CUSTOMER FEEDBACK MANAGEMENT

Pricing document: G-Cloud 12 Services

Pricing

Resource based pricing

We undertake work based on a fixed-price or a time and materials basis, working on agile / sprint based deliverables to show early visibility of progress. For a given requirement Brightwire will provide indicative estimates based on resource usage, with costs for each project team member being in line with the SFIA Rate Card. All prices are quoted exclusive of VAT. The SFIA rate card is on the following page and can also be found in the Service Definition.

Customer feedback and survey application licensing

Licensing is based on a per-SMS basis with a monthly fee. There is no survey volume or user limit.

Transaction	Price
Per SMS (160 character limit)	£0.06
Monthly costs	£200
Setup / integration fee	Depends on requirements
Custom development	See SFIA table below

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SFIA Rate Card

	Strategy & architecture	Business change	Solution development & implementation	Service management	Procurement management & support	Client interface
1 Follow	£575	£575	£575	£575	£575	£575
2 Assist	£575	£575	£575	£575	£575	£575
3 Apply	£575	£575	£575	£575	£575	£575
4 Enable	£700	£700	£700	£700	£700	£700
5 Ensure/advise	£750	£750	£750	£750	£750	£750
6 Initiate/influence	£775	£775	£775	£775	£775	£775
7 Set strategy/inspire	£900	£900	£850	£850	£900	£900

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Dedicated team of experts

Our dedicated applications team is qualified, experienced and professional. We build strong client relationships and these are testament to our people and our culture. We have a solid track record in delivering innovative, useful, usable and technically excellent applications which make a real difference to our clients.

Standards for rate cards

Rates are exclusive of VAT at the prevailing rate and are exclusive of expenses, which would be recharged at cost. The rates assume a 7.5 hour working day. The working week is Monday to Friday 9.30 am – 5.30 pm excluding public holidays.

Our story

We're proud to work with forward thinking clients across multiple sectors and industries, delivering applications using Umbraco, SharePoint and Dynamics365, as well as business intelligence, custom solutions, mobile apps and systems integration.

Our work makes a positive difference to our clients and their people, through smart business applications built on the best technology platforms. Our customer engagement and business transformation programmes deliver tangible results and quantifiable benefits.

Our people are experts in designing usable, useful and innovative applications, and in fostering great relationships with our clients.