

Cirrus Confidential



# Cirrus Connect CCaaS

G-Cloud 14 Pricing

Prepared by: Will Tonna

Department Name: Bid & Content

DDI/Tel: 0330 022 6368

Email: [bidmanagement@cirrusresponse.com](mailto:bidmanagement@cirrusresponse.com)



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# 1 Document control

## 1.1 Distribution List

Name	Role	Representing
Will Tonna	Head of Bid & Content	Cirrus

## 1.2 Change Control

The document and its associated procedures, templates and diagrams are created and maintained by the Cirrus Team. When a change must be made, the Cirrus team will record and agree the change with the team manager and a note will inform all in the distribution list that a change has occurred. The Cirrus team will periodically update this document to reflect agreed changes.

The issue level of this document is indicated by a 2-part issue number consisting of a major issue number and a minor revision number (m.n). Major revisions to the document are identified by a minor revision number zero (1.0, 2.0, etc.). Draft issues are indicated by an alphabetic revision level (e.g. 0a, 0b, etc. or 1.0a, 1.0b etc. or 1.1a, 1.1b etc.). The alphabetic revision level reflects the progress of the document through draft stages. Once a draft revision has been reviewed and approved for issue at a minor or major revision level, the document is created at that revision level and approvals recorded.

## 1.3 Amendment Record

Version	Date	Status	Comments
1.0	03/05/2024	Issued	First version
1.1	25/06/2025	Updated	Reflect updated sub-contractors
1.2	05/05/2026	Updated	Updated WFM line items

## 2 Core Licences

Item	Recurring Measure	Recurring Cost	Setup Cost	Note
Access Agent	per licence per month	£95.00		<p>Includes 3000 minutes per licence per full month (pro rata for a part month), inbound and outbound, Including IVR and queue time. Agent minutes are aggregated to provide a monthly allowance. The following outbound destinations are included:</p> <ul style="list-style-type: none"> <li>- UK - 01 / 02 / 03</li> <li>- Major mobiles</li> <li>- O2, Vodafone, EE, 3 (FM1, FM3, FM4, FM5, FM6)</li> </ul> <p>If a customer exceeds the total usage pool allowed in any given month, minutes above the monthly allowance are charged at £0.00778 per minute. Rate card is available by application</p>
Manage Agent	per licence per month	£111.67		<p>Includes 3000 minutes per licence per full month (pro rata for a part month), inbound and outbound, Including IVR and queue time. Agent minutes are aggregated to provide a monthly allowance. The following outbound destinations are included:</p> <ul style="list-style-type: none"> <li>- UK - 01 / 02 / 03</li> <li>- Major mobiles</li> <li>- O2, Vodafone, EE, 3 (FM1, FM3, FM4, FM5, FM6)</li> </ul> <p>If a customer exceeds the total usage pool allowed in any given month, minutes above the monthly allowance are charged at £0.00922 per minute. Rate card is available by application</p>



Engage Agent	per licence per month	£145.00		<p>Includes 3000 minutes per licence per full month (pro rata for a part month), inbound and outbound, Including IVR and queue time. Agent minutes are aggregated to provide a monthly allowance. The following outbound destinations are included:</p> <ul style="list-style-type: none"><li>- UK - 01 / 02 / 03</li><li>- Major mobiles</li><li>- O2, Vodafone, EE, 3 (FM1, FM3, FM4, FM5, FM6)</li></ul> <p>If a customer exceeds the total usage pool allowed in any given month, minutes above the monthly allowance are charged at £0.01222 per minute. Rate card is available by application</p>
Voice Agent	per licence per month	£81.67		<p>Includes 3000 minutes per licence per full month (pro rata for a part month), inbound and outbound, Including IVR and queue time. Agent minutes are aggregated to provide a monthly allowance. The following outbound destinations are included:</p> <ul style="list-style-type: none"><li>- UK - 01 / 02 / 03</li><li>- Major mobiles</li><li>- O2, Vodafone, EE, 3 (FM1, FM3, FM4, FM5, FM6)</li></ul> <p>If a customer exceeds the total usage pool allowed in any given month, minutes above the monthly allowance are charged at £0.00711 per minute. Rate card is available by application</p>
Supervisor Uplift	per licence per month	£12.08		Uplift licence; requires a corresponding agent licence.
Admin	per licence per month	£20.00		
Wallboard	per licence per month	£83.33		



Call Recording Storage (additional months)	per licence per month	£8.33		Provides additional call recording storage beyond allowances within voice bundle licences
Support	per licence per month	£8.33		
PCI Pro Card Payments	per licence per month	£131.67	£1,429.00	PCI Pro Card Payments charged at £0.0030p per minute and £0.1811p per transaction to Payment Service Provider.



### 3 Optional Licences

Item	Recurring Measure	Recurring Cost	Setup Cost	Note
Email Agent	per licence per month	£28.33		
SMS Agent	per licence per month	£20.00		Outbound SMS charged at £0.0302p per message.
Webchat Agent	per licence per month	£20.00		
Facebook Agent	per licence per month	£20.00		
Instagram Agent	per licence per month	£20.00		
WhatsApp Agent	per licence per month	£20.00		WhatsApp usage is charged as follows: Utility Conversation - £0.0319 Authentication - £0.0288 Service - £0.0311 Marketing - £0.0566
Online Reviews Bundle	per licence per month	£40.00		
Back Office Licence (500 minutes)	per licence per month	£12.50		Usage over specified amount charged at £0.00778 per minute.



CRM	per licence per month	£76.00		Includes 1m contacts. Usage over specified amount charged at £0.00422 per minute.
Ticketing	per licence per month	£16.67		
Agent Assist	per licence per month	£220.00		Usage over specified amount charged at £0.044 per minute.
Outbound Campaign Management	per licence per month	£16.67		
Video - per platform	per licence per month	£2,173.33		Includes 10 video agent licences. Storage of video files charged at £0.9011p per gigabyte (approx. 60 minutes = 1gb)
Video Agent (additional agent above 10)	per licence per month	£140.83		Storage of video files charged at £0.9011p per gigabyte (approx. 60 minutes = 1gb)
Application Connector (Bespoke API) - per agent	per licence per month	£50.00		Usage over specified amount charged at £0.00222 per minute.
Screen Recording	per licence per month	£21.17		3000 minutes per agent per month based on a single screen. Usage over specified amount charged at £0.0042 per minute.
CAI (Conversational AI) - per platform	per instance per month	£1,500.00	£2,143.00	Usage charged at £0.16 per interaction.
CAI+ - per platform	per instance per month	£1,933.33	£2,143.00	Requires corresponding actions bundle



Quality Monitoring	per licence per month	£28.25		Usage over specified amount charged at £0.0057 per minute.
Quality Monitoring (usage only)	per unit per month	£0.60		
Quality Analytics	per licence per month	£76.08		Usage over specified amount charged at £0.0152 per minute.
Workforce Management (WFM)	per licence per month	£21.67		
eLearning Centre	per licence per month	£15.83		
WFM Connector	per licence per month	£16.67		Usage over specified amount charged at £0.00131 per minute.
Link Pay+	per transaction	£0.75		
CAI+ - Bundle - 10k requests	per instance per month	£1,500.00		Usage over specified amount charged at £0.032 per action.
Calabrio Workforce Management - per user	per licence per month	£44.43	£13,657.00	
CallMiner Conversation Analytics - per hour	per unit per hour	£4.22	£7,143.00	Minimum 250 hours



NiCE CXone Mpower Omnichannel Agent	Per licence per month	£58.00		Fair use policy: Not to exceed 50,000 messages, per agent, per month. Messages are defined as those routed by the system or subsequent responses by the agent.
NiCE CXone Mpower Essentials Agent	Per licence per month	£65.00		Fair use policy: Not to exceed 50,000 messages, per agent, per month. Messages are defined as those routed by the system or subsequent responses by the agent.
NiCE CXone Mpower Core Agent	Per licence per month	£105.00		Fair use policy: Not to exceed 50,000 messages, per agent, per month. Messages are defined as those routed by the system or subsequent responses by the agent.
NiCE CXone Mpower Complete Agent	Per licence per month	£120.00		Fair use policy: Not to exceed 50,000 messages, per agent, per month. Messages are defined as those routed by the system or subsequent responses by the agent.
Dedicated Application Instance	per instance per month	£250.00		Service can be stacked based on complexity of customer requirements.



## 4 Professional Services

Item	Recurring Measure	Recurring Cost	Setup Cost	Note
Project Manager (days)	per unit per day		£800.00	
Service Delivery Consultant (days)	per unit per day		£800.00	
Remote User Training (days)	per unit per day		£1,250.00	
CAI+ Consultancy (days)	per unit per day		£800.00	
Go Live Support (days)	per unit per day		£800.00	
Ad-hoc PS charge - 1 Hour (In Hours)	per unit per hour		£180.00	
Ad-hoc PS charge - 1 Hour (Out of hours)	per unit per hour		£320.00	