

G Cloud 15
Pricing Document
Altia Covert Operations Solution
(ACOS)
Communication Authorities
Management

Date: January 2026

Version: 1.0

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About Altia

Founded in 1996, Altia services law enforcement agencies, government departments and regulatory authorities, globally, including 100% of United Kingdom police forces.

With a cross-industry focus of 320 accounts in 17 countries; 90 full time employees and a presence in UK, Australia, Canada along with US based staff, Altia are the leading global provider of intelligence and investigation software and are part of the UK owned and located North Edge Group.

Altia Covert Operations Solution (ACOS) is the global lead in risk, information and intelligence management within both covert and overt operations.

ACOS Communication Authorities Management incorporates the following and much more:

Summarised Service Details for SPoC 'At A Glance' Updating,

- SPoC Service Line Management of individual Elements of an Application
- Provision of a SPoC Log for automated and manual entry of Key Events,
- Time Saving Authorising Individuals Approval or Refusal Work-flow Process for SPoCs,
- Provision of Comprehensive Search and Management Functionality for CD Applicants & Authorising Individuals
- SPoC Management for All Subscriber and Call Data in separated access Subscriber InfoBase; Operators Access, Cost and Contact Data;

Altia has worked closely with the Home Office and Forces to design a solution that integrates seamlessly with Operators via Auto-Acquire as well as providing an automated interface to OCDA and fully meets latest legislative and IPCO requirements.

The Auto-Acquire function uses lookups and published catalogues of business questions to ask the right question of the right Operator. All Results from Operators are automatically obtained and retained in accordance with current legislative and policy requirements, to significantly add to the Intelligence value.

ACOS Communication Authorities Pricing

Pricing is based upon the number of concurrent user licences purchased. All prices stated are based upon a standard implementation.

ACOS Communications Authorities annual price per concurrent licence

Core Module Costs

Annual Core Module Price
£30,000

The core module price is a compulsory annual payment payable when a first module is purchased. This cost includes cloud hosting and managed service. Further modules purchased to the same account do not incur an additional Annual Core Module Price.

Concurrent Licence Costs

Number of Licences	Annual Price per Named Licence
All licences	£1,200

Additional ACOS Modules

Additional modules, available on the G-Cloud Framework, may be purchased and added to the same account. This would be charged at the annual named licence fee relating to the number of licences required only. A 'Core Module Cost' would not be applicable for additional modules purchased on the same account. This is an annual charge payable on one or several modules.

The standard implementation charge is payable for all modules purchased.

Purchasing additional modules may attract a further charge in respect of Data Storage. This is described within the ACOS Cloud Licence Agreement.
(Please discuss with your Altia contact person)

Additional modules available:

- Community Intelligence / Information in Confidence
- Covert Intelligence
- Source Management
- Prison Surveillance
- Protected Persons
- Surveillance Authorities
- Technical Support Unit
- Undercover Operations

A complete solution including all modules can be procured.

Standard Implementation – Payable in Year 1 ONLY

For year 1 only, the following standard implementation cost is payable in addition to the core module and named user licence charges above and is payable on each and every individual module purchased:

Standard Implementation Cost (Year 1 only)
£9,800

Data Migration Costs (optional) - £30,000.00

Altia offer data migration services to migrate all legacy data contained within your old system over to your new ACOS solution. Based upon the legacy system data being populated by the customer into a supplier provided staging table, from which the data is ingested into ACOS. *Terms and limits apply.*

Standard Implementation

On purchasing an ACOS module the following is included within the standard implementation:

- All hosting and licence services.
- Business Process Workshop to capture customer roles/workflow/terminology.
- Configuration of solution
- System Administration training (1 day) – Maximum of 8 delegates
- Business / User / Train the Trainer training (2 days) – Maximum of 8 delegates
- Support during testing phase
- Dedicated customer support during the go-live process.

Any additional configuration or training, not included within the standard implementation, would require further discussions with Altia, and may incur additional charges.

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ACOS Cloud Licence Agreement

The fees are calculated on a per named licence annual subscription model. The annual subscription fee includes:

- Technical Helpdesk Support
- Business week, Mon - Fri, 09:00 -17:00, telephone & email support plus 24/7 portal
- System enhancements
- Solution upgrades and updates.

Each licence allows one named user.

One training course is provided for each implementation (8 delegates).

Prices exclude Value Added Tax (VAT) which will be charged at the prevailing rate.

Cloud usage is subject to reasonable use. 1TB is provided with the costs shown. Data storage in excess of this level is charged at the rate of £1.00 / GB per month.

All Professional Service/Service Delivery elements exclude all business expenses (i.e. travel, accommodation, subsistence) which will be charged at cost.

Minimum contract term is 12 months.

Multi-year and payment in advance discounts of up to 15% are available (on the Software Licence price only).

ACOS licensing is also available as part of Altia HQ. Enterprise pricing applies where there are a significant number of users (>150) and multiple Altia products are in use.

Version control

Version	Date	Nature of revision
1.0	January 2026	Altia Covert Operations Solution Communications Authority Management Pricing (G-Cloud 15)