CONTRACTSONLINE LTD
CLOUD SUPPORT SERVICES FOR UK GOVERNMENT
SERVICE DEFINITION AND PRICING

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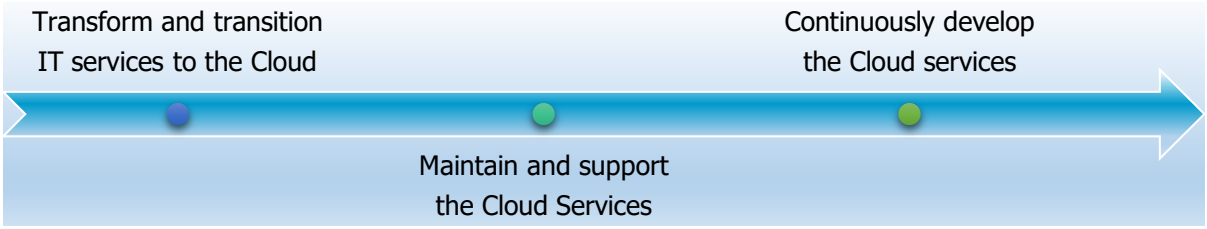
CLOUD SUPPORT SERVICES

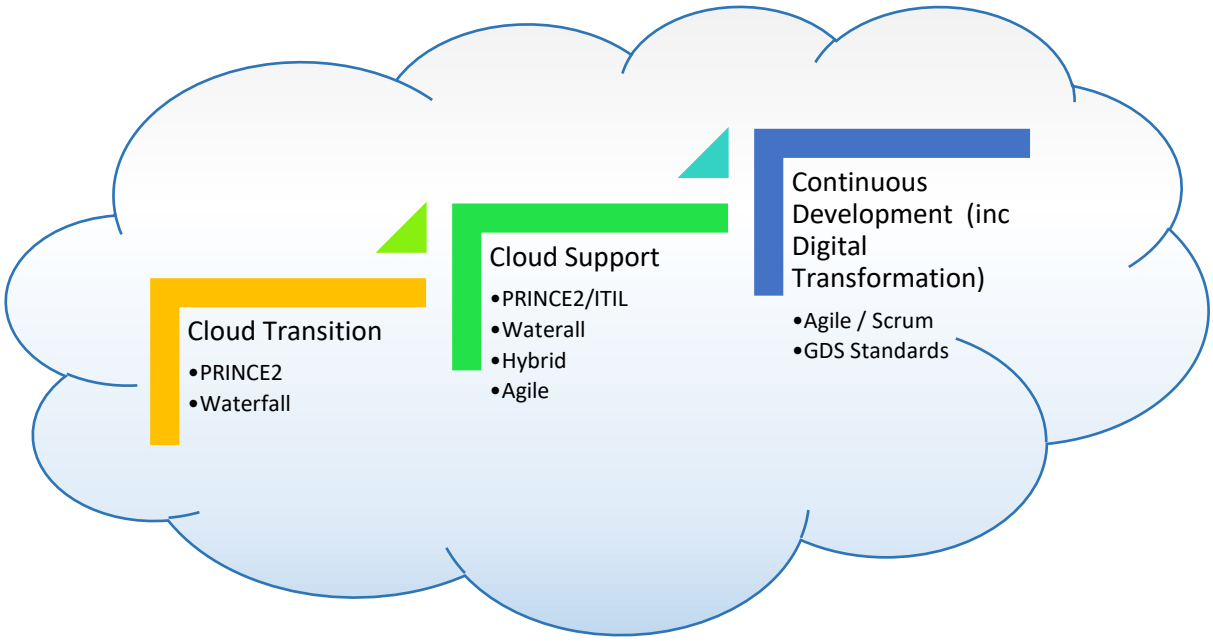
This G-Cloud offering is for government customers and buyers who wish to:



We provide Cloud support services through a range of delivery models, giving you best-fit options for your organisation. To help meet your requirements, we are able to provide:

- **Teams** to support either phases of your programme or focused areas of delivery.
- **Individuals** for independent work or support to complement existing teams.
- **Managed Services** where continuous capability is required to consistently meet business metrics such as service levels or exceed key performance indicators.
- **Business Outcomes** where deliverables are defined and reasonably measurable.

Any business initiative, project or programme that aims to undertake a transformation journey may involve a range of disciplines and methodologies to achieve success. We provide a versatile service that allows for a single or multiple approaches and methodologies necessary to support your Cloud transition programme and wider business activities (examples below).



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CLOUD SUPPORT SERVICES

To deliver end to end services from Cloud transformation and support through to continuous development including digital transformation, we offer a wide choice of services using industry and government standards to meet your current and future requirements, as shown below.

Application Lifecycle
- Applicaton Designers, Front-End, Back-End and Full-Stack Developers, Release Managers, Maintainers, Support Analysts and Decommissioning.

Architects
- Enterprise, Information, Network, Solution, Service and Technical Design Architects.

Business Analysis
- Business Change Managers, Business Analysts, Change and Transformation Analysts and Managers.

Content Management
- Content Writers, Copywriters, Content Designers,Content Leads, Content Managers, Digital Communications, Development and Publishing.

Commercial Managers
- Contract, Change, Licensing, Procurement, Commercial and Supplier Managers, Buyers, Evaluators and Moderators.

Data Analysis
- Data Analysis, query, extraction, mapping, cleansing. storing, (DW), securing, testing and reporting.

Digital Marketing
- CRM and PPC Management, UXD, Web and Performance Analytics, CRO and SEO Management, Multi-channel marketing and PR.

Digital Delivery Teams
- Product Owners, Delivery Managers, Business Analysts, User Researchers, UI, UX and Interaction Designers.

Engineering
- Field Service, Desktop and Network Engineers, Telephony, Data, LAN and Other (Wi-Fi).

Finance
- Management, Financial, and Project Accounting, Forecasting, Analysis and Reporting.

Infrastructure Managment
- DevOps Engineering - Platform (PaaS), Infrastructure (IaaS) Transformation Analysts, Engineers and Managers.

Other
- Other Cloud support and digital SMEs and services, that emerge in the rapidly evolving IT/Digital industry.

Programme
- Programme and Project Managers, PMOs, PSOs, Project Planners and Support Officers.

Psychometric Testing
- New for G-Cloud 10 - services related to diagrammatic reasoning, error checking, numerical, spatial and verbal reasoning and other types.

Security
- Ethical Hacking and resources , infrastructure, architecture, applications and information governance and assurance.

Service Desk
- Service Desk Analysts and Support (Nth line), Supervisors, Management, Data and Performance Analysts.

Service Management
- Service Designers, Service Integrators, ITIL Service and Incident Managers and Analysts.

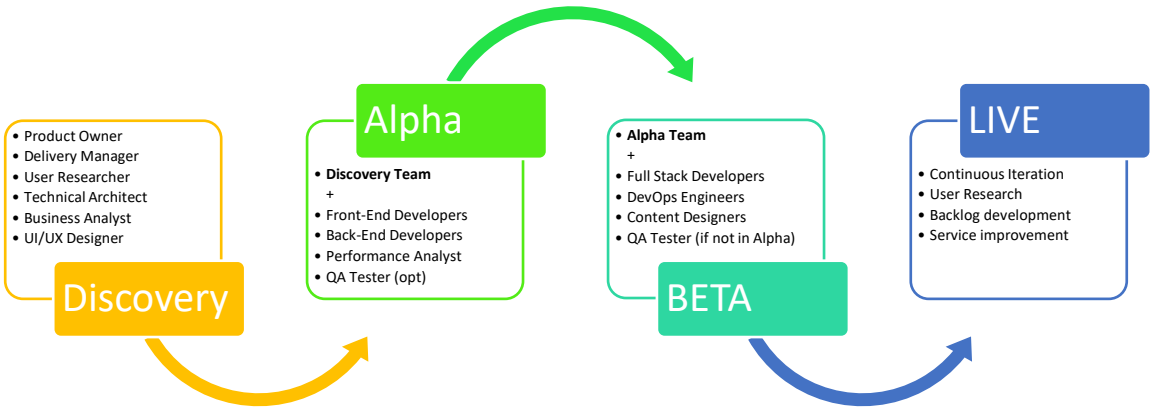
Testing Services
- Quality Assurance, Front-End and Back-End Test Analysts, Test Leads and Managers, Manual, Automated and Software Development in Test.

Transformation
- Cloud Transformation Analysts, Designers and Managers for both lead and supporting services.

Usability Testing Labs
- New for G-Cloud 10 - Usability and Accessibility Lab Testing.

CLOUD SUPPORT SERVICES FOR DIGITAL TRANSFORMATION

We are able to provide teams that support any phase in the digital transformation of your Cloud services and related Cloud service programmes and initiatives, as follows:



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QUALITY AND TECHNICAL STANDARDS

All our personnel provide services to standards and practices conforming to the Law, and exercise a degree of skill and care, diligence and foresight expected from experienced staff engaged in similar activities. Where applicable, we align our approach to the government's *Technology Code of Practice* and GDS standards and all of our staff are vetted to the Baseline Personnel Security Standards (BPSS), as a minimum.

Our pricing guideline is shown below for convenience and is repeated in the pricing document published on the Digital Marketplace. For orders placed via the G-Cloud Order Form, we are happy to complete a draft version of the Order Form for your convenience.

CLOUD SUPPORT SERVICES – PRICING GUIDELINE

The table below gives you a range of day-rate pricing to help you budget for your business initiative, project or programme. Services can be provided as a managed service, as teams, by individual or based on specific outcomes (SFIA is applied as a guide to experience levels).

Service	*Junior (SFIA 1-2)*	*Intermediate (SFIA 3-5)*	*Senior (SFIA 6-7)*
Application Lifecycle Management	*£395 - £495*	*£495 - £675*	*£675 - £795*
Architecture Services	*£495 - £595*	*£595 - £795*	*£795 - £995*
Business Analysis	*£395 - £495*	*£495 - £650*	*£650 - £795*
Content Management	*£395 - £495*	*£495 - £645*	*£645 - £795*
Commercial Management	*£350 - £495*	*£495 - £695*	*£695 - £795*
Data Analysis	*£395 - £495*	*£495 - £675*	*£675 - £795*
Digital Marketing	*£350 - £495*	*£495 - £695*	*£695 - £895*
Digital Delivery (Agile)	*£495 - £595*	*£595 - £795*	*£795 - £995*
Engineering	*£350 - £495*	*£495 - £695*	*£695 - £795*
Finance	*£350 - £495*	*£495 - £695*	*£695 - £795*
Infrastructure Management	*£495 - £595*	*£595 - £795*	*£795 - £995*
Other Services	*£350 - £495*	*£495 - £695*	*£695 - £895*
Programme Management	*£495 - £595*	*£595 - £795*	*£795 - £995*
Psychometric Testing Services	*Please contact us for further details*		
Security	*£495 - £595*	*£595 - £795*	*£795 - £995*
Service Desk	*£395 - £495*	*£495 - £675*	*£675 - £795*
Service Management	*£395 - £495*	*£495 - £675*	*£675 - £795*
Testing Services	*£395 - £495*	*£495 - £675*	*£675 - £795*
Transformation	*£495 - £595*	*£595 - £795*	*£795 - £995*
Usability Testing Labs	*Please contact us for further details*		

We can also provide customised pricing for Cloud support services as required, please contact us to discuss alternative commercial models. A SFIA rate table is also provided overleaf, as is the requirement for G-Cloud Framework Agreements. All pricing is exclusive of VAT.

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Skills For the Information Age (SFIA) Definitions & Rate Card - Standard Rate Card

	Strategy & Architecture	Business Change	Solution Development & Implementation	Service Management	Procurement & Management Support	Client Interface
1. Follow	£475	£425	£375	£350	£350	£350
2. Assist	£575	£525	£500	£475	£425	£375
3. Apply	£650	£600	£575	£575	£575	£450
4. Enable	£675	£650	£625	£625	£650	£550
5. Ensure/Advise	£800	£775	£725	£750	£775	£650
6. Initiate/Influence	£950	£900	£825	£850	£875	£750
7. Set Strategy/Inspire	£1,200	£1,150	£1,050	£975	£975	£875

Standards for Consultancy Day Rate cards

Consultant's Working Day – 8 hours exclusive of travel and lunch.

Working Week – Monday to Friday excluding national holidays.

Office Hours - 09:00 – 17:00 Monday to Friday.

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

Mileage – As above.

Professional Indemnity Insurance – included in the day rate.

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