

Indicative Pricing Document

End User Computing and Cloud Support Services

1. Pricing Overview

This document provides indicative pricing information for End User Computing and Cloud Support Services. Pricing is intended to support transparency and buyer understanding and is not contractually binding.

Final pricing will be agreed at call-off and will depend on scope, delivery model, accessibility requirements, duration, location and buyer needs.

All services are delivered under the G-Cloud Framework Agreement and applicable Call-Off Contract, which take precedence over this document.

2. Pricing Model

Services are typically priced using one or more of the following models:

- Day rates or half-day rates
- Fixed-price assessments or workshops
- Support blocks or retained support arrangements
- Per-user or per-assessment pricing (where appropriate)

Pricing is designed to be proportionate, transparent and flexible, reflecting the specialist nature of the services provided.

3. Indicative Day Rates (Excluding VAT)

The following ranges are indicative and provided for guidance only.

Specialist Accessibility Consultant

(Accessibility, neurodiversity, Equality Act support)

- £750 – £950 per day
- £400 – £500 per half day

Assistive Technology Specialist

(Assessment, configuration, training and support)

- £700 – £900 per day
- £375 – £475 per half day

End User Computing & Cloud Support Specialist

(Cloud-based application support, user support, onboarding)

- £650 – £850 per day
- £350 – £450 per half day

Senior Advisory / Complex Case Support

(Multi-user, organisational or sensitive cases)

- £850 – £1,050 per day

4. Indicative Fixed-Price Services

The following services may be delivered on a fixed-price basis, subject to scope.

DSE / Ergonomic Assessment

- From £95 – £175 per user (remote)
- From £175 – £295 per user (on-site)

Assistive Technology Assessment

- From £395 – £650 per assessment

Accessibility Testing (User-Focused)

- From £750 per engagement

Training / Workshops

(User training, adoption, accessibility awareness)

- From £450 – £750 per session

5. Support and Retained Services

Ongoing support may be provided via:

- Pre-agreed support blocks
- Retained monthly support arrangements
- Per-user support models

Pricing for these models is agreed at call-off based on volume, complexity and service levels required.

6. Factors Affecting Pricing

Pricing may vary depending on:

- Number of users or assessments
- Remote versus on-site delivery
- Accessibility or complexity of user needs
- Duration and frequency of engagement
- Inclusion of products as part of a service
- Travel or location-specific requirements

All pricing aims to deliver value for money while ensuring effective, person-centred outcomes.

7. Education and Public Benefit Organisations

Special pricing or tailored commercial arrangements may be available for education providers, NHS organisations, and other public benefit bodies, subject to scope and agreement at call-off.

8. Contact and Call-Off Engagement

Pricing will be confirmed during call-off engagement. Buyers are encouraged to discuss requirements to ensure pricing reflects their needs accurately and proportionately.