



BetterOff Welfare & Employment
Pricing Overview

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Pricing Schedule

The BetterOff Welfare & Employment 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	£21,000 p/a	£10,500
Band 2	150,000 - 249,999	£24,150 p/a	£12,100
Band 3	250,000 - 349,999	£27,750 p/a	£13,900
Band 4	350,000 - 499,999	£31,950 p/a	£16,000
Band 5	500,000+	£36,750 p/a	£18,400

The annual licence covers the deployment of BetterOff Welfare & Employment as a standalone site, hosting, MIS, training materials, business analysis to ensure the successful deployment of the solution, and ongoing maintenance.

A BetterOff Welfare & Employment ROI calculator is available to prospective partners which details the savings including – but not limited to – monetary gain per claimant, channel shift savings and annual advice budget efficiencies.

entitledto software pricing

BetterOff Welfare & Employment uses the entitledto benefits calculator, which has a separate licence agreement and software cost. The calculator forms an integral part of the BetterOff Welfare & Employment solution, and is itself listed within the Digital Marketplace and covered by the framework agreements. Similar to BetterOff Welfare & Employment, entitledto has a tiered pricing model dependent on organisational size.

Whilst we believe the benefits calculator is key to making the solution comprehensive and delivering the maximum benefit to both claimant and organisation, BetterOff Welfare & Employment can be deployed without it or with an alternative supplier's calculator embedded. If this were to be the case, an additional bespoke development cost would be agreed between both parties to cover the development and integration costs of an alternative benefits calculator.

Customisation and bespoke development pricing

A level of basic customisation of BetterOff Welfare & Employment is included in the annual licence fee, such as branding and inclusion of an agreed level of local content.

If further customisation or bespoke development is required, such as unsupported integration with existing solutions, alternative web-chat software etc, this work will be charged at a daily rate of £800-£1000, depending on complexity and subject to technical analysis requirements. All work will be quoted separately and agreed in advance of development.

Business Analysis pricing

A level of business analysis to ensure the successful deployment of BetterOff Welfare & Employment is included in the annual licence fee. Any further business analysis required will be charged at a daily rate of £650-£850. All work will be quoted separately and agreed by both parties in advance.

Support pricing

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

Training pricing

Training materials have been developed by Looking Local and will be available for re-use and repurposing within the annual licence agreement. BetterOff Welfare & Employment is a customer and agent-focused solution, which has been through significant user testing and is straightforward in its operation and usability. Primarily we anticipate the need for training to be more focused on internal culture change (i.e. staff) and the move to digital-first service delivery, rather than how to use the solution itself.

However, should additional training be required to ensure the effective deployment of BetterOff Welfare & Employment, this will be delivered at an additional daily rate of £650-£850. Again this work would be quoted separately and agreed by both parties in advance.

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

Contact details

Tel: 0845 434 8540

Email: betteroff@lookinglocal.gov.uk

Website: about.lookinglocal.gov.uk/betteroff