



Pricing Document

G-Cloud 15 Skills Framework & Rate Card

PROVIDER

Info-Power Ltd (Est. 1999)

SERVICE ID

Cloud Support & Consultancy

CONTACT

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Skills For the Information Age (SFIA) Rate Card

Standard Day Rate Card - UK (GBP). Rates are exclusive of VAT.

Level	Strategy & Architecture	Business Change	Solution Dev & Impl	Service Mgmt	Procurement Support	Client Interface
1. Follow (Interns/Support)	£400	£350	£350	£350	£350	£350
2. Assist (Junior Developers)	£550	£500	£500	£500	£500	£500
3. Apply (Mid-Level Engineer)	£650	£600	£600	£600	£600	£600
4. Enable (Senior Engineer)	£750	£700	£700	£700	£700	£700
5. Ensure / Advise (Lead Architect)	£850	£800	£800	£800	£800	£800
6. Initiate / Influence (Principal Consultant)	£1,050	£1,000	£1,000	£1,000	£1,000	£1,000
7. Set Strategy / Inspire (Director / Strategic Partner)	£1,300	£1,200	£1,200	£1,200	£1,200	£1,200

Standards for Consultancy Day Rate Cards

Consultant's Working Day

8 hours exclusive of travel and lunch.

Office Hours

09:00 – 17:00 Monday to Friday.

Professional Indemnity Insurance

Included in day rate.

Working Week

Monday to Friday excluding national holidays.

Travel, Mileage Subsistence

Included in day rate within M25. Payable at department's standard T&S rates outside M25.

VAT

Excluded from all quoted rates.

Level Definitions

Level	Autonomy	Influence	Complexity	Business Skills
1. Follow	Works under close supervision. Uses little discretion. Is expected to seek guidance in expected situations.	Minimal influence. May work alone or interact with immediate colleagues.	Performs routine activities in a structured environment. Requires assistance in resolving unexpected problems.	• Uses basic systems and tools, applications and processes. • Demonstrates an organised approach to work. • Has sufficient communication skills for effective dialogue with colleagues. • Contributes to identifying own development opportunities.
2. Assist	Works under routine supervision. Uses minor discretion in resolving problems or enquiries. Works without frequent reference to others.	Interacts with and may influence immediate colleagues. May have some external contact with customers and suppliers. May have more influence in own domain.	Performs a range of varied work activities in a variety of environments.	• Understands and uses appropriate methods, tools and applications. • Demonstrates a rational and organised approach to work. • Is aware of health and safety issues. Identifies and negotiates own development opportunities. • Has sufficient communication skills for effective dialogue with colleagues and customers.
3. Apply	Works under general supervision. Uses discretion in identifying and resolving complex problems and assignments. Usually receives specific instructions and has work reviewed at frequent milestones. Determines when issues should be escalated to a higher level.	Interacts with and influences department/project team members. May have working level contact with customers and suppliers. In predictable and structured areas may supervise others. Makes decisions which may impact on the work assigned to individuals or phases of projects.	Performs a broad range of work, sometimes complex and non-routine, in a variety of environments.	• Understands and uses appropriate methods, tools and applications. • Demonstrates an analytical and systematic approach to problem solving. • Takes the initiative in identifying and negotiating appropriate development opportunities. • Demonstrates effective communication skills. • Contributes fully to the work of the team.

Level Definitions (Continued)

Level	Autonomy	Influence	Complexity	Business Skills
4. Enable	Works under general direction within a clear framework of accountability. Exercises substantial personal responsibility and autonomy. Plans own work to meet given objectives and processes.	Influences customers, suppliers and partners at account level. May have some responsibility for the work of others and for the allocation of resources. Participates in external activities related to own specialism. Makes decisions which influence the success of projects and team objectives.	Performs a broad range of complex technical or professional work activities, in a variety of contexts. Investigates, defines and resolves complex problems.	• Selects appropriately from applicable standards, methods, tools and applications. • Demonstrates an analytical and systematic approach to problem solving. • Communicates fluently orally and in writing, and can present complex technical information to both technical and non-technical audiences. • Facilitates collaboration between stakeholders who share common objectives. • Rapidly absorbs new technical information and applies it effectively.
5. Ensure / Advise	Works under broad direction. Work is often self-initiated. Is fully responsible for meeting allocated technical and/or project/supervisory objectives. Establishes milestones and has a significant role in the delegation of responsibilities.	Influences organisation, customers, suppliers and partners and peers on the contribution of own specialism. Builds appropriate and effective business relationships. Makes decisions which impact the success of assigned work i.e. results, deadlines and budget.	Performs an extensive range and variety of complex technical and/or professional work activities. Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts.	• Advise on the available standards, methods, tools and applications relevant to own specialism and can make correct choices from alternatives. • Analyses, diagnoses, designs, plans, execute and evaluates work to time, cost and quality targets. • Communicates effectively, formally and informally, with colleagues, subordinates and customers. • Demonstrates leadership. • Takes initiative to keep skills up to date. Mentors more junior colleagues.

Level Definitions (Continued)

Level	Autonomy	Influence	Complexity	Business Skills
6. Initiate / Influence	Has defined authority and responsibility for a significant area of work, including technical, financial and quality aspects. Establishes organisational objectives and assigns responsibilities.	Influences policy formation on the contribution of own specialism to business objectives. Influences a significant part of own organisation and influences customers and suppliers and industry at senior management level. Decisions impact work of employing organisations, achievement of organisational goals and financial performance.	Performs highly complex work activities covering technical, financial and quality aspects. Contributes to the formulation of IT strategy. Creatively applies a wide range of technical and/or management principles.	• Absorbs complex technical information and communicates effectively at all levels to both technical and non-technical audiences. • Assesses and evaluates risk. • Understands the implications of new technologies. • Demonstrates increased communication skills specifically in negotiation and persuasion. • Has a broad understanding of all aspects of IT and deep understanding of own specialism. • Takes the initiative to keep both own and subordinates' skills up to date.
7. Set Strategy / Inspire	Has authority and responsibility for all aspects of a significant area of work, including policy formation and application. Is fully accountable for actions taken and decisions made, both by self and subordinates.	Makes decisions critical to organisational success. Influences developments within the IT industry at the highest levels. Advances the knowledge and/or exploitation of IT within one or more organisations. Develops long-term strategic relationships with customers and industry leaders.	Leads on the formulation and application of strategy. Applies the highest level of management and leadership skills. Has a deep understanding of the IT industry and the implications of emerging technologies for the wider business environment.	• Has a full range of strategic management and leadership skills. • Understands, explains and presents complex technical ideas to both technical and non-technical audiences at all levels up to the highest in a persuasive and convincing manner. • Has a broad and deep IT knowledge coupled with equivalent knowledge of the activities of those businesses and other organisations that use and exploit IT. • Communicates the potential impact of emerging technologies on organisations and individuals and analyses the risks of using or not using such technologies.

Educational Discount

Info-Power is committed to supporting the digital growth of the UK education sector. We offer a preferential **5% discount** on our standard SFIA day rates for qualifying institutions, including:

- Primary and Secondary Schools
- Universities and Higher Education Providers
- Research Councils

Note: This discount applies to engagements with a minimum contract duration of 60 billable days.

Support & Availability

Our day rates include Standard Support coverage. Clients with mission-critical requirements may upgrade to Premium Support for 24/7 coverage.

Feature	Standard Support (Included)	Premium Support (Upgrade)
Availability	Monday to Friday, 09:00 – 17:30 (UK Time)	24/7 Coverage (365 Days a Year)
Response Time (SLA)	4 Business Hours	1 Hour (Critical Incidents)
Access Method	Email & Service Desk Portal	Email, Portal & Dedicated Hotline
Cost Model	Included in Day Rate	Custom Retainer (Contact for Quote)

Overtime & Out-of-Hours Rates

For ad-hoc engineering support required outside of standard business hours (where a Premium package has not been purchased), the following rate multipliers apply:

Time Period	Rate Multiplier
Standard Working Day (09:00 – 17:30)	1.0x (Included)
Weeknight (17:30 – 09:00)	1.5x Day Rate
Weekends & Bank Holidays	2.0x Day Rate