

A person stands on the peak of a dark, jagged rock formation. The sky is a mix of orange, pink, and blue, with wispy clouds. Several glowing arcs of light, in shades of pink and blue, curve across the sky, some passing behind the person. The overall mood is dramatic and futuristic.

Dataquest Group

Rate Card (G-Cloud 15)

Decemembr Rate 2025

 Dataquest

Pricing Overview

This single pricing document aims to provide a complete and full breakdown of the services and associated commoditised pricing across all our service offerings with the Digital Marketplace and G-Cloud.

Our pricing approach is supported by a desire to allow buyers to be able to self-price solutions according to their requirements as a key tenet of the Digital Marketplace. Where this is not possible, we have provided individual itemised pricing and SFIA day rates to allow buyers to understand the type of charges to expect in the delivery of the service offering.

The Order Form will be completed and verified by Dataquest, in collaboration with the buyer, using the charges outlined in the document, prior to service commencement.

All charges are exclusive of VAT.

All charges are based on the Call-Off terms and conditions, Dataquest's terms and conditions and any associated Service Schedules to accurately describe the agreed service.

X Series - Lobby	£3.20	£4.00
Operator Connect (Metered) (UK DiD)	£1.39	£1.74
Operator Connect (Unmetered) (UK DiD)	£3.72	£4.65
X Series - X0	£3.50	£4.38
X Series - X0-T	£4.00	£5.00
X Series - X1 UK Government	£3.75	£4.69
X Series - X1 Metered	£3.79	£4.74
X Series - X1 Nationwide	£4.50	£5.63
X Series - X2	£10.00	£12.50
X Series - X3	£12.50	£15.63
X Series - X4	£18.50	£23.13
8x8 Engage - Metered	£35.00	£43.75
8x8 Engage - Unlimited	£40.00	£50.00
X Series - X6	£42.50	£53.13
X Series - X6 Bundled	£52.50	£65.63
X Series - X7	£52.50	£65.63
X Series - X7 Bundled	£60.00	£75.00
X Series - X8	£67.50	£84.38
X Series - X8 Bundled	£75.00	£93.75

Important Notes		
Add-on Pricing		
8x8 Optional Add-ons	Charge	
CC Additional Named User	£0.00 per user per month	
Extra Voice Port	£5.40	£6.48
8x8 Voice for MS Teams	£0.00 per user per month	
Intelligent Customer Assistant (ICA) AI Compass360	£270.00	£324.00
Intelligent Customer Assistant (ICA) Digital (1,000 Digital Conversations)	£140.00	£168.00
Intelligent Customer Assistant (ICA) Voice (1,000 Voice Conversations)	£180.00	£216.00
ICA Voice Intelligent Directory (Min commit of 6000 Conv per month)	£720.00	£864.00
Intelligent Customer Assistant (ICA) xApps Base	£341.00	£409.20
Intelligent Customer Assistant (ICA) Knowledge AI Base	£909.00	£1,090.80
8x8 UC Quality Management	£2.80	£3.36
8x8 UC Speech Analytics	£5.61	£6.73
Calabrio Teleopti	Charge	
Calabrio Teleopti WFM Advance	£18.00	£21.60
Calabrio Professional Services & Training	SOW (£)	

Verint	Charge	
Verint Workforce Management Essentials - User Licence	£18.28	£21.94
Verint Professional Services & Training	SOW (£)	
Verint Knowledge Management	SOW (£)	
Secure Pay	Charge	
Secure Pay Voice Business User	£13.68	£16.42
Secure Pay Voice Agent	£16.56	£19.87
Secure Pay Cloud Provisioning per AWS Region	£3,514.52	£4,217.42
Secure Pay Professional Services & Project Management	SOW (£)	
Secure Pay Speech Add on	£5.74	£6.89
Secure Pay Digital User	£13.68	£16.42
Secure Pay BU DID	£0.92	£1.10
Secure Pay BU SIP Channel License	£13.80	£16.56
Secure Pay 250 SMS Message Bundle	£14.72	£17.66
Secure Pay Omnichannel Agent	£23.76	£28.51
Creovai (8x8 Agent Assist)	Charge	
Creovai Conversational Intelligence & Agent Guidance (2000 hours per month)	£2,240.00	£2,688.00
Creovai Conversational Intelligence (2000 hours per month)	£1,900.00	£2,280.00
Creovai Agent Guidance (2000 hours per month)	£1,900.00	£2,280.00
Creovai Premium Support (24 hours per Annum)	£282.00	£338.40
Creovai Professional Services	SOW (£)	
Additional Support Options	Charge	
TAM Gold	£3,000.00	£3,600.00
TAM Diamond	£4,100.00	£4,920.00
TAM Platinum	£6,200.00	£7,440.00
Additional Numbers	Charge	
Additional Number 01/02/03/08	£0.60	£0.72
SMS Enabled Number	£2.40	£2.88
Gold Number	POA	
UC and CC Recording Storage Per User per month		
UC Call Recording Hot Storage - 130 days	£0.96	£1.15
UC Call Recording Cold Storage - 1 year	£1.56	£1.87
UC Call Recording Cold Storage - 2 years	£1.96	£2.35
UC Call Recording Cold Storage - 3 years	£2.36	£2.83
UC Call Recording Cold Storage - 4 years	£2.76	£3.31
UC Call Recording Cold Storage - 5 years	£3.12	£3.74
UC Call Recording Cold Storage - 6 years	£3.44	£4.13
UC Call Recording Cold Storage - 7 years	£3.68	£4.42
UC Call Recording Cold Storage - 8 years	£3.92	£4.70
UC Call Recording Cold Storage - 9 years	£4.12	£4.94
UC Call Recording Cold Storage - 10 years	£4.24	£5.09
UC Meeting Recording Hot Storage - 130 days	£14.80	£17.76
UC Meeting Recording Cold Storage - 1 year	£7.60	£9.12

UC Meeting Recording Cold Storage - 2 years	£14.00	£16.80
UC Meeting Recording Cold Storage - 3 years	£17.20	£20.64
UC Meeting Recording Cold Storage - 4 years	£20.40	£24.48
UC Meeting Recording Cold Storage - 5 years	£23.60	£28.32
UC Meeting Recording Cold Storage - 6 years	£26.80	£32.16
UC Meeting Recording Cold Storage - 7 years	£30.00	£36.00
UC Meeting Recording Cold Storage - 8 years	£33.20	£39.84
UC Meeting Recording Cold Storage - 9 years	£36.40	£43.68
UC Meeting Recording Cold Storage - 10 years	£39.60	£47.52
CC Call Recording Hot Storage - 130 days	£0.96	£1.15
CC Call Recording Cold Storage - 1 year	£1.56	£1.87
CC Call Recording Cold Storage - 2 years	£1.96	£2.35
CC Call Recording Cold Storage - 3 years	£2.36	£2.83
CC Call Recording Cold Storage - 4 years	£2.76	£3.31
CC Call Recording Cold Storage - 5 years	£3.12	£3.74
CC Call Recording Cold Storage - 6 years	£3.44	£4.13
CC Call Recording Cold Storage - 7 years	£3.68	£4.42
CC Call Recording Cold Storage - 8 years	£3.92	£4.70
CC Call Recording Cold Storage - 9 years	£4.12	£4.94
CC Call Recording Cold Storage - 10 years	£4.24	£5.09
CC Screen Recording Hot Storage - 30 days	£5.20	£6.24
CC Screen Recording Hot Storage - 130 days	£14.80	£17.76
CC Screen Recording Cold Storage - 1 year	£7.60	£9.12
CC Screen Recording Cold Storage - 2 years	£14.00	£16.80
CC Screen Recording Cold Storage - 3 years	£17.20	£20.64
CC Screen Recording Cold Storage - 4 years	£20.40	£24.48
CC Screen Recording Cold Storage - 5 years	£23.60	£28.32
CC Screen Recording Cold Storage - 6 years	£26.80	£32.16
CC Screen Recording Cold Storage - 7 years	£30.00	£36.00
CC Screen Recording Cold Storage - 8 years	£33.20	£39.84
CC Screen Recording Cold Storage - 9 years	£36.40	£43.68
CC Screen Recording Cold Storage - 10 years	£39.60	£47.52

CPaaS		
SMS Messaging Per Account		
Account Set Up Fee (API or Online Portal)	£500.00	£600.00
24/7/365 Support Monthly Fee	£350.00	£420.00
UK - Per Message Fee	£0.05	£0.06
10,000 SMS Bundle	£500.00	£600.00
50,000 SMS Bundle	£2,250.00	£2,700.00
100,000 SMS Bundle	£3,900.00	£4,680.00
UK - Virtual Number Set-Up Fee	£10.00	£12.00
UK - Virtual Number Monthly Fee	£10.00	£12.00
Video Interacton		

Account Set Up Fee	£1,000.00	£1,200.00
24/7/365 Support Monthly Fee	£350.00	£420.00
Agent License Fee	£60.00	£72.00
10,000 SMS Bundle	£500.00	£600.00
WhatsApp Per Message	Charge	
Account Set Up Fee (API or Online Portal)	£500.00	£600.00
Monthly Maintenance Fee	£500.00	£600.00
8x8 Message Fee (In and Out)	£0.00	
UK - WhatsApp Message Fees by Category	Charge	
UK - WhatsApp Conversation Fees (business-initiated) by category:		
Marketing (e.g. new product, service, or feature announcements, targeted promotions/offers, and cart abandonment reminders)	£0.04	£0.05
Utility (e.g., delivery confirmation, account updates, payment reminders)	£0.02	£0.02
Authentication (e.g. Account verification, account recovery, integrity challenges)	£0.02	£0.00

Proactive Outreach		Charge
Proactive Outreach Notify Platform Fee	£400.00	£480.00
Proactive Outreach Interact Platform Fee	£800.00	£960.00
Proactive Outreach - SMS Usage	See Rate Card	
Proactive Outreach - WhatsApp Usage	See Rate Card	
Proactive Outreach Rate Card	See Rate Card	
SMS Additional Services Sender ID Setup Fee	£79.00	£94.80
PS Integration & Customisation	SOW (£)	£1,200.00

Training Courses Admin		
8x8 Work Administration & Configuration	£480.00	£576.00
8x8 Contact Centre Administration & Configuration	£480.00	£576.00
8x8 Work Administration or Contact Centre Administration Private	£2,240.00	£2,688.00
8x8 Work Admin or CC Admin Onsite + Travel & Expenses	£2,240.00	£2,688.00
8x8 Work or Contact Centre Administration and Configuration (self-paced)	£ -	
8x8 Product Troubleshooting, IVR Scripting, and Digital Scripting	£480.00	£576.00
8x8 Work Analytics	£320.00	£384.00
8x8 Contact Centre Analytics	£320.00	£384.00
Quality Management & Speech Analytics	£320.00	£384.00
Conversation IQ	£320.00	£384.00
8x8 Custom Adoption Kit	£640.00	£768.00

Training Courses End User	Charge	
8x8 Work End User Remote Training Session	£320.00	£384.00
8x8 Contact Centre Agent or Supervisor Remote Training Session	£320.00	£384.00
8x8 Work and/or Contact Centre End Users/Agents Custom Full Day	£2,240.00	£2,688.00
8x8 Work and/or Contact Centre End Users/Agents + Travel & Expenses	£2,240.00	£2,688.00
Premium Training Bundle - Bronze	£3,200.00	£3,840.00
Premium Training Bundle - Silver	£5,120.00	£6,144.00
Premium Training Bundle - Gold	£8,000.00	£9,600.00
Training Subscription - Public Sector	£240.00	£288.00
Onboarding	Charge	
Per User	£1.50	£1.50

SFIA Rate Card

Per Day Rates in GBP exclusive of expenses (charged at cost) plus VAT.

	Cloud Strategy & Architecture	Business Change	Cloud Solution Development & Implementation	Service Management	Project Management Support	Client Interface
1. Follow	N/A	N/A	N/A	N/A	N/A	N/A
2. Assist	N/A	£400	N/A	£500	£500	N/A
3. Apply	£850	£650	£925	£650	£725	N/A
4. Enable	£975	£850	£975	£850	£850	N/A
5. Ensure /Advise	£975	£850	£975	£850	£975	£975
6. Initiate / Influence	£1,100	£1,100	£1,100	£1,100	£975	£1,100
7. Set Strategy / Inspire	£1,500	N/A	£1,500	N/A	N/A	£1,500

Standards for Consultancy Day Rate cards

Consultant's working day: 8 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

Expenses: Where applicable the Client will pay for expenses incurred by Dataquest in carrying out requested work. Expenses will be capped at the equivalent of £150 per day.

Dataquest's Technical Definition

1. **Follow** = 1st line entry level IT capability
2. **Assist** = 2nd line Desktop/Deskside support capability (typically MCP level)
3. **Apply** = 3rd line Server and Network build, support and management capability
4. **Enable** = 3rd/4th line Server and Network design and management capability
5. **Ensure/Advise** = Project Manager or Service Manager level capability (ability to scope and manage several potentially non-technical service streams)
6. **Initiate/Influence** = Business Analyst or Solutions Architect level capability (ability to absorb, define and implement business focussed processes, systems and service)
7. **Set Strategy/Inspire** = Director level consultancy capability aligned to developing transformative IT and business strategies

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