



ORACLE

Oracle Customer Success Services

G Cloud 15 Commercial Summary - Rate Card Pricing

January 2026

Summary

One goal: Your success

Our flexible range of services are designed to adapt seamlessly to your unique business requirements. Whether you prefer a fixed price arrangement or a time & materials approach, our solutions are tailored to fit your objectives and budget. With a standardised and proven implementation methodology, supported by an established delivery resourcing model, we offer timely and cost-effective solutions. Remote, onsite and offshore delivery options are available, with engineers who bring specialist expertise and industry experience, delivering comprehensive, end-to-end process-driven solutions.

Our offering also draws strength from the unique Oracle methodology and frameworks, fostering a culture of continuous optimisation and innovation throughout your transformation journey. We place a strong emphasis on information sharing and knowledge transfer, empowering your team for ongoing success. All services are provided with transparent pricing in accordance with our rate card.

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Introduction

- We will work with you to identify the most appropriate resource types and levels of effort required for each engagement. These will form the basis for calculating the overall price.
- Payment terms will be as per the terms of the Call off Contract
- This document accompanies our published rate card and Service Descriptions on the Digital Marketplace which reflects maximum day rates for each role type. We have mapped our internal roles and skillsets to correspond as closely as possible with the Government Digital and Data role types and titles in the Digital Marketplace. Please note that actual titles in our contractual documentation may vary.
- The rate card provides a range of day rates by role type, which vary according to seniority and experience:
 - Technical Account Manager (TAM): £1,066.05 – £1,827.51 per day
 - Advanced Support Engineer (ASE): £895.48– £1,827.51 per day
 - Offshore rates as per the Rate Card in the Digital Marketplace
- Services can be provided on either a Time & Materials or fixed-price basis, including options for mutually agreed milestones and defined deliverables. Final pricing will reflect the agreed scope and complexity, and commercial terms will be confirmed at the point of order placement.

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Rate Card Summary

Technical Account Manager	Advanced Support Engineer
£1,827.51	£1,827.51
£1,720.01	£1,720.01
£1,522.93	£1,522.93
£1,254.17	£1,254.17
£1,066.05	£1,066.05
	£895.48

The daily rates are based on the following:

- Exclusive of VAT
- Standard Business Hours 9-5pm
- Working week is Monday – Friday, excluding Bank Holidays
- The rates are valid for the initial 18-month duration of the G-Cloud 15 framework agreement
- The rates are subject to the availability of resources
- Travel and Subsistence - excluded from the daily rate and charged as incurred
- Travel costs within the M25 are included in the day rate. Travel outside of the M25 will be billable to the customer



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