

G Cloud 15
Pricing Document
Altia Covert Operations Solution
(ACOS)
Technical Support Unit (TSU) Management

Date: April 2024

Version: 1.0

Contents

Contents	2
About Altia	3
ACOS Technical Support Unit Management Pricing	4
Standard Implementation	5
ACOS Cloud Licence Agreement	5
Version control	6

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 and the US, Altia are the leading global provider of intelligence and investigation software and are backed by UK based Bowmark Capital.

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

ACOS Technical Support Unit (TSU) Management incorporates the following and much more:

- Ability to request TSU involvement as part of a covert strategy.
- Linked directed to the appropriate authority.
- Allows for TSU to make a determination on viability of the request and likelihood of success of the deployment.
- Detailed audit trail of the approval (and rejection) process.
- Linked risk assessment to ensure that all identified risks are assessed, mitigated and managed at the appropriate and acceptable level.
- Ensures statistics can be collated including financial and arrest statistics.
- Deployment record of TSU staff and technical assets.
- Compliance with R v Sutherland
- Ability to record and manage compromise.

ACOS Technical Support Unit Management Pricing

Pricing is based upon the number named user licences purchased. The price per user decreases with the purchase of more named user licences.

All prices stated are based upon a standard implementation.

ACOS Technical Support Unit annual price per named licence

Core Module Costs

Annual Core Module Price (up to 50 users)
£59,848.10

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.

Named Licence Costs

Number of Licences	Annual Price per Named Licence
1 to 20	£956.00
21 to 100	£383.00
101 to 500	£335.00
500+	£239.00

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:

- Communications Authority Management
- Community Intelligence / Information in Confidence
- Covert Intelligence
- Source Management
- Prison Surveillance
- Protected Persons
- Surveillance Authorities
- 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) - £30k

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 Technical Services Unit (TSU) Management Pricing (G-Cloud 15)