



apex

Rowanwood - Apex Property Asset Management System

G-Cloud 13 - Lot 2

Pricing Document

Rowanwood Professional Services LTD



apex a division of



rowanwood



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1. Apex Asset Management Pricing

The Apex Asset Management solution is provided to the Customer on an annual subscription basis, with 5 separate banding levels based upon the number of assets stored within the system.

Customers need to purchase the mandatory Apex Core business package. Any of the other packages listed below are optional and extend the business capabilities of the Apex solution.

1.1 Business Packages

Business Package(s)	Mandatory / optional	Business Modules
Apex Core	Mandatory	Assets Security Interfaces Reporting Programme Quality Standard (Decent Homes / WHQS / SHQS)
Apex Surveying	Optional	Mobile Working Surveying
Apex Energy	Optional	Energy EPC Synchronisation
Apex Compliance	Optional	Asbestos Risk Management (Health & Safety) HHSRS Servicing & Inspection Tasks
Apex Contractor	Optional	Works Works Ordering & Programme Management Bulk Update
Apex Financials	Optional	Financial Data Warehouse (NPV & Option Appraisal)



1.2 Section A – Licence & Hosted Business Packages

This table details the Licence & Hosted business packages and their associated annual subscription costs for new customers. For existing Apex customers, the same base licence pricing structures will apply but will need to include any overriding specific licensing or maintenance pricing / plans.

Business Package(s)	Band A - up to 2,500 Assets	Band B – 2,501 – 10,000 Assets	Band C - 10,001 – 20,000 Assets	Band D - 20,001 – 30,000 Assets	Band E - 30,000 Assets plus
Apex Core	£9,500	£13,340	£18,780	£23,100	see note ¹
Apex Surveying	£2,500	£3,700	£5,400	£6,750	see note ¹
Apex Energy – see note ²	£4,473	£7,458	£11,538	£15,268	see note ¹
Apex Compliance	£4,375	£6,475	£9,450	£11,813	see note ¹
Apex Contractor	£4,375	£6,475	£9,450	£11,813	see note ¹
Apex Financials	£2,500	£3,700	£5,400	£6,750	see note ¹
Total costs (Section A)	£	£	£	£	£

Note ¹ - for assets in 'Band E', Buyers will configure their services using multiples of the above, based on requirements. Enterprise style deals and time-limited discounts may be available.

Note ² - The annual costs include the integration and supply of the third-party Sava Intelligent Energy Essential energy rating software. An upgrade to Intelligent Energy Standard is available on request. The third-party Sava licence is calculated based on an allocation of 70% of the total asset numbers for energy rating purposes, this can be adjusted based on accurate dwelling / property numbers.

1.3 Section B – User / Surveyor subscriptions

This table details the annual user / surveyor subscription costs for new customers. For existing Apex customers, the same base user licence pricing structures will apply but will need to include any overriding specific licensing or maintenance pricing / plans.

User Banding / type	Rate per user	User Costs
Users - first 50	£100	£
Users - next 50	£75	£
Users - remaining	£50	£
Surveyors	£300	£
Total user costs (Section B)		£



1.4 Section C – Mandatory Implementation Services

This table details the implementation costs (including business training) for each of the business package choices. For existing Apex customers, the implementation business packages would not apply but there would be customer specific setup and onboarding services that would be included under the additional services heading.

Business Package(s)	Mandatory / optional	Package Cost	Selected Package costs
Apex Core	Mandatory	£24,525	
Apex Surveying	Optional	£4,275	
Apex Energy	Optional	£4,275	
Apex Compliance	Optional	£16,875	
Apex Contracts	Optional	£10,950	
Apex Financial	Optional	£4,200	
Total costs (Section C)			£

1.5 Section D – Extended Professional Services

If the customer has additional or specific requirements over and above the standard service, additional configuration is priced as per the SFIA rate card.

We would recommend a set of ‘extended professional services’ to assist the customer in fast track their business configuration (i.e. Quality Standard, Survey Definition, Fire Risk Assessment, Servicing).

1.6 Total Service Costs

Service Costs	Recurring	One off
Section a – Licence & hosted business subscriptions	£	
Section b – User & surveyor subscriptions	£	
Section c – Implementation services		£
Section d – Extended Professional services	£	£
Total service cost	£	£



1.7 General Terms and Conditions

The following consultancy services are included within the mandatory Implementation package:

- ∞ Customer on-boarding / induction
- ∞ Solution design
- ∞ Installation / setup of the Apex solution in the Rowanwood Cloud-9 environment
- ∞ Setup of system automation
- ∞ Business configuration services
- ∞ Business acceptance testing / support
- ∞ Training Services delivered by our business consultants using the customers real life data in a business context through online Zoom or MS Teams
- ∞ Project Management services

The following services are excluded as they vary depending on individual customer requirements but can be provided as 'Extended Professional Services' on request using the SFIA rate card:

- ∞ Custom development
- ∞ Business process consultancy services
- ∞ Data cleansing & data migration services
- ∞ Third-party bespoke application integration
- ∞ Extended professional services to assist with fast-track business configuration
- ∞ General business consultancy services

What is included in the service:

- ∞ Implementation services as defined above.
- ∞ The Cloud-9 hosted solution running on Microsoft Azure and supporting a production & test environment.
- ∞ All system and user interfaces are provided within the Core Package.
- ∞ Use of the Apex asset management solution for a minimum contracted period of 36 months.
- ∞ If the customer has reserved the right to extend the service beyond the initial 36 month period, Rowanwood will provide an additional exit plan 8 weeks before the 30 month anniversary.
- ∞ A banded allowance for the number of assets to be stored within the system, with an option to increase the assets for an additional licensing fee.
- ∞ Pricing will be subject to annual increases at the prevailing CPI % rate.
- ∞ System upgrades will be included in the annual licence and support fee. Also included is a two day provision for business training services to support each upgrade.
- ∞ New modules containing additional functionality for the product will be separate to and sit outside of this contract and such functionality added to the system will not form part of this agreement.
- ∞ The standard implementation training services are limited to 6 delegates for the majority of the business courses, there are some online overview courses which can be delivered for up to 20 users. Additional training courses can be provided on request using the SFIA rate card.
- ∞ All onboarding and implementation services are delivered online through the use of Zoom or MS Teams, this helps to minimise the cost to the customer and reduces our carbon footprint.
- ∞ If the Surveying package has been included, the customer will require surveyor user licences within the service. The surveying solution is currently supported against a number of specified Android devices.
- ∞ Upon termination of the service, an exit plan will be agreed including data extract arrangements. Where the customer is unable to successfully extract the data themselves this can be provided at an additional cost at the end of the contract, priced as per the SFIA rate card.



- ∞ The implementation services are based on a standard implementation scope and duration and includes Project Management, Configuration Consultancy and Training.
- ∞ Rowanwood reserve the right to increase our prices at the call-off contract stage if third party providers have increased their costs.
- ∞ All pricing is exclusive of VAT.

1.8 Contact Details

If the buyer requires any information or clarification, then please contact:

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