



SFIA Rate Card for ServiceBank™

Day Rate	Role	Skill Level						
		Follow	Assist	Apply	Enable	Ensure/Advise	Initial Influence	Set Strategy/Inspire
Advisory Services								
	Business Consultant	N/A	N/A	N/A	N/A	N/A	£800	£1,000
Project Services								
	Project Administrator	£180	£210	N/A	N/A	N/A	N/A	N/A
	Project Co-ordinator	N/A	N/A	£250	£330	N/A	N/A	N/A
	Project Manager	N/A	N/A	N/A	£460	£530	£670	N/A
	Programme Manager/Director	N/A	N/A	N/A	N/A	£670	£870	£1,000
Technical Services								
	Cabling Engineer	£110	£130	£170	£200	N/A	N/A	N/A
	Deployment Engineer	£130	£170	£200	N/A	N/A	N/A	N/A
	Senior Engineer (Cisco, Microsoft, Vmware)	N/A	N/A	£450	£530	£670	£800	N/A
	Technical Architect	N/A	N/A	N/A	N/A	£670	£800	£1,000
Training & Change								
	Cloud Applications Trainer	N/A	N/A	N/A	£470	£600	£730	N/A
	Senior Trainer	N/A	N/A	N/A	N/A	£730	£860	N/A
	Change Manager	N/A	N/A	N/A	N/A	£670	£870	£1,000
	Communications Manager	N/A	N/A	N/A	£470	£670	N/A	N/A
Operational Services (Per Hour)								
	Installations, Moves, Adds and Changes (IMAC)	N/A	N/A	£40	N/A	N/A	N/A	N/A
	Remote patching and management	N/A	N/A	£50	N/A	N/A	N/A	N/A
	Remote Incident/Problem Management	N/A	N/A	£70	£90	£130	N/A	N/A
	On-site Incident/Problem Management	N/A	N/A	£70	£90	£130	N/A	N/A
	Change Management	N/A	N/A	£90	£130	N/A	N/A	N/A
Terms	Standard Working Day	8 hours exclusive of travel and lunch						
	Standard Working Week	Monday to Friday excluding national holidays						
	Standard hours of work	9.00am to 5.30pm						
	Expenses outside M25 for overnight stays	£70						
	Expenses inside M25 for overnight stays	£100						
	Rate uplift for Monday to Friday 5.30pm to 9am	1.5 times standard rate						
	Rate uplift for working Saturday	1.5 times standard rate						
	Rate uplift for working Sunday & National Holidays	2 times standard rate						
	Expenses outside London for overnight stays	£70						
	Expenses in London for overnight stays	£100						

ServiceBank™ Contracts	Contract Level	Minimum Commitment	Discount Level	Credits
	Roc Platinum	£100,000	6%	10000
Roc Gold	£50,000	4%	5000	
Roc Silver	£20,000	2%	2000	
Roc Bronze	£100	0%	10	
Additional Credits	£100	0%	10	

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