



# **WORKPRO CASE MANAGEMENT SOFTWARE**

## **G CLOUD 13 PRICING (LOT 2)**

### **FOR**

## **COMPLAINTS, HR and CASEWORK VERSIONS**

**ISSUE 1.3**

Workpro case management system is developed by CAS  
- an employee-owned technology company.

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## Table of Contents

- DOCUMENT INFORMATION..... 3**
  - Intended Purpose .....3
  - Document Sections.....3
  - Copyright © Computer Application Services 2022 .....3
- 1 ANNUAL RUNNING COSTS ..... 4**
  - Licencing – Annual Costs .....4
  - Hosting - Annual Costs .....4
  - Support - Annual Costs.....5
  - Optional Modules – Annual Costs .....5
- 2 DEPLOYMENT COSTS ..... 6**
  - Standard Deployment (one-off cost) .....6
  - Deployment of Optional Modules (one-off cost) .....6
  - Optional Services (one-off cost) .....6
- 3 NOTES..... 7**

## DOCUMENT INFORMATION

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### Intended Purpose

This document describes the pricing for **Workpro Case Management Software** which can be purchased through the G Cloud 13 framework. This document relates to the following Workpro services under Lot 2:

- Workpro Casework case management system. [Service ID: 7568 3510 0748 384](#)
- Workpro Complaints management system. [Service ID: 8431 8441 2541 362](#)
- Workpro HR case management system. [Service ID: 3901 2280 3938 501](#)

### Document Sections

This document has the following sections:

Section 1 – [Annual Running Costs](#) - these include Licencing, Hosting and Support, plus any Optional Modules you may have chosen.

Section 2 – [Deployment – One-Off Costs](#) - these include initial setup of your own Workpro instance, training and any Optional Services such as Integration, Configuration and Migration, which you may (or may not) require.

Section 3 – [Notes](#)

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## 1 ANNUAL RUNNING COSTS

### Licencing – Annual Costs

We offer various licence levels to cost-effectively match the user profiles of your system.

Item	Option	Notes	Unit Price
Licencing	Professional User Licence	Full access to Workpro for caseworkers, their managers and System Administrators	£875 per user per annum
	Business User Licence	Full access to Workpro for part time caseworker/ business partner/manager	£480 per user per annum
	Occasional User Licence	Access to Workpro for occasional users, minus report building and admin rights	£180 per user per annum
	Temporary User Licence	Restricted access to Workpro, e.g. for investigating managers	FREE

### Hosting - Annual Costs

We offer various hosting levels to cost-effectively match the user profiles of your system, with appropriate storage levels.

Item	Option	Notes	Unit Price
Public Cloud Hosting	Up to 10 users	<ul style="list-style-type: none"> <li>• ISO27001 accredited</li> <li>• UK data centre</li> <li>• 24/7/365 Monitoring</li> <li>• Cyber Security Monitoring</li> <li>• Disaster Recovery</li> <li>• Encrypted data and back-ups</li> <li>• 5 Gb storage included</li> </ul>	£2,400 per annum
	11-20 users	As above, 10 GB storage	£4,200 per annum
	21-30 users	As above, 200 GB storage	£24,000 per annum
	31-50 users	As above, 500 GB storage	£36,000 per annum
	50-100 users	As above, 1 TB storage, dedicated web frontend	£55,000 per annum
Private Cloud Hosting	VPN option	VPN connection for Workpro hosted system	£550 per annum
	Zscaler option	Additional servers for extra security provision	£2,400 per annum

Optional services	Additional storage	Additional storage can be added at any time in 50GB increments	£25 per month
	Case mapping	Data matching hosting provision to support case mapping	£12,000 per annum

### Support - Annual Costs

Item	Option	Notes	Unit Price
Support	Standard support package	30 x 30 minute call-off instances: <ul style="list-style-type: none"> <li>Maintenance - 10 x 30 mins</li> <li>User support - 20 x 30 mins</li> </ul>	£1,980 per annum
	Additional support hours	Additional support hours are charged at £142 per hour (7 hours in a day)	£142 per hour or £990 per day

### Optional Modules – Annual Costs

Please refer to our Service Definition documents for details about the optional modules you can add to your Workpro system.

Modules	Option	Notes	Unit Price
Workpro Webform	Webform licence	Unlimited use of webform for easy logging of cases and documents	£2,400 per annum
Workpro Connect	Connect licence	Unlimited use of self-serve case portal	£24,000 per annum
PDF Editor	PDF Editor licence	One per user of Workpro PDF Editor and redaction tool, for users that need this option added	£120 per [PDF editor] user per annum
MS Outlook Plugin	Annual fee	File emails and their attachments directly into Workpro case folder	£1,200 per annum
Dynamic Case Access	DCA licence	Ability to separate cases, e.g. regional or office level access. Unlimited use of DCA module for licenced Workpro users	£2,400 per annum

## 2 DEPLOYMENT COSTS

### Standard Deployment (one-off cost)

All new customers require the Standard Deployment Package.

Service	Option	Notes	Unit Price
Install	Workpro Cloud setup	Set up client's system, secure access and email connections	£990
Implement	Implementation workshops(s)	To walk you through Workpro, discuss your processes and map them to Workpro.	£1,980
Implement	Reporting datasets setup	Set up standard reporting datasets for client system	£990
Train	Admin training	Online session, up to 8 attendees in group	£495 per group
Train	User training	Online session, up to 8 attendees in group, or Train the Trainer	£990 per group
Train	Report Writer training	Online session, up to 8 attendees in group, or Train the Trainer	£495 per group

### Deployment of Optional Modules (one-off cost)

The following optional modules have a one-off cost to deploy:

Service	Option	Notes	Unit Price
Implement	Workpro Webform setup	Set up Workpro Webform for client system	£1,200
Implement	MS Outlook Plugin setup	Set up Outlook plugin for client system	£1,200

### Optional Services (one-off cost)

Your deployment can be supported in any way you need, such as integration with another system, migration of existing data, changes and additions to the standard Workpro configuration.

These optional Integration, Migration or Configuration Services are charged at our **Professional Services Day Rate of £990 per day**. Please refer to our SFIA rate card in our service listing.

Our Workpro Cloud Support Services are also listed under Lot 3 -Cloud Support should you require them at any point in the future: [Service ID 8512 8217 2455 368](#)

### 3 NOTES

- All costs are in UK pounds (£).
- Prices are exclusive of VAT and subject to CPI (Consumer Price Index).
- Volume discounts and Enterprise licences are available, subject to discussion of usage needs. We aim to achieve the most cost-effective package for you.
- We will provide a quotation based on your specific needs, including any Optional Modules or Additional Services you choose.
- Testing is carried out as standard with any client deployment.
- **Cloud Hosted Workpro - Technical Notes** are available to share with IT colleagues so that any non-standard connection, email or access requirements can be identified and provision made. If any additional work is required, applicable charges can be agreed in advance. The CAS Infrastructure team is happy to advise and will work with your IT colleagues and/or provider during your system setup.