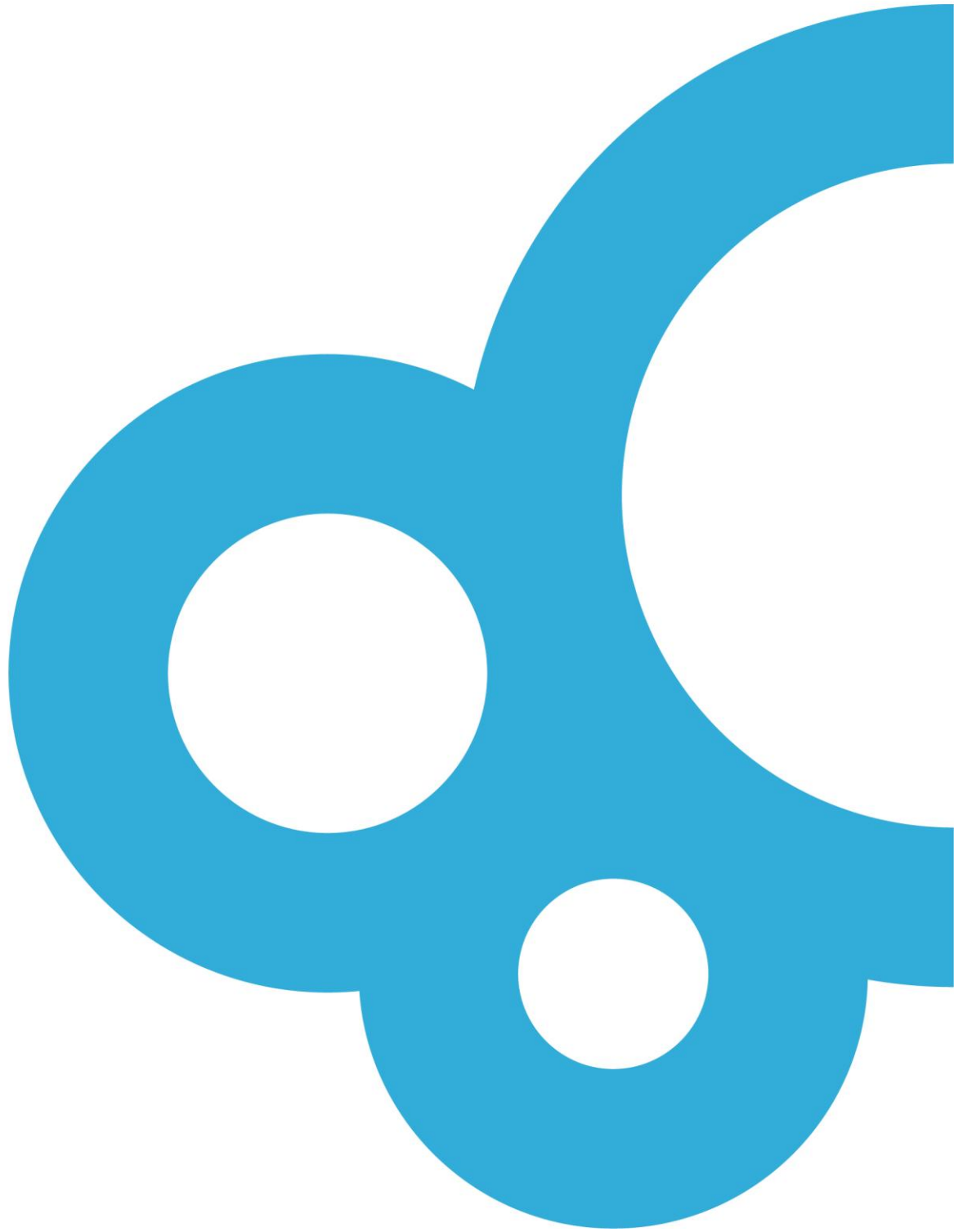




arcus global



Arcus – Salesforce Heroku

Pricing

G-Cloud 14



Pricing

The pricing below shows list prices for Salesforce services contracted through the G-Cloud framework.

All prices are exclusive of VAT.

Salesforce - Heroku		Unit Price			
Description	Unit	1+			
Heroku - 1-Dyno Unit *	Subscription/Month	£25.39			
Heroku - 1,000 Add-on Credits - Data ^{1*}	Subscription/Month	£808.42			
Heroku - 1,000 Add-on Credits - Partner ^{2*}	Subscription/Month	£838.74			
Heroku - 1,000 Add-on Credits - General ^{3*}	Subscription/Month	£838.74			
Heroku - 250k Connect Rows*	Subscription/Month	£1,515.79			
Heroku - 1 Private Space*	Subscription/Month	£909.47			
Heroku - Dev Starter Pack*	Subscription/Month	£2,021.05			
Heroku - Prod Starter Pack ^{4*}	Subscription/Month	£30,315.79			
Description	Unit	1-4	5-40	41-200	200+
Heroku Shield - 250k Connect Rows*	Subscription/Month	£842.11			



Heroku Shield - 1 Private Space*	Subscription/Month	£2,728.42			
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Percentage Based Products		Unit Price
Description	Unit	%
Salesforce Shield	% of Net Price	30%
Platform Encryption	% of Net Price	20%
Event Monitoring	% of Net Price	10%
Field Audit Trail	% of Net Price	10%
Description	Unit	%
Sandbox (Developer Pro) ⁵	% of Net Price	5%
Sandbox (Partial Copy) ⁵	% of Net Price	20%
Sandbox (Full Copy) ⁵	% of Net Price	30%
Salesforce Data Mask	% of Net Price	10%
Description	Unit	%
Premier Success Plan	% of Net Price	18%
Premier Success Plan - Heroku	% of Net Price	18%



Premier Success Plan - Pardot	% of Net Price	18%
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Description	Term
1 - Heroku - 1,000 Add-on Credits - Data	Customer acknowledges and agrees that the 1 Heroku - 1,000 Add-on Credits - Data subscriptions ordered hereunder at pricing of £808.42/subscription/month are Restricted Use Subscriptions, and shall be subject to the following restriction: The Restricted Use Subscriptions shall only be used for 500 of Heroku Add-on Credits - Data. These restrictions shall be cumulative and shall apply to all Restricted Use Subscriptions purchased under this Order Form. Customers must strictly segregate all Restricted Use Subscriptions from any full-featured subscriptions it may hold by setting up and enforcing a unique profile in the Service associated with such Restricted Use Subscriptions. Customer understands that the above functionality limitations are contractual in nature (i.e., the functionality itself has not been disabled as a technical matter in the Service) and therefore agrees to strictly monitor its Users' use of such Restricted Use Subscriptions and enforce the applicable restrictions. Salesforce.com may audit Customer's use of Restricted Use Subscriptions at any time through the Service. Should any audit reveal any unauthorized use of Restricted Use Subscriptions, Customer agrees it will pay, within five (5) business days of notice of the audit results, the difference between the contract price for Restricted Use Subscriptions and the list price for full subscriptions of the above-named product, for all of the Restricted Use Subscriptions showing unauthorized use (taken as a group), beginning with the date of the first violation through the end of the then current subscription term. Upon such payment, all such Restricted Use Subscriptions showing unauthorized use will be converted into full subscriptions for the remainder of the then current subscription term.
2 - Heroku - 1,000 Add-on Credits - Partner	Customer acknowledges and agrees that the 1 Heroku - 1,000 Add-on Credits - Partner subscriptions ordered hereunder at pricing of £838.74/subscription/month are Restricted Use Subscriptions, and shall be subject to the following restriction: The Restricted Use Subscriptions shall only be used for 500 of Heroku Add-on Credits - Partner. These restrictions shall be cumulative and shall apply to all Restricted Use Subscriptions purchased under this Order Form. Customers must strictly segregate all Restricted Use Subscriptions from any full-featured subscriptions it may hold by setting up and enforcing a unique profile in the Service associated with such Restricted Use Subscriptions. Customer understands that the above functionality limitations are contractual in nature (i.e., the functionality itself has not been disabled as a technical matter in the Service) and therefore agrees to strictly monitor its Users' use of such Restricted Use Subscriptions and enforce the applicable restrictions. Salesforce.com may audit Customer's use of Restricted Use Subscriptions at any time through the Service. Should any audit reveal any unauthorized use of Restricted Use Subscriptions, Customer agrees it will pay, within five (5) business days of notice of the audit results, the difference between the contract price for Restricted Use Subscriptions and the list price for full subscriptions of the above-named product, for all of the Restricted Use Subscriptions showing unauthorized use (taken as a group), beginning with the date of the first violation through the end



	<p>of the then current subscription term. Upon such payment, all such Restricted Use Subscriptions showing unauthorized use will be converted into full subscriptions for the remainder of the then current subscription term.</p>
3 - Heroku - 1,000 Add-on Credits - General	<p>Customer acknowledges and agrees that the 1 Heroku - 1,000 Add-on Credits - General subscriptions ordered hereunder at pricing of £838.74/subscription/month are Restricted Use Subscriptions, and shall be subject to the following restriction: The Restricted Use Subscriptions shall only be used for 500 of Heroku Add-on Credits - General. These restrictions shall be cumulative and shall apply to all Restricted Use Subscriptions purchased under this Order Form. Customers must strictly segregate all Restricted Use Subscriptions from any full-featured subscriptions it may hold by setting up and enforcing a unique profile in the Service associated with such Restricted Use Subscriptions. Customer understands that the above functionality limitations are contractual in nature (i.e., the functionality itself has not been disabled as a technical matter in the Service) and therefore agrees to strictly monitor its Users' use of such Restricted Use Subscriptions and enforce the applicable restrictions. Salesforce.com may audit Customer's use of Restricted Use Subscriptions at any time through the Service. Should any audit reveal any unauthorized use of Restricted Use Subscriptions, Customer agrees it will pay, within five (5) business days of notice of the audit results, the difference between the contract price for Restricted Use Subscriptions and the list price for full subscriptions of the above-named product, for all of the Restricted Use Subscriptions showing unauthorized use (taken as a group), beginning with the date of the first violation through the end of the then current subscription term. Upon such payment, all such Restricted Use Subscriptions showing unauthorized use will be converted into full subscriptions for the remainder of the then current subscription term.</p>
4 - Heroku - Prod Starter Pack	<p>Only available to Customers who already have this SKU.</p>



5 - Sandbox (Developer Pro) 5 - Sandbox (Partial Copy) 5 - Sandbox (Full Copy)	% of NET price for Sales Cloud, Service Cloud, Force.com, Chatter Plus, Communities, Knowledge-only and Portal Users (all types). Enterprise Edition (EE) includes 1 Sandbox (Partial Copy). Unlimited Edition (UE) includes 5 Sandbox (Developer Pro), 1 Sandbox (Partial Copy), 1 Sandbox (Full Copy).
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Description	Generic Term
Renewal Options	<p>Upon renewal, Customer may (1) sign a new Call-Off Agreement under the same G-Cloud Framework as may be available, at the prices contained therein, for the duration of the Renewal Term, (2) sign a new Call-Off Agreement under a new G-Cloud Framework as may be available, at the prices contained therein, for the duration of the Renewal Term. Any improvement in pricing as published in the relevant Digital Marketplace offering for which they signed a Call-Off Agreement, subject to (1) the total monthly contract value and the total contract value being the same or greater; (2) the Order Term being the same duration or longer than the current Contract Term; and (3) Customer executes a new Order Form reflecting this. For purposes of clarification, any prepaid fees for the period after the start of the new contract shall be applied to such new contract.</p>
Administrative Swap	<p>During a subscription term, Customer may replace, some or all of the User subscriptions purchased hereunder with User subscriptions for a different SFDC product, provided: (1) the total monthly contract value and the total contract value being the same or greater; (2) the Order Term being the same duration or longer than the Order Term set forth in this Order Form; and (3) Customer executes a new Order Form reflecting the new subscriptions, and pays, in addition to any subscription fees set forth on such new Order Form, a one time Administrative Swap Fee equal to: (a) the quantity of subscriptions being swapped, multiplied by (b) the subscription per unit per month subscription fee, multiplied by (c) the number of months remaining in the subscription term of this Order Form, multiplied by 10%. For the avoidance of doubt, in no event may Customer replace SFDC products for any professional services, retained / program architect services, non GA products, Dreamforce conference passes, or products for which SFDC owes a royalty to third parties (e.g., http://Data.com, Heroku and Marketing Cloud Products). Discounts are Non-Cumulative When Customer places their first Order Form, User subscription counts for the purposes of discounting shall start from one (1).</p>



*	Products identified with asterisk (*) are Phased Out Products. Phased Out Products can only be purchased by Customer that has already purchased the same Phased Out Product before and continues using the Phased Out Product at least until the end of the term identified in the new Order Form.
Legacy Stock Keeping Units	The pricing above shall also apply to existing Customers who have legacy Stock Keeping Units (SKU) on existing Orgs, per Edition as appropriate: Service Cloud Lightning CRM - Professional Edition, Service Cloud Lightning CRM - Enterprise Edition, or Service Cloud Lightning CRM - Unlimited Edition. For clarity, any new Orgs shall use the new SKUs, as above.
Exclusive of VAT	All prices are exclusive of VAT.



Contact Details

Future Business Centre
Kings Hedges Road
Cambridge
Cambridgeshire
CB4 2HY

Phone: 01223 911841

Email: gcloud@arcusglobal.com

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