G-Cloud 15 Pricing Document

VOXARO PROFESSIONAL SERVICES

All Voxaro's G-Cloud Services are tailored to meet the specific requirements, objectives and capabilities of the buyer. Our engagements commence with an initial discovery exercise to establish the scope, required resources and price. Please refer to the Voxaro G-Cloud SFIA rate card below which will be used to cost time and material engagements.

Fixed Price Option
We are happy to offer our services on a fixed cost basis. In this situation, a premium maybe added to reflect the additional risk that we would be owning.

Skills For the Information Age (SFIA) Definitions and rate card:

	Strategy and architecture	Change and transformation	Development and implementation	Delivery and operation	People and skills	Relationships and engagement
Follow	£400.00	£400.00	£400.00	£400.00	£400.00	£400.00
Assist	£500.00	£500.00	£500.00	£500.00	£500.00	£500.00
Apply	£600.00	£600.00	£600.00	£600.00	£600.00	£600.00
Enable	£750.00	£750.00	£750.00	£750.00	£750.00	£750.00
Ensure, advise	£800.00	£800.00	£800.00	£800.00	£800.00	£800.00
Initiate, influence	£900.00	£900.00	£900.00	£900.00	£900.00	£900.00
Set strategy, inspire, mobilise	£1,200.00	£1,200.00	£1,200.00	£1,200.00	£1,200.00	£1,200.00

Standards for consultancy day rate cards

- Consultant's working day: 7.5 hours exclusive of travel and lunch
- Working week: Monday to Friday excluding national holidays
- Office hours: 9:00am to 5:00pm Monday to Friday
- Travel, mileage subsistence: Included in day rate within M25. Payable at department's standard travel and subsistence rates outside M25
- Mileage: As for travel, mileage subsistence
- Professional indemnity insurance: included in day rate

SFIA Level Definitions (Summary)

Level 1 – Follow
Operates under close supervision with minimal discretion. Performs routine tasks and seeks guidance when needed. Has basic communication and digital skills, and is beginning to develop professional awareness.

Level 2 – Assist
Works under routine direction with limited discretion. Engages with immediate colleagues and occasionally external contacts. Applies basic domain knowledge and contributes to issue resolution and team collaboration.

Level 3 – Apply
Works under general direction, using discretion to handle moderately complex issues. Influences colleagues and may oversee others. Applies sound domain knowledge and contributes to creative problem-solving.

Level 4 – Enable
Operates with substantial autonomy within a defined framework. Influences stakeholders at account level and manages complex activities. Demonstrates strong communication and applies specialist knowledge effectively.

Level 5 – Ensure, Advise
Works under broad direction, often self-initiated. Influences organisational outcomes and manages resources. Leads on collaboration and applies deep domain knowledge to complex and strategic tasks.

Level 6 – Initiate, Influence
Holds defined authority over significant areas of work. Shapes policy and strategy, leads stakeholder engagement, and manages high-impact decisions. Demonstrates leadership and promotes innovation and compliance.

Level 7 – Set Strategy, Inspire, Mobilise
Operates at the highest organisational level with full accountability. Influences industry developments and drives strategic vision. Leads executive management, fosters innovation, and ensures organisational alignment with emerging technologies and practices.

VOXARO TEAMS FLEXVOICE

	Implementation (Day Rate, T&M)	SaaS Subscription (Per user, per month) 36 Month Term
Microsoft Teams - Operator Connect (2-299 users)	As per SFIA Definitions above	£5.95
Microsoft Teams - Operator Connect (300-999 users)	As per SFIA Definitions above	£4.95
Microsoft Teams - Operator Connect (1000+ users)	As per SFIA Definitions above	£3.95

VOXARO TEAMS COMPLIANCE RECORDING

	Implementation (Day Rate, T&M)	SaaS Subscription (Per user, per month) 36 Month Term
Essential	As per SFIA Definitions above	£4.95
Business	As per SFIA Definitions above	£9.20
Premium	As per SFIA Definitions above	£14.00

VOXARO TEAMS CONTACT CENTRE

	Implementation (Day Rate, T&M)	SaaS Subscription (Per unit, per month) Named User - 36 Month Term
Attendant Console Bundle	As per SFIA Definitions above	£85
Advanced Routing Queue	As per SFIA Definitions above	£85
Enterprise Routing Bundle Queue	As per SFIA Definitions above	£170
Contact Centre Voice	As per SFIA Definitions above	£56
Contact Center Omnichannel	As per SFIA Definitions above	£81
Interact Add-on	As per SFIA Definitions above	£37
Contact Centre Omnichannel Add-on	As per SFIA Definitions above	£25
Attendant Console Add-on	As per SFIA Definitions above	£32
Assistant Add-on (Minimum 50 users)	As per SFIA Definitions above	£7
Nimbus Companion Add-on	As per SFIA Definitions above	£6
Voxaro Care – Enhanced Support	N/A	15% uplift in the total subscription costs

Notes

- Nimbus Companion is based on Azure Speech and language services from the customer's Azure Tenant. Consumption fees are accordingly incurred in the customer's Azure Tenant.
- Luware offer a Concurrent license model for Contact Centre Voice, Contact Centre Omnichannel and Attendant Console Bundle. Concurrent is defined as simultaneous active users in Nimbus. 3 named user licenses are provisioned per concurrent license purchased with a minimum purchase quantity of 50 concurrent licenses. Example: 100 Concurrent Contact Centre Voice licenses purchased = 300 named Contact Centre Voice user licenses provisioned with a capacity of 100 simultaneous active Contact Centre Voice users.
    - For concurrent licenses, an uplift of 40% applies on the named user license.