



5Y Technology Lot 3 Pricing Definition



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1. Pricing Principles & Assumptions

Our pricing for Cloud Support services is designed to be fixed, transparent, and compliant with all G-Cloud 15 requirements. Key principles and assumptions:

- **All Prices Exclude VAT:** Every rate and fee in this document is exclusive of VAT. VAT (20%) will be applied to invoices as required.
- **Standard 7-Hour Day:** A day rate corresponds to 7 hours of work (a standard business day). If work outside normal hours is needed, it will be agreed in advance (with any additional charges pro-rated).
- **Remote by Default:** Work is delivered remotely unless on-site work is explicitly arranged. Remote delivery avoids travel costs. If on-site presence is required and agreed, see “Travel & Expenses” below.
- **Travel & Expenses:** Travel and subsistence expenses are excluded by default. We will only charge expenses if on-site work is requested by the buyer and approved in advance. Such expenses (e.g. travel, accommodation) will be charged at cost in line with public sector policy (standard class travel, reasonable hotel rates). No expenses will be charged without prior written approval from the buyer.
- **No Hidden Costs:** All charges for our services are clearly defined here. There are no “POA” (Price on Application) items, no variable ranges, and no hidden fees. Buyers can calculate the full cost of an engagement from this document alone.
- **Equal Pricing for All:** The same rates and terms apply to all buyers. We do not offer custom pricing or special discounts outside of the standard volume discounts in Section 5. This ensures fairness and compliance with framework rules.
- **Engagement via SoW:** Services are delivered under a Statement of Work (SoW) that defines scope, deliverables, timelines, and the roles/rates used (all drawn from this document). We invoice only for the work performed as per the SoW.
- **Time & Materials vs Fixed Price:** We offer both time-and-materials (T&M) engagements (using day rates in Section 2) and fixed-price packages (Section 3). For T&M, buyers are charged per hour of each role used, based upon a 7 hour day. For fixed packages, a one-off fee covers the defined work. We do not use outcome-based or contingent pricing models – all prices are pre-defined by unit or package.
- **Role Skill Levels:** The responsibility and skill level needed for a task dictates the role (and SFIA level) assigned, which in turn determines the day rate. Higher SFIA



levels = more senior staff = higher day rates, used for complex or strategic tasks. Lower SFIA levels = junior staff = lower rates, used for simpler tasks. We aim to use the most cost-effective mix of roles to meet buyer needs, ensuring you are not paying more than necessary.

- **No Minimum Term:** There is no minimum contract length or lock-in. You can engage us for short assignments or long-term projects. Similarly, there is no minimum spend or user count requirement – our support scales to your needs.
- **Exit and Flexibility:** Ending an engagement early incurs no penalty beyond charges for work already delivered. We facilitate smooth handovers (see Section 6 on exit provisions). There are no additional exit fees.

(These principles guarantee transparent and predictable pricing, allowing buyers to procure our services with full confidence and cost certainty.)

2. SFIA-Aligned Rate Card (Daily Rates)

Below is our day-rate card, aligned to the Skills Framework for the Information Age (SFIA) levels 1–7. Each role is identified by a SFIA level to indicate its seniority and typical scope of responsibility. All rates are per day (7 hours) and exclude VAT. These are maximum rates for each role (we will not charge above them).

2.1 Onshore (UK-Based) Roles

Onshore roles are performed by UK-based consultants, working remotely or on-site as needed. These roles are ideal when close collaboration in UK time or specific domain expertise is required.

SFIA Level	Role Title	Role Description	Day Rate (ex VAT)
Level 1	Trainee Consultant	Entry-level trainee. Performs basic tasks under supervision, primarily learning and shadowing. (Note: Level 1 resources are seldom billed to clients except as part of a supervised team.)	£300/day
Level 2	Junior Technician	Junior technician/support. Assists with routine tasks (data prep, simple troubleshooting) under guidance. Suitable for very low-complexity support work.	£450/day
Level 3	Associate Consultant	Associate (Junior Consultant). Handles defined tasks independently (e.g., basic analysis, testing,	£600/day



		documentation). Works under overall direction of senior staff for larger projects.	
Level 4	Consultant	Consultant (Mid-level). Experienced professional who works independently and can own workstreams. Performs business analysis, implementation, or advisory tasks within their domain. May supervise junior staff.	£950/day
Level 4	Developer	Cloud/Data Developer (Mid-level). Designs and builds software or scripts for cloud solutions, data integration, automation, etc. Implements components of the solution according to design.	£950/day
Level 4	Business Analyst	Business Analyst (Mid-level). Gathers and defines requirements, documents processes, and ensures solutions meet business needs. Bridges business stakeholders and technical teams.	£950/day
Level 5	Project Manager	Project Manager (Senior). Leads project planning and delivery. Manages timeline, scope, and resources. Primary point of contact for project progress and risk management.	£1,100/day
Level 5	Solution Architect	Solution Architect (Senior). Technical lead defining the overall architecture and approach. Makes high-level design decisions, ensures best practices, and guides the implementation team.	£1,250/day
Level 6	Programme Lead	Programme Manager / Principal Consultant. Oversees multiple projects or a large programme. Sets strategic direction for delivery, manages senior stakeholders, and ensures alignment with business objectives.	£1,500/day
Level 7	Strategy Advisor	Strategy Advisor (Executive Consultant). Provides top-level expert advice and vision. Engages with C-suite to shape strategy in data, analytics, or cloud adoption. Typically involved in short strategic engagements or governance oversight rather than day-to-day delivery.	£1,800/day

NOTES (ONSHORE RATES):

- Day rates are per individual per day. Partial days are pro-rated (minimum charge of 0.5 day for any single day of work).
- **Using the Right Level:** We generally staff most work with Level 3–5 roles, as these cover the majority of hands-on support needs. Level 6–7 are available for high-level advisory or complex multi-project oversight. Level 1–2 roles are rarely billed; if they contribute, they work under supervision and at no cost or as a value-add in most cases.



- **Blended Teams:** A typical engagement might include a mix (e.g., a Level 5 architect with a couple of Level 4 consultants and a Level 3 analyst). This ensures senior expertise is applied where needed, and more routine tasks are handled cost-effectively by junior staff.
- **No Additional Premiums:** We do not charge different rates for different sectors or urgencies – the rates above apply universally (e.g., no extra charge for fast-track projects or specific domains).
- **VAT:** All rates exclude VAT, which will be charged as applicable (20%).
- **Travel:** If an onshore resource travels on-site at buyer request, their travel time is not billed separately (only actual expenses as per our expense policy). The work hours on-site are billed at the same day rate.

2.2 Offshore Roles

Offshore roles are delivered by our overseas team (working from our global delivery centers). They provide cost-effective delivery for tasks that can be done remotely without impacting quality or requiring significant on-site presence. Offshore staff maintain at least partial overlap with UK working hours to facilitate communication.

SFIA Level	Role Title	Role Description	Day Rate (ex VAT)
Level 3	Offshore Associate	Offshore Associate (Junior). Remote junior consultant or developer who assists with defined tasks (e.g., data processing, simple coding, report generation) under onshore supervision.	£400/day
Level 4	Offshore Consultant	Offshore Consultant (Mid-level). Remote consultant able to work independently on well-scoped tasks. Handles development, testing, or analysis tasks and coordinates with onshore leads for alignment.	£600/day
Level 4	Offshore Developer	Offshore Developer (Mid-level). Remote developer focusing on building code or configurations for the solution. Works from designs provided by onshore architects. Delivers components which are then reviewed and integrated by the lead team.	£600/day
Level 5	Project Manager	Project Manager (Senior). Leads project planning and delivery. Manages timeline, scope, and resources. Primary point of contact for project progress and risk management.	£800/day



Level 5	Solution Architect	Solution Architect (Senior). Technical lead defining the overall architecture and approach. Makes high-level design decisions, ensures best practices, and guides the implementation team.	£950/day
Level 6	Programme Lead	Programme Manager / Principal Consultant. Oversees multiple projects or a large programme. Sets strategic direction for delivery, manages senior stakeholders, and ensures alignment with business objectives.	£1,100/day

NOTES (OFFSHORE RATES):

- **Quality & Skills:** Our offshore team members are thoroughly vetted and skilled in the required technologies. The lower cost reflects geo-arbitrage (lower cost of living), not lower capability for the given SFIA level.
- **Use Cases:** Offshore resources are ideal for development-heavy tasks, data processing, or ongoing support that doesn't require being physically present. For example, an offshore developer can build data pipelines or dashboards remotely, then an onshore consultant presents them to the client.
- **Blended Delivery:** We often provide a blend of onshore and offshore. For instance, a project might have an onshore project manager and architect, with offshore developers executing much of the build. The total cost is then a mix of the above rates, yielding significant savings while retaining strong governance and communication. We handle the coordination – the buyer just sees one integrated team.
- **Time Zones:** Offshore team members will have significant overlap with UK time each day (typically at least 4 hours overlap) to allow live collaboration. We schedule regular meetings to ensure alignment.
- **No Offshoring Obligation:** Buyers can request all onshore resources if preferred (e.g., for security or compliance reasons). We are flexible and will only include offshore roles if they are acceptable and beneficial to the buyer.

(Together, this rate card provides everything needed to calculate the cost of resources for any support engagement, per G-Cloud requirements. There are no additional premiums or charges beyond these rates, except volume discounts as detailed later.)



3. Fixed-Price Service Packages

Where a specific outcome is well-defined, we offer fixed-price packages for convenience. These packages bundle a predefined scope of work and deliverables at a set price, making procurement straightforward. They are based on our standard consulting offerings and are repeatable (not custom one-offs), thus suitable for G-Cloud call-offs. Each package below lists its price, an estimated duration, and what's included or excluded.

(Note: All package prices are in GBP and exclude VAT.)

3.1 Data Engineering, Modernisation & Delivery Services

Modern Data Platform Assessment

Fixed Price: £10,000

Duration: Up to 10 days

Overview: A comprehensive review of your current data platform and architecture, with actionable recommendations for modernization.

Includes:

- Workshops and technical discovery to understand existing data sources, infrastructure, and pain points.
- A thorough assessment covering data storage, data pipelines/ETL, analytics tools, and data governance practices.
- A written Assessment Report detailing findings and recommendations. This report will highlight gaps or inefficiencies and provide a high-level roadmap for improvements (e.g., migrating to cloud services, adopting new tools, data model refactoring).
- A presentation (remote meeting) to walk through findings and proposed next steps with your team.

**Excludes:**

- Hands-on implementation of any recommendations (this package is advisory; actual implementation can be done under a separate SoW).
- Deep-dives into areas outside data platform scope (e.g., it won't perform application code review, network security audit, etc., unless those directly impact the data platform).
- Any software licensing or tools – assessment is done with our own tools and your existing systems access.

Small Custom Data Source Integration

Fixed Price: £9,500

Duration: Up to 10

Overview: Development of a custom data integration pipeline to bring a new data source into your analytics environment. Ideal when you have a specific system or database to integrate.

Scope

- Sources: 1 source system
- Objects: up to 5 tables/entities/endpoints
- Transformations: up to 5 rules (e.g., rename fields, type casting, basic mapping)
- Volume: up to 5 GB/day (or $\leq$ 1M rows/day)
- Frequency: daily batch or scheduled batch (1–2 runs/day)
- Historical backfill: up to 12 months
- Target: 1 target zone (lake/warehouse layer)
- Environments: dev + prod (no separate test environment)
- Documentation: runbook + configuration notes

Includes:

- Requirements gathering and source analysis (understand the source system's data, format, volume, API or export mechanism).



- Design and build of a data pipeline (using tools like Azure Data Factory, Databricks, or custom scripts) to ingest data from the source into the target data platform (data lake, warehouse, etc.).
- Basic data transformation or mapping to fit the target schema or model.
- Testing the pipeline with sample data to ensure it works end-to-end (source to target).
- Documentation of the integration: how it works, how to run/monitor it, and any configuration settings.

Excludes:

- Ongoing operation of the pipeline after initial delivery (no managed service – the buyer’s team can operate it, or we can support under a separate agreement if required).
- Integration of multiple distinct sources – this package covers one source type. Additional sources would require additional packages or a custom quote.
- Any licensing costs for integration tools (assumes use of open source or buyer’s existing platform; if a new tool is needed, we’ll advise but not include its cost).

3.2 AI Enablement, Data Governance & Master Data Advisory

Data & AI Readiness / Governance Assessment

Fixed Price: £5,000

Duration: Up to 5 days

Overview: A focused assessment of your organisation’s readiness for data analytics and AI, with an emphasis on data governance and management practices.

Includes:

- Interviews or surveys with key stakeholders to gauge current data practices, pain points, and aspirations for AI.



- Review of existing data governance artifacts (policies, data dictionaries, etc.) if available, or evaluation of current informal practices.
- A concise Readiness Assessment Report that covers: current state of data quality, governance, and infrastructure; gaps against best practices; and recommended actions to become “AI-ready”. Recommendations might include governance improvements, data cleaning efforts, skill development, or pilot AI use cases that fit your maturity.
- A debrief session to discuss the findings and recommended next steps (e.g., which gaps to address first, potential pilot projects).
Exclusions:
- Technical implementation of any recommendations (e.g., not creating a data catalog or cleaning datasets – this is an advisory service).
- Any compliance certifications or audits (the assessment is consultative, not a formal audit, though it will highlight any glaring compliance issues noticed).

Excludes:

- System implementation, configuration, deployment, or technical setup, including changes to cloud platforms, analytics tools, AI/ML environments, or governance systems.
- Hosting, operating, or ongoing monitoring of any data, analytics, governance, or AI solutions– this service is advisory– only.
- Hands-on delivery or remediation work, such as building pipelines, fixing data quality issues, creating governance artefacts, developing AI models, workflows, dashboards, or implementing recommended changes.
- Any third-party or cloud licensing, platform costs, or activities requiring unavailable stakeholders, documentation, or system access; these remain the buyer’s responsibility.

(Note: This package is high-level advisory, complementary to technical assessments. It’s aimed at leadership and data governance teams to plan how to improve data foundations for advanced analytics.)



3.3 Digital Transformation & Strategic Roadmapping

Digital Transformation Strategy & Roadmap

Fixed Price: £9,500

Duration: Up to 10 days

Overview: Development of a tailored digital transformation strategy and roadmap, focusing on cloud and data initiatives. This helps an organisation plan out a transformation journey at a high level.

Includes:

- Stakeholder workshops to capture business goals, current challenges, and strategic constraints.
- Assessment of current digital capabilities (strengths/weaknesses in technology, processes, people).
- Definition of a target state vision for the organisation's digital and data landscape (for example, "fully cloud-based data ecosystem enabling self-service analytics").
- A Strategic Roadmap Document outlining key initiatives to achieve that vision. Initiatives are broken into phases with indicative timelines (e.g., short-term 0-6 months, medium 6-18, long-term 18+).
- Prioritisation of initiatives with rationale (quick wins vs foundational projects, dependencies identified).
- Executive presentation of the strategy and roadmap for buy-in.

Excludes:

- Implementation of any of the roadmap projects. (This is a planning exercise; executing the transformation would require separate project engagements.)
- Detailed project plans or budgets for each initiative (the roadmap will have high-level estimates, but not full project charters).
- Change management materials or training for end-users (the output is a strategy document; change execution is separate).



3.4 Custom Application, Low-Code & Workflow Development

Low-Code Solution Prototype

Fixed Price: £9,000

Duration: Up to 10 days

Overview: A rapid development of a prototype application or workflow using a low-code platform (e.g., Microsoft Power Apps/Power Automate). This helps demonstrate a concept or solve a small process pain point quickly.

Includes:

- One discovery workshop to define the use case and requirements for the prototype (e.g., process to automate, form to digitize, etc.).
- Building a functioning prototype app or workflow using a low-code tool. This typically includes a simple user interface, basic data storage or integration, and logic to fulfill the use case.
- 1-2 feedback cycles: we demo the prototype, collect your feedback, and refine it within the allotted time.
- Handover documentation explaining how the prototype was built and guidance on what would be needed to productionise it.

Excludes:

- Production deployment of the solution (the prototype might use test data/environments and is not meant for live use without further development).
- Complex integrations with legacy systems (prototype will use straightforward connectors or sample data; deeper integration may require additional effort beyond this package).
- Long-term support for the prototype (this package ends with delivering the prototype and knowledge transfer).



3.5 Data Migration & Cloud Transition Support

Cloud Data Migration Planning

Fixed Price: £10,000

Duration: Up to 10 days

Overview: A comprehensive migration plan for moving data (and related processes) from on-premises or legacy systems to the cloud. Ensures your migration is well-architected and low-risk.

Includes:

- Scope definition: identify which systems and data sets are in scope for migration.
- Data mapping and profiling: understand source data structures and volumes, and map them to target cloud structures (at a high level).
- A detailed Migration Plan document, covering: strategy (e.g., phased vs big bang, tools and methods to be used), timeline with major steps, resource roles needed, risk assessment and mitigation strategies, cutover approach, and success criteria.
- Considerations for data validation and reconciliation post-migration (how to verify success).
- A review workshop of the plan with key stakeholders to ensure alignment.

Excludes:

- Execution of the migration itself (no data will actually be moved as part of this planning package).
- Setup of target cloud environment (we assume you have or will have the necessary cloud infrastructure ready; if not, we can advise how to set it up, but not do it within this package).
- Migration of applications or rebuilding application logic (the focus is on data – migrating applications or rewriting them for cloud is separate).



3.6 Cloud Data & Analytics Training Services

Analytics Training & Enablement Workshop

Fixed Price: £4,000

Duration: Up to 5 days

Overview: A practical, role-based training programme designed to build capability and confidence in using modern data and analytics platforms. This offering upskills your team through hands-on learning tailored to their roles (e.g., data analysts, IT administrators, business users).

Includes:

- A training needs assessment call to customise the content (choose focus areas like Power BI, data engineering basics, cloud analytics tools, etc., and target it to the audience's skill level).
- Preparation of training materials and exercises using relevant public sector data scenarios or your organisation's context (to make it tangible and relevant).
- Live interactive training sessions (delivered remotely via video conference, or on-site if agreed). Total instruction time will be up to 3 days, which can be scheduled consecutively or split into modules (e.g., two 1.5-day sessions).
- Hands-on labs or breakouts where participants practice skills (for example, building a simple dashboard, writing a basic data query, etc.), with our instructor providing guidance and feedback.
- Q&A and discussion to address attendees' specific questions or challenges.
- Follow-up: we provide all slides and training materials for reference, and remain available via email for a week after training to answer any additional questions as attendees apply their new skills.

Excludes:

- Certification exams or formal accreditation (we provide learning, but this is not tied to an official certification program, though we can advise on next steps if attendees wish to certify).
- Training infrastructure beyond standard video conferencing – we assume attendees have the necessary computer, internet access, and any required software accounts (e.g., a Power BI login) as per prerequisites we provide. (If on-



site, the buyer should provide a training room and any required equipment; we bring the trainer and content.)

- Long-term support or mentoring beyond the one-week Q&A period (further enablement can be arranged as a separate service if needed).

3.7 Data & Analytics Advisory Services

Strategic Data & Analytics Advisory (Executive Workshop)

Fixed Price: £7,500

Duration: Up to 5 days (flexible scheduling)

Overview: High-level advisory engagement providing expert guidance on data, analytics, and digital transformation tailored to your strategic objectives. This service is ideal when senior leadership needs external expertise to validate ideas, shape vision, or troubleshoot a strategic challenge in the data/AI space.

Includes:

- An initial consultation to identify the key questions or challenges you have (e.g., “How do we become a data-driven organisation?”, “What’s the best analytics toolset for our needs?”, “How do we govern AI use ethically?”).
- Up to 5 days of an experienced Strategy Advisor (SFIA Level 7) or Principal Consultant (SFIA Level 6) working with your team. This time can be used in a flexible manner, for example: a 2-day on-site intensive workshop with executives and stakeholders, plus 3 days off-site research and documentation; or spread as a few hours per week over a month for ongoing advisory calls. We adapt to what provides the most value.
- Activities may include: strategic workshops, review of plans or architectures, providing best practice recommendations, and creating a brief advisory report or roadmap outline addressing your questions. For instance, we might deliver a strategy brief that outlines options and recommendations for your analytics program, or a critique of your current data strategy with improvement suggestions.
- Summary Deliverable: a short Advisory Findings & Recommendations memo (typically 5-10 pages) capturing the key guidance provided, decisions made, and suggested next steps. This ensures you have a tangible output to act upon.



Excludes:

- Hands-on technical work or detailed deliverables (the advisor will review and guide, but not, say, write detailed code or full project plans).
- Implementation of any recommendations (the outcome might be a set of recommendations which would then be executed by your team or via another engagement).
- If more than 5 days of advisory is needed, it would fall outside this package and could be continued on a time-and-materials basis using the day rates in Section 2. (We ensure the scope is well-defined to fit in 5 days for this fixed price.)

(Our Advisory Services provide a flexible way to tap into senior expertise on an as-needed basis. This can be procured as a fixed 5-day package above, or for more ad-hoc needs, you can simply use our day rate card for a Strategy Advisor or Programme Lead for the desired number of days.)

4. Accessibility Commitments

We are committed to ensuring all our services and deliverables are accessible and usable by people with disabilities, in line with WCAG 2.1 AA standards and UK government requirements.

- **Accessible Documentation:** Every document or report we produce (including this pricing document) will be provided in an accessible format. We use proper headings, legible fonts, text alternatives for any images/diagrams, and ensure documents can be navigated by assistive technologies.
- **Service Delivery:** When conducting training or workshops, we accommodate accessibility needs of participants (e.g., providing materials in advance for screen readers, enabling closed captions in virtual meetings).
- **Outputs & Tools:** If we develop dashboards or interfaces as part of our support, we strive to make them meet basic accessibility principles (e.g., color contrast, keyboard navigation).
- **Reasonable Adjustments:** Any specific accessibility requirement requested by the buyer will be met wherever feasible, without additional charge. For example, if a report is needed in a tagged PDF or large-print hard copy, or if sign-language interpretation is needed for a workshop, we will arrange that (with advance notice) as part of our service.

(By embedding accessibility into our work, we help buyers comply with their legal obligations and ensure our solutions can be used by the widest range of people.)



5. Volume Discount Structure

To offer better value for larger engagements, we provide volume-based discounts on our day-rate services. Discounts are based on the total contract value (exclusive of VAT) for our services and are applied as follows:

Total Contract Value (ex VAT)	Discount on Service Fees
Up to £500,000	0% (no discount)
£500,000 – £999,999	10% off the amount above £500k
£1,000,000 – £2,499,999	12.5% off the amount above £1M
£2,500,000 – £4,999,999	15% off the amount above £2.5M
£5,000,000 and above	20% off the amount above £5M

How It Works: The discount applies in bands. For example, if a contract is £1.2M, the first £500k has no discount, the next £500k (up to £1M) gets 10%, and the remaining £200k gets 12.5%. In total the discount would be £50k + £25k = £75k, i.e. an effective price of £1.125m charged instead of £1.2m. We will calculate and clearly show any discount in our pricing proposals. In practice, we may simplify by applying the highest applicable discount to the whole amount once a threshold is crossed (ensuring the buyer never gets less than the banded calculation).

Notes:

- These discounts are automatically applied – every buyer who meets the spend thresholds will receive them. This ensures fairness (compliant with the requirement to treat all buyers equally).
- The discount applies only to our service fees (day rates or package fees). It does not apply to any reimbursable expenses.
- Volume discounts and any early payment or framework-wide discounts (if applicable) are factored into our pricing. There are no other special discounts beyond those listed.

(The volume discounts above make our pricing progressively more competitive for larger projects, sharing economies of scale with our customers. Even with discounts, the quality and level of service remain the same.)



6. Dependencies, Exclusions & Customer Responsibilities

To avoid doubt, here are important dependencies (what we need from the buyer) and exclusions (what is not included in our standard offering), as well as some expectations of buyer responsibilities:

- **Provision of Access:** The buyer must provide timely access to any systems, environments, or data required for us to perform the work. For example, if we are integrating a certain database, the buyer needs to furnish either a secure connection (VPN, credentials) or data extracts. Delays in access can affect timelines.
- **Licences and Third-Party Services:** Our prices do not include third-party product licences or cloud infrastructure costs. The buyer is responsible for procuring any requisite software or cloud services (e.g., Azure subscriptions, Power BI licences). We will advise specifications, but the cost of those services is outside our pricing.
- **Client Resources:** The buyer should designate a point of contact or project manager on their side to facilitate communications, arrange interviews or meetings with stakeholders, and provide documents or information as needed. Similarly, if buyer personnel are expected to attend training or workshops, their availability should be planned for the agreed dates.
- **Out of Scope:** Anything not explicitly described in this document (or in a subsequent Statement of Work) is considered out of scope. For example, if we are providing data migration support, we will not also automatically provide end-user training on a new system unless it's stated as included. Out-of-scope work can often be accommodated, but it may require a variation to the SoW (and possibly additional cost).
- **Security and Data Privacy:** We assume the buyer will highlight any security or compliance requirements we need to adhere to (above the standard). By default, we operate under standard confidentiality and data protection practices: we will sign any necessary NDAs, comply with UK GDPR when handling personal data on behalf of the customer, and follow the customer's security protocols when accessing their environments. If specific security clearances are required for our personnel, this should be communicated upfront.
- **Data Backups:** If we are working within the buyer's systems, the buyer is responsible for backing up their data appropriately. We will take care to avoid data loss and can advise on backup strategies, but maintaining backups of production data or configurations is the buyer's responsibility unless explicitly contracted otherwise.



- **Testing and Acceptance:** For deliverables (e.g., a developed pipeline or a report), we expect the buyer to perform timely review and acceptance testing as per criteria agreed in the SoW. Any issues found will be rectified as part of the engagement, but timely feedback helps keep the project on track.
- **Change Control:** Any significant changes in scope should be raised by either party as soon as identified. We will use a light change control process: typically a written note of the change, impact on time/cost, and mutual agreement before proceeding. Minor tweaks are often handled without formal change if they don't impact cost/timeline.
- **Exit and Handover:** On completion or termination of a service, we will hand over all deliverables and relevant materials to the buyer. We do not hold any claim on work products developed for the buyer – intellectual property created in the engagement will be transferred as per the call-off contract terms. We will support knowledge transfer (through documents or meetings) so the buyer can continue seamlessly. As noted, we do not charge any separate exit fees for this handover.
- **Non-Solicitation:** (This is typically covered in T&Cs, but reiterating) The buyer and 5Y Technology agree not to solicit each other's staff for hiring during the project and a period after, as per our standard contract terms, to maintain team stability.

(Ensuring these dependencies and responsibilities are clear helps both parties collaborate effectively and avoid misunderstandings. Our goal is a smooth delivery with no surprises.)

This concludes the 5Y Technology Lot 3 Pricing Document. All pricing and terms herein are provided in accordance with the G-Cloud 15 framework guidelines and will be reflected in our Digital Marketplace listing. We trust this provides the clarity needed to engage our services with confidence. Please refer to our separate Service Definition document for more details on service scope, and our standard Terms and Conditions for legal terms. We look forward to the opportunity to support your cloud journey.