rate Card

Role	UK Rate	Offshore Rate	Description
Service Acceptance Analyst	£450	£300	Ensures solutions meet acceptance criteria before go-live.
Service Readiness Analyst	£500	£350	Prepares operational teams for new services and changes.
Service Transition Manager	£650	£450	Manages service transition planning and execution.
Lead Service Transition Manager	£800	£550	Oversees transition governance and cross-team alignment.

Business Analysis – Rate Card

Role	UK Rate	Offshore Rate	Description
Trainee Business Analyst	£300	£200	Supports requirements gathering and documentation.
Junior Business Analyst	£400	£275	Assists with process mapping and analysis.
Business Analyst	£550	£375	Delivers requirements, process analysis and documentation.
Senior Business Analyst	£700	£475	Leads business analysis for complex workstreams.
Lead Business Analyst	£850	£550	Oversees analysis governance and cross-team alignment.
Head of Business Analysis	£950	£650	Provides strategic leadership for analysis and requirements.

Testing (Integration) – Rate Card

Role	UK Rate	Offshore Rate	Description
Tester (Test Engineer)	£550	£375	Executes test cases and validates integrations.
Test Engineer	£650	£450	Designs and executes integration test plans.
Senior Test Engineer	£800	£550	Leads testing for complex integrations.
Lead Test Engineer	£950	£650	Oversees testing governance and quality assurance.
Test Manager	£1,050	£700	Manages testing strategy, planning and execution.

Technical Writing – Rate Card

Role	UK Rate	Offshore Rate	Description
Technical Writer	£700	£475	Produces technical documentation, runbooks and user guides.
Lead Technical Writer	£850	£575	Oversees documentation standards and quality.

Delivery Management – Rate Card

Role	UK Rate	Offshore Rate	Description
Associate Delivery Manager	£550	£375	Supports delivery planning, coordination and reporting across cloud support workstreams.
Delivery Manager	£700	£475	Manages delivery of Amazon Connect and cloud support activities, ensuring timelines and quality.
Senior Delivery Manager	£850	£575	Leads multi-team delivery, governance, risk management and stakeholder alignment.
Head of Delivery	£950	£650	Provides strategic delivery leadership, oversight and programme-level direction.

Product Management – Rate Card

Role	UK Rate	Offshore Rate	Description
Associate Product Manager	£600	£400	Supports product planning, backlog refinement and customer experience improvements.
Product Manager	£750	£500	Owns product backlog, prioritisation and CX enhancements for contact centre journeys.
Senior Product Manager	£850	£575	Leads product strategy, roadmap development and cross-team alignment.
Lead Product Manager	£950	£650	Oversees product governance, stakeholder engagement and value delivery.
Head of Product	£1,050	£700	Provides strategic product leadership, vision and organisational alignment.

9. Rate Card Notes

- Travel and subsistence are charged at cost and only when pre-approved by the Buyer.
- All work is delivered within the Buyer's AWS tenancy.
- No licensing, platform fees or third-party subscriptions are included.
- No managed service, monitoring or SLA-based support is included (Lot 3 restriction).
- Offshore rates apply only where explicitly agreed with the Buyer

10. Optional Non-G-Cloud Services (Not Included in Lot 3 Pricing)

The following services are not available under G-Cloud Lot 3 and are therefore not priced in this document:

- Fully outsourced managed service
- SLA-based operational support
- Out-of-hours or on-call cover
- Monitoring and alerting
- Continuous change (MACDs)
- Custom software development beyond integration support

These may be procured separately under non-G-Cloud commercial term

11. Ordering and Invoicing

Services may be purchased via:

- Direct Award under G-Cloud 15
- Completion of the PSC Call-Off Contract and Order Form
- Agreement of a Statement of Work (SoW)
- Issue of a Buyer purchase order

Invoices are issued monthly in arrears and include:

- Role type
- Days/hours delivered
- Work completed
- Purchase order reference

Payment terms follow the PSC Call-Off Contract (typically 30 days)

12. Contact Details

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