Information Services Group (Europe) Ltd
G-Cloud 15 Pricing Document
Lot 3: Cloud Support

1. Pricing Principals

Information Services Group (Europe) Ltd ("ISG") prices each of its consulting engagements based on the unique characteristics of that engagement since all our client projects are bespoke designed. As such it is not possible to document all possible pricing scenarios. Factors that we consider when pricing a client engagement, and which have a bearing on the overall engagement price offered, include:

- Number of consulting days required to deliver the work
- Amount and type of IP (intellectual property) that is leveraged for the engagement
- Volume of work being procured
- Synergies across parallel engagements/work streams that allow us to streamline our pricing
- Level of risk in working with a particular client, e.g. whether they are a new or existing client.

We have designed, built, and delivered innovative commercial models to our clients for the last twenty years. We have a broad range of understanding on what provides the best level of competitive tension in any given scenario and are happy to apply this understanding to our own service delivery. In addition to the traditional time and materials arrangement, commercial models can be:

- **Fixed Price Delivery** – where scope and deliverables are mutually agreed and ISG reduces risks to you
- **Not to Exceed Caps** – giving budgetary certainty and transparency on value for money; or
- **Gainshare** - ISG will use Gainshare where we can unequivocally demonstrate the ability to deliver business value via an innovative solution. Initiatives may be co-funded by both parties at an agreed ratio, with the gainshare element then distributed at an agreed ratio (they do not need to be the same).
  When using gainshare, we ensure that the value gained by the client can be clearly measured and that the period for receiving benefit will be established up-front. Where one or both parties have made investments up front, these investments would be recovered first before any gain is realised
- **Risk-Reward Models** – Similar to gainshare but where ISG is rewarded financially (usually via some form of fixed bonus payment) for achieving an agreed set of outcomes, while assuming the risk of a low or zero margin for non-achievement.
  ISG would consider this type of pricing where they have control over the activity, when the outcomes are unambiguous, are achievable and can be measured by both parties.

2. Fixed Rate Pricing

ISG is keen to work with clients to minimise risk for both parties and allow for certainty in the budgeting and commitment cycle. For projects where the client requirement is clear, and we can agree deliverables, we are happy to work on 'fixed price' arrangements which will be agreed with the client as part of the proposal creation process for a specified engagement.

3. Resource/Unit Based Pricing

The pricing table provided below will form the basis of any Time and Materials pricing that is put forward for client engagements.

SFIA Definition	ISG Role	Day Rate
Follow	Analyst	£599
Assist	Consultant	£811
Apply	Senior Consultant	£1,079
Enable	Consulting Manager	£1,199
Ensure, advise	Principal Consultant	£1,487
Initiate, influence	Director	£1,846
Set strategy, inspire, mobilise	Partner	£2,347

4. Prompt Payment Practice

ISG is an approved signatory of the Prompt Payment Code. As an Approved Signatory of the Code we have demonstrated that we adhere to the Prompt Payment Code (PPC). The PPC sets standards for payment practices and best practice and is administered by the Chartered Institute of Credit Management on behalf of the Department for Business, Energy, and Industrial Strategy (BEIS). For more information please see
http://www.promptpaymentcode.org.uk/
Compliance with the principles of the Code is monitored and enforced by the PPC Compliance Board. The Code covers prompt payment, as well as wider payment procedures. As a Code signatory we undertake to:

- **Pay our Suppliers on time** within the terms agreed at the outset of the contract. SLA's for our Accounts Payable are 30 days.
- **Give clear guidance to our Suppliers**, providing suppliers with clear and easily accessible guidance on payment procedures
- **Encourage good practice**, by requesting that our lead suppliers encourage adoption of the code throughout their own supply chains

Prompt Payment Code

Approved Signatory

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