

Cloud Support Services

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1. Standards for Day Rate Cards

These are:

- All rates are for UK-based resources.
- All rates exclude VAT and all travel and subsistence expenses.
- Working week is Mon to Fri, excluding UK national holidays.
- Office hours are 9am to 5pm, Mon to Fri.
- A working day is 7.5 hours (exclusive of travel and lunch).

2. GC15 Rates

Please note:

- The following table provides Civica's maximum rates for the GCloud 15 Framework Agreement.
- The rates have been provided in accordance with CCS's request to set maximum rates on the Digital Marketplace for the 4-year framework term.
- These rates allow us to operate call-off contracts that could run for up to 6-years.
- At Call-off Contract level we provide competitive rates that sit under the maximum framework rates to provide Buyers with value-for-money.

Job Family	Roles	Max Rate
Business Architect	1. Trainee business architect	1155
	2. Associate business architect	1407
	3. Business architect	1903
	4. Lead business architect	2568
Data Architect	1. Data architect	1311
	2. Senior data architect	1616
	3. Chief data architect	2278
Enterprise Architect	1. Enterprise architect	1421
	2. Senior enterprise architect	1833
	3. Lead enterprise architect	2568
	4. Principal enterprise architect	2686
Network Architect	1. Associate network architect	1421
	2. Network architect	1833
	3. Lead network architect	2568
Security Architect	1. Security architect	1833
	2. Lead security architect	2568
	3. Principal security architect	2686
Solution Architect	1. Associate solution architect	1018
	2. Solution architect	1421
	3. Senior solution architect	1833
	4. Lead solution architect	2568
	5. Principal solution architect	2686
Technical Architect	1. Associate technical architect	1018
	2. Technical architect	1421
	3. Senior technical architect	1833
	4. Lead technical architect	2568
	5. Principal technical architect	2686
Chief Data Officer	1. Chief data officer	3189
Chief Info Security Officer	1. Chief information security officer	2686

Job Family	Roles	Max Rate
Chief Technology Officer	1. Chief technology officer	2686
Cyber Security Audit and Assurance	1. Lead cyber security audit and assurance	2568
	2. Principal cyber security audit and assurance	2686
Cyber Security Governance and Risk Management	1. Associate cyber security governance and risk manager	1833
	2. Lead cyber security governance and risk manager	2568
	3. Principal cyber security governance and risk manager	2686
Cyber Security Monitoring	1. Associate cyber security monitoring	1833
	2. Lead cyber security monitoring	2568
	3. Principal cyber security monitoring	2686
Cyber Security Incident Response	1. Associate cyber incident response	1833
	2. Lead cyber security incident response	2568
	3. Principal cyber security incident response	2686
Cyber Security Vulnerability Management	1. Associate cyber security vulnerability management	1833
	2. Lead cyber security vulnerability management	2568
	3. Principal cyber security vulnerability management	2686
Cyber Security Digital Forensics	1. Associate cyber security digital forensics	1833
	2. Lead cyber security digital forensics	2568
	3. Principal cyber security digital forensics	2686
Cyber Security Testing	1. Associate cyber security testing	1833
	2. Lead cyber security penetration testing	2568
	3. Principal cyber security testing	2686
Cyber Security Secure Design	1. Associate cyber security secure systems architecture & design	1833
	2. Lead cyber security secure systems architecture & design	2568
	3. Principal cyber security secure systems architecture & design	2686
Analytics Engineer	1. Trainee analytics engineer	1096
	2. Analytics engineer	1311
	3. Senior analytics engineer	1616
	4. Lead analytics engineer	2278
	5. Head of analytics engineering	3189
Data Analyst	1. Associate analyst	1096
	2. Data analyst	1311
	3. Senior data analyst	1616
	4. Principal data analyst	2278
Data Engineer	1. Data engineer	1311
	2. Senior data engineer	1616
	3. Lead data engineer	2278
	4. Head of data engineering	3189
Data Ethicist	1. Data ethics lead	2785
	2. Head of data ethics	3897
Data Governance Manager	1. Data governance manager	1922
	2. Lead data governance manager	2785
	3. Head of data governance	3897
Data Scientist	1. Trainee data scientist	1096
	2. Associate data scientist	1311
	3. Data scientist	1616
	4. Principal data scientist	2278
	5. Lead data scientist	2278
	6. Head of data science	3189
Machine Learning Engineer	1. Senior machine learning engineer	1541
	2. Lead machine learning engineer	1922

Job Family	Roles	Max Rate
Performance Analyst	1. Associate performance analyst	1281
	2. Performance analyst	1541
	3. Senior performance analyst	1922
	4. Lead performance analyst	2785
	5. Head of performance analysis	3897
Application Operations Engineer	1. Associate application operations engineer	1281
	2. Application operations engineer	1541
	3. Senior application operations engineer	1922
	4. Lead application operations engineer	2785
	5. Principal application operations engineer	3897
Business Relationship Manager	1. Business relationship manager	1442
	2. Senior business relationship manager	1825
	3. Lead business relationship manager	2150
Change and Release Manager	1. Configuration analyst	978
	2. Change and release analyst	1442
	3. Change and release manager	1825
Command and Control Centre Manager	1. Operations analyst	1281
	2. Senior operations analyst	1541
	3. Operational control manager	1825
	4. Head of command and control	2150
End User Computing Engineer	1. Associate end user computing engineer	1281
	2. End user computing engineer	1541
	3. Senior end user computing engineer	1922
	4. Lead end user computing engineer	2785
	5. Principal end user computing engineer	3897
IT Service Manager	1. IT service analyst	1281
	2. IT service manager	1442
	3. Senior IT service manager	1825
	4. Head of IT service management	2150
Incident Manager	1. Incident manager	1442
	2. Major incident manager	1825
Infrastructure Engineer	1. Associate infrastructure engineer	1281
	2. Infrastructure engineer	1541
	3. Senior infrastructure engineer	1922
	4. Lead infrastructure engineer	2785
	5. Principal infrastructure engineer	3897
Infrastructure Operations Engineer	1. Associate infrastructure operations engineer	1281
	2. Infrastructure operations engineer	1541
	3. Senior infrastructure operations engineer	1922
	4. Lead infrastructure operations engineer	2785
	5. Principal infrastructure operations engineer	3897
Problem Manager	1. Problem analyst	1281
	2. Problem manager	1442
Service Desk Manager	1. Service desk analyst	1281
	2. Senior service desk analyst	1541
	3. Service desk manager	1825
	4. Head of service desk	2150
Service Transition Manager	1. Service acceptance analyst	1281

Job Family	Roles	Max Rate
	2. Service readiness analyst	1541
	3. Service transition manager	1825
	4. Lead service transition manager	2150
Business Analyst	1. Trainee business analyst	780
	2. Junior business analyst	1155
	3. Business analyst	1407
	4. Senior business analyst	1903
	5. Lead business analyst	2568
	6. Head of business analysis	2686
Delivery Manager	1. Associate delivery manager	1538
	2. Delivery manager	1772
	3. Senior delivery manager	2493
	4. Head of (Agile) delivery management	3490
Digital Portfolio Manager	1. Digital portfolio analyst	1538
	2. Digital portfolio manager	1772
	3. Senior digital portfolio manager	2493
	4. Head of portfolio	3490
Product Manager	1. Associate product manager	1278
	2. Product manager	1538
	3. Senior product manager	1772
	4. Lead product manager	2493
	5. Head of product	3490
Programme Delivery Manager	1. Programme delivery manager	2493
	1. Service owner	1772
Quality Assurance Testing (QAT) Analyst	1. Tester (QAT)	1099
	2. QAT analyst	1169
	3. Senior QAT analyst	1654
	4. Lead QAT analyst	2208
Test Engineer	1. Tester (test engineer)	1099
	2. Test engineer	1169
	3. Senior test engineer	1654
	4. Lead test engineer	2208
Test Manager	1. Test manager	1654
	2. Head of Test	3063
Development Operations (DevOps) Engineer	1. Apprentice DevOps engineer	933
	2. Junior DevOps engineer	933
	3. DevOps engineer	1281
	4. Senior DevOps engineer	1541
	5. Senior DevOps engineer - management	1541
	6. Lead DevOps engineer	1922
	7. Lead DevOps engineer - management	1922
	8. Principal DevOps engineer	2785
	9. Principal DevOps engineer - management	2785
Frontend Developer	1. Apprentice frontend developer	933
	2. Junior frontend developer	933
	3. Frontend developer	1281
	4. Senior frontend developer	1541
	5. Lead frontend developer	1922

Job Family	Roles	Max Rate
	6. Head of frontend development	2785
Software Developer	1. Apprentice developer	933
	2. Junior developer	933
	3. Developer	1281
	4. Senior developer	1541
	5. Senior developer - management	1541
	6. Lead developer	1922
	7. Lead developer - management	1922
	8. Principal developer	2785
	9. Principal developer - management	3897
Accessibility Specialist	1. Junior accessibility specialist	933
	2. Accessibility specialist	1217
	3. Senior accessibility specialist	1823
	4. Head of accessibility	2568
Content Designer	1. Associate content designer	748
	2. Junior content designer	933
	3. Content designer	1217
	4. Senior content designer	1823
	5. Lead content designer	2568
	6. Head of content design	2686
Content Strategist	1. Content strategist	1823
Graphic Designer	1. Associate graphic designer	748
	2. Junior graphic designer	933
	3. Graphic designer	1217
	4. Senior graphic designer	1823
	5. Lead graphic designer	2568
	6. Head of graphic design	2686
Interaction Designer	1. Associate interaction designer	748
	2. Junior interaction designer	933
	3. Interaction designer	1217
	4. Senior interaction designer	1823
	5. Lead interaction designer	2568
	6. Head of interaction design	2686
Service Designer	1. Associate service designer	748
	2. Junior service designer	933
	3. Service designer	1217
	4. Senior service designer	1823
	5. Lead service designer	2568
	6. Head of service design	2686
Technical Writer	1. Technical writer	1823
	2. Lead technical writer	2568
User Researcher	1. Associate user researcher	748
	2. Junior user researcher	933
	3. User researcher	1217
	4. Senior user researcher	1823
	5. Lead user researcher	2568
	6. Head of user research	2686