

PRICING SCHEDULE

G-Cloud 15

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Cloud Support & Service Management

G-Cloud Job Roles and Families

Job family	Job role	Role level	Day Rate
Architecture roles	Business architect	1. Trainee business architect	£650
		2. Associate business architect	£750
		3. Business architect	£800
		4. Lead business architect	£900
	Data architect	1. Data architect	£650
		2. Senior data architect	£800
		3. Chief data architect	£900
	Enterprise architect	1. Enterprise architect	£650
		2. Senior enterprise architect	£750
		3. Lead enterprise architect	£800
		4. Principal enterprise architect	£900
	Network architect	1. Associate network architect	£650
		2. Network architect	£800
		3. Lead network architect	£900
	Security architect	1. Security architect	£650
		2. Lead security architect	£800
		3. Principal security architect	£900
	Solution architect	1. Associate solution architect	£650
		2. Solution architect	£700
		3. Senior solution architect	£800
		4. Lead solution architect	£850
		5. Principal solution architect	£900
	Technical architect	1. Associate technical architect	£650
		2. Technical architect	£700
		3. Senior technical architect	£800
		4. Lead technical architect	£850
		5. Principal technical architect	£900
Chief digital and data roles	Chief data officer	1. Chief data officer	£900
	Chief information security officer	1. Chief information security officer	£900
	Chief technology officer	1. Chief technology officer	£900
Cyber security roles	Cyber security audit and assurance	1. Lead cyber security audit and assurance	£650
		2. Principal cyber security audit and assurance	£900
	Cyber security governance and	1. Associate cyber security governance and risk manager	£650

	risk management	2. Lead cyber security governance and risk manager	£800	
		3. Principal cyber security governance and risk manager	£900	
	Cyber security monitoring	1. Associate cyber security monitoring	£650	
		2. Lead cyber security monitoring	£800	
		3. Principal cyber security monitoring	£900	
	Cyber security incident response	1. Associate cyber incident response	£650	
		2. Lead cyber security incident response	£800	
		3. Principal cyber security incident response	£900	
	Cyber security vulnerability management	1. Associate cyber security vulnerability management	£650	
		2. Lead cyber security vulnerability management	£800	
		3. Principal cyber security vulnerability management	£900	
	Cyber security digital forensics	1. Associate cyber security digital forensics	£650	
		2. Lead cyber security digital forensics	£800	
		3. Principal cyber security digital forensics	£900	
	Cyber security testing	1. Associate cyber security testing	£650	
		2. Lead cyber security penetration testing	£800	
		3. Principal cyber security testing	£900	
	Cyber security secure design	1. Associate cyber security secure systems architecture and design	£650	
		2. Lead cyber security secure systems architecture and design	£800	
		3. Principal cyber security secure systems architecture and design	£900	
	Data roles	Analytics engineer	1. Trainee analytics engineer	£500
			2. Analytics engineer	£600
			3. Senior analytics engineer	£700
			4. Lead analytics engineer	£750
			5. Head of analytics engineering	£850
		Data analyst	1. Associate analyst	£500
			2. Data analyst	£600

		3. Senior data analyst	£750
		4. Principal data analyst	£850
	Data engineer	1. Data engineer	£500
		2. Senior data engineer	£600
		3. Lead data engineer	£750
		4. Head of data engineering	£850
	Data ethicist	1. Data ethics lead	£500
		2. Head of data ethics	£850
	Data governance manager	1. Data governance manager	£500
		2. Lead data governance manager	£700
		3. Head of data governance	£850
	Data scientist	1. Trainee data scientist	£500
		2. Associate data scientist	£550
		3. Data scientist	£650
		4. Principal data scientist	£700
		5. Lead data scientist	£800
		6. Head of data science	£850
	Machine learning engineer	1. Senior machine learning engineer	£500
		2. Lead machine learning engineer	£850
	Performance analyst	1. Associate performance analyst	£500
		2. Performance analyst	£600
		3. Senior performance analyst	£700
		4. Lead performance analyst	£750
		5. Head of performance analysis	£850
IT operations roles	Application operations engineer	1. Associate application operations engineer	£400
		2. Application operations engineer	£450
		3. Senior application operations engineer	£500
		4. Lead application operations engineer	£600
		5. Principal application operations engineer	£650
	Business relationship manager	1. Business relationship manager	£400
		2. Senior business relationship manager	£500
		3. Lead business relationship manager	£650
	Change and release manager	1. Configuration analyst	£400
		2. Change and release analyst	£500
		3. Change and release manager	£650
	Command and	1. Operations analyst	£400

control centre manager	2. Senior operations analyst	£500
	3. Operational control manager	£550
	4. Head of command and control	£650
End user computing engineer	1. Associate end user computing engineer	£400
	2. End user computing engineer	£450
	3. Senior end user computing engineer	£500
	4. Lead end user computing engineer	£600
	5. Principal end user computing engineer	£650
IT service manager	1. IT service analyst	£400
	2. IT service manager	£500
	3. Senior IT service manager	£550
	4. Head of IT service management	£650
Incident manager	1. Incident manager	£400
	2. Major incident manager	£650
Infrastructure engineer	1. Associate infrastructure engineer	£400
	2. Infrastructure engineer	£450
	3. Senior infrastructure engineer	£500
	4. Lead infrastructure engineer	£600
	5. Principal infrastructure engineer	£650
Infrastructure operations engineer	1. Associate infrastructure operations engineer	£400
	2. Infrastructure operations engineer	£450
	3. Senior infrastructure operations engineer	£500
	4. Lead infrastructure operations engineer	£600
	5. Principal infrastructure operations engineer	£650
Problem manager	1. Problem analyst	£400
	2. Problem manager	£650
Service desk manager	1. Service desk analyst	£400
	2. Senior service desk analyst	£500
	3. Service desk manager	£550
	4. Head of service desk	£650
Service transition manager	1. Service acceptance analyst	£400
	2. Service readiness analyst	£500
	3. Service transition manager	£550

		4. Lead service transition manager	£650
Product and delivery roles	Business analyst	1. Trainee business analyst	£500
		2. Junior business analyst	£600
		3. Business analyst	£650
		4. Senior business analyst	£750
		5. Lead business analyst	£800
		6. Head of business analysis	£900
	Delivery manager	1. Associate delivery manager	£500
		2. Delivery manager	£650
		3. Senior delivery manager	£750
		4. Head of (Agile) delivery management	£900
	Digital portfolio manager	1. Digital portfolio analyst	£500
		2. Digital portfolio manager	£650
		3. Senior digital portfolio manager	£750
		4. Head of portfolio	£900
	Product manager	1. Associate product manager	£500
		2. Product manager	£600
		3. Senior product manager	£700
		4. Lead product manager	£800
		5. Head of product	£900
	Programme delivery manager	1. Programme delivery manager	£900
	Service owner	1. Service owner	£900
Quality assurance testing (QAT) roles	Quality assurance testing (QAT) analyst	1. Tester (QAT)	£450
		2. QAT analyst	£550
		3. Senior QAT analyst	£650
		4. Lead QAT analyst	£750
	Test engineer	1. Tester (test engineer)	£450
		2. Test engineer	£550
		3. Senior test engineer	£650
		4. Lead test engineer	£750
	Test manager	1. Test manager	£450
		2. Head of test	£750
Software development roles	Development operations (DevOps) engineer	1. Apprentice DevOps engineer	£450
		2. Junior DevOps engineer	£500
		3. DevOps engineer	£550
		4. Senior DevOps engineer	£600
		5. Senior DevOps engineer - management	£700
		6. Lead DevOps engineer	£750

		7. Lead DevOps engineer - management	£800
		8. Principal DevOps engineer	£850
		9. Principal DevOps engineer - management	£900
	Frontend developer	1. Apprentice frontend developer	£450
		2. Junior frontend developer	£550
		3. Frontend developer	£650
		4. Senior frontend developer	£700
		5. Lead frontend developer	£800
		6. Head of frontend development	£900
	Software developer	1. Apprentice developer	£450
		2. Junior developer	£500
		3. Developer	£550
		4. Senior developer	£600
		5. Senior developer - management	£700
		6. Lead developer	£750
		7. Lead developer - management	£800
		8. Principal developer	£850
		9. Principal developer - management	£900
User-centred design roles	Accessibility specialist	1. Junior accessibility specialist	£450
		2. Accessibility specialist	£600
		3. Senior accessibility specialist	£700
		4. Head of accessibility	£850
	Content designer	1. Associate content designer	£450
		2. Junior content designer	£550
		3. Content designer	£600
		4. Senior content designer	£700
		5. Lead content designer	£750
		6. Head of content design	£850
	Content strategist	1. Content strategist	£850
	Graphic designer	1. Associate graphic designer	£450
		2. Junior graphic designer	£550
		3. Graphic designer	£600
		4. Senior graphic designer	£700
		5. Lead graphic designer	£750
		6. Head of graphic design	£850
	Interaction designer	1. Associate interaction designer	£450
		2. Junior interaction designer	£550
		3. Interaction designer	£600
		4. Senior interaction designer	£700

		5. Lead interaction designer	£750
		6. Head of interaction design	£850
	Service designer	1. Associate service designer	£450
		2. Junior service designer	£550
		3. Service designer	£600
		4. Senior service designer	£700
		5. Lead service designer	£750
		6. Head of service design	£850
	Technical writer	1. Technical writer	£450
		2. Lead technical writer	£850
	User researcher	1. Associate user researcher	£450
		2. Junior user researcher	£550
		3. User researcher	£600
		4. Senior user researcher	£700
		5. Lead user researcher	£750
		6. Head of user research	£850

Other Roles

Specialist activities including training that are not covered in the above list of G-Cloud Job Roles and Families are listed below.

Job family	Job role	Description	Day Rate
Service Delivery Manager	Level 5	Oversees service operations and governance	£800
Technical Specialist	Level 4	Implements changes, manages incidents	£650
Support Engineer	Level 3	Provides day-to-day technical support	£500
Security Specialist	Level 5	Conducts compliance and security reviews	£900
Cloud Consultant	Level 5	Advises on optimisation and strategy	£850

Subscription Costs

Managed support subscription pricing starts from £2,500 per month per supported cloud estate (unit). Prices are exclusive of VAT.

Definition (supported cloud estate): the agreed set of in-scope cloud services and supporting components managed as one operational unit. This typically aligns to one organisation-level cloud boundary (for example a Microsoft or Google tenant and its associated subscriptions/projects) and one production environment (plus up to one non-production environment) as agreed. Where the buyer requires support across multiple tenants or materially separate environments, we agree the appropriate banding and pricing in the Order Form.

Band (typical)	Typical scope indicator	Included capacity (per month)	Core (09:00–17:00) Price (ex VAT)	Enhanced (Core + 24x7 P1 on-call) Price (ex VAT)
Band A (Small)	Typically 1 production cloud environment (plus up to 1 non-production), with a stable workload set and low-moderate change volume.	Up to 4 day-equivalents	£2,500 per month	£3,750 per month
Band B (Medium)	Typically up to 3 environments and/or higher change volume, with more integrations and operational dependencies.	Up to 7 day-equivalents	£4,500 per month	£6,250 per month
Band C (Large)	Typically up to 6 environments and/or higher criticality/complexity (more services, vendors, and governance).	Up to 12 day-equivalents	£7,500 per month	£10,000 per month

Notes:

Core provides business-hours support for incidents and service requests (Monday–Friday, 09:00–17:00 UK time, excluding public holidays).

Enhanced provides 24x7 on-call coverage for Priority 1 (critical) incidents only; Priority 2–4 remain within Core hours unless otherwise agreed.

Included capacity covers routine operational work within the agreed scope. Major change, onboarding of new systems, or improvement projects are priced separately using day rates or fixed price by agreement.

Minimum term: 30 days unless otherwise agreed in the Order Form.

Optional add-ons (priced separately):

Add-on	Description	Price (GBP)
Disaster Recovery Service	Additional DR-focused operational support (for example: DR readiness review, runbook maintenance and planned test support), scoped and scheduled by agreement.	£5,500 per month
Security Hardening Review	A structured review of the in-scope cloud environment and operational controls to identify practical improvements aligned to buyer requirements.	£2,500 (one-off)
Monthly Compliance Audit	Monthly evidence and assurance support (for example: configuration checks, access review support and reporting aligned to buyer assurance needs).	£1,200 per month

Any follow-on remediation or improvement work (beyond the defined deliverable) is agreed separately and priced using day rates unless a fixed price is agreed.

Terms

- All prices are exclusive of VAT.
- Subscription prices are per month, per supported cloud estate (unit).
- Day rates are per day and apply to standard working hours (09:00–17:00 UK time).
- Enhanced 24/7 support is provided via subscription (Priority 1 on-call only) or, where agreed, at an uplifted fee of 1.5x (+50%) of our standard day rates.
- Webchat support is included in our pricing (not charged separately).
- Overtime and weekend work subject to prior agreement.
- Travel and subsistence billed at cost if on-site work is required.
- Cloud provider consumption charges and third-party licence costs are excluded unless explicitly stated in the Order Form.
- A discount of 7% will be applied to Educational Organisations.

Contact Details

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