



G-Cloud 15 Pricing Document



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Pricing Overview

Consistent with Crown Commercial Service guidance

1

Transparent & Predictable

All resources used are tracked and shared directly with our client teams

2

Collaborative

We work with you to get the most out of your budget, prioritising areas of maximum impact

3

Flexible

We offer multiple commercial models and flexibility over budget cadance

4

Adaptive

We adapt to organisational change and work with you to optimise budget allocation.



Project Delivery Pricing

Our pricing includes the professional services delivered by our **in-house team**, certified against ISO standards.

Our agile delivery approach, underpinned by Scrum methodology, includes quality assurance, clear reporting and governance, and no hidden costs.

Flexible → Collaborative → Transparent → Adaptive
→ Predictable



Flexible Pricing

Pricing that adapts to you

Fixed cost

Where project requirements are fully defined, Zoocha are able to accomodate a fixed cost approach to pricing. This provides you with total assurance over the exact cost of delivery, mapped against the agreed requirements and acceptance criteria.

Capped Time & Materials

In any large scale delivery, change is to be expected. This is where a capped time and materials approach fits the bill. Across a sprint-based delivery model, our team work with you to identify a maximum capped cost, and define the scope of delivery within this ceiling. This enables teams to adapt to emerging requirements without compromising assurance of delivery within a maximum budget.

Time & Materials

Where project requirements are evolving rapidly and require further definition, a time and materials approach may work best. With fully transparent reporting and timesheeting across our whole organisation, we're able to demonstrate exactly where resource has been used in order to offer maximum accountability and value for money.



Support Pricing

Our pricing includes the professional services delivered by our **in-house team**, certified against ISO standards.

Our support and maintenance services includes 24/7 critical incident coverage, hands-on account management and full transparency into how hours are used in your dedicated ITIL-aligned service desk.

Flexible → Collaborative → Transparent → Adaptive
→ Predictable



Flexible Pricing

Pricing that adapts to you

Based on utilisation

Our support services covers incidents, service requests, routine maintenance and bug fixing, all under one package with no hidden costs. Utilisation is fully reported on a monthly basis to cover all resource used, ensuring you have full visibility over used vs available capacity.

Tailored to your needs

We're able to offer extended service desk hours, 24/7 critical incident coverage, on-call ticket escalation and an enhanced monitoring and alerting suite. We understand every site is different, and are flexible to accommodate times of the year when service desk demand is expected to be higher.

Underpinned by SLA

All our support services are governed by our service level agreement. This includes clear severity definitions, response and resolution SLAs, and clear paths of escalation. Our ability to meet SLAs is tracked and shared with your team on a monthly basis, ensuring our team remain accountable to standards of quality.



Hosting & Infrastructure Pricing

Our pricing includes the professional services delivered by our **in-house team**, certified against ISO standards and fully transparent costing of third party components.

Our team work with a range of infrastructure vendors, to provide a complete IaaS and PaaS solution. No matter the case, we work to ensure your team have full visibility of cost and control.

Flexible → Collaborative → Transparent → Adaptive
→ Predictable



Flexible Pricing

Pricing that adapts to you

Transparent Pricing

We ensure there are no hidden costs when selecting a hosting provider. On our own AWS-powered Zoocha Hosting Platform (ZHP) we recommend the AWS account is owned by you, for full visibility of direct cost. When working with PaaS providers, we support the partnership to ensure maximum insight and value for money.

Regular Review

Our ZHP service is consistently evolving and being optimised for value for money. When an optimisation is made in one area, all clients benefit, ensuring we are regularly reviewing the infrastructure for cost-saving efficiencies. This mindset translates to our work with PaaS providers, where we work with you to select the best-fit package and flexible contract cycle.

Flexibility

With our ZHP service, there is no lock-in. The infrastructure can be taken to any AWS provider, providing you with freedom should your digital partner needs change. In our work collaborating with PaaS providers, our position as Pantheon and Acquia partners allows us to facilitate options and conversations around contract lock-in.



Rate Card



Pricing document – Rate card

Role	Day Rate (ex VAT)
Director	£ 1,200
Technical Architect	£ 900
Delivery Manager	£ 800
Business Analyst	£800
Senior Developer	£ 850
Developer	£ 750
Junior Developer	£ 600
Senior SysAdmin/DevOps	£ 850
Sysadmin/DevOps	£ 750

Role	Day Rate (ex VAT)
Senior UX/UI Consultant	£ 800
UX/UI Designer	£ 750
Junior UX/UI Designer	£600
Digital Analyst	£750
QA Engineer	£ 700
Junior QA Engineer	£ 600
Client Services Manager	£ 750
Support Analyst	£ 700



Get in Touch

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