



## ScanStation Pricing Overview

G-Cloud 13

**lookinglocal**

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# Contents

Pricing Schedule .....	3
Business Analysis Pricing .....	4
Development pricing .....	4
Support pricing .....	4
Training pricing .....	4
Contact details .....	5

## Pricing Schedule

The ScanStation pricing model is tiered based on population size.

Pricing Bands	Local Authority Population	Annual Licence	Year 1 Analysis & Onboarding
Band 1	149,999 or less	£15,000 p/a	£5,000
Band 2	150,000 - 249,999	£21,000 p/a	£5,000
Band 3	250,000 - 349,999	£27,000 p/a	£5,000
Band 4	350,000 - 499,999	£34,000 p/a	£5,000
Band 5	500,000+	£40,000 p/a	£5,000

Annual costs for the solution cover the licence for the Android app, hosting, management information system (MIS) and ongoing maintenance.

A ScanStation ROI calculator is available to prospective partners which details the savings involved based on the number of housing benefit claims/scans per year and the Grade 6 full time equivalent (FTE) cost. The calculator is based on a service transformation efficiency savings model created by Kirklees Council’s Customer Contact Centre team using their queue management and employee data.

## Business Analysis pricing

In Year 1 a level of business analysis is included to assess local needs, systems and technical requirements to ensure the most effective and appropriate deployment of the solution. This is included in the Year 1 Analysis and Onboarding fee. Any further business analysis required will be charged at a daily rate of £650. All work will be quoted separately and agreed by both parties in advance. Typical implementations do not require additional business analysis.

## Development pricing

Any additional development and custom integration work required will be quoted separately and agreed by both parties in advance. Typical implementations do not require additional development.

## Support pricing

Support of ScanStation is included in the annual licence, including but not limited to monthly management information, system upgrades and technical helpdesk.

## Training pricing

ScanStation is a customer and agent-focused solution, which has been through significant user testing and is straightforward in its operation. We do not anticipate the need for training on the actual Android app, however there may be a need for training around internal business change. All training will be quoted separately and agreed by both parties in advance.

**All rates are subject to VAT and payable annually unless otherwise specified.**

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## Contact details

Tel: 0845 434 8540

Email: [scanstation@lookinglocal.gov.uk](mailto:scanstation@lookinglocal.gov.uk)

Website: [about.lookinglocal.gov.uk/scanstation](http://about.lookinglocal.gov.uk/scanstation)