

Document Name: **25XX Framework Rates V0**

Note:

All prices have framework discounts included.

Where price discrepancies are found the higher rate will apply.

1. SaaS Resources

Role / Resource	Description	Unit	Rate (£)
SaaS Product Manager	Oversees roadmap, feature delivery, service alignment with buyer needs	Per day	£199.00
SaaS Application Engineer	Maintains core application components, workflow logic, integrations	Per day	£199.00
SaaS Configuration Specialist	Configures case types, workflows, permissions, automations	Per day	£120.00
SaaS Data Migration Specialist	Legacy data mapping, cleansing, import validation	Per day	£120.00
SaaS Reporting & Analytics Specialist	Builds dashboards, KPIs, custom reports	Per day	£120.00
SaaS QA/Test Engineer	Functional, regression, and security testing for releases	Per day	£199.00

2. Support Resources

Role	Description	Unit	Rate (£)
Service Desk Analyst T1	User support, incident logging, triage, ticket resolution	Per day	£65.00
Service Desk Analyst T2 (Technical)	Leads major technical incidents, coordinates response and communication	Per day	£75.00
Service Desk Analyst T3 (Escalations)	Manufacturer escalations and remediations	Per day	£85.00
Service Support Manager	Infrastructure optimisation, performance tuning, scaling	Per day	£99.00