

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

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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 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 Source (CHIS) Management incorporates the following and much more:

- Provides a secure location to record and document the recruitment, registration and management of informants.
- Through the Meeting Request function, the system provides the ability to approve all contact with informants. The content of those contacts can then be recorded within the Contact Sheet function ensuring all engagement with the Source is recorded.
- Ability to prepare and disseminate intelligence compiled following contact with the source provider. (Directly to force Intelligence System if required)
- Allows for comprehensive and robust risk assessment, management and mitigation by completing the appropriate level risk assessment
- Ability to attach relevant documents and recordings to Contact Sheets.
- Comprehensive searching capability allowing the user to search Source person's details, associated intelligence and any issues associated with risk or compromise. Text and PDF attachments are also fully searchable.
- Allows for all tasking requests to be recorded and authorised before an Source person is tasked.
- Records details of all handlers, controllers and supervisors plus additional roles where required.
- Has an efficient work-flow to allow for appropriate records to be approved in the chain of command.
- Ability to calculate appropriate rewards for as well as manage and document working expenses. (Using national model)
- Allows for all decisions including critical decisions to be recorded against a Source's profile using the Policy Log function.
- Allows users to request and authorise authorities to register and use Source persons for specific operational purposes.
- Acts as a fully functioning, secure database to manage all Source persons recruited and registered within your policing jurisdiction whilst collecting, collating and disseminating the associated intelligence - to be later actioned.

ACOS Source 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 Source Management 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	£1,020.00
21 to 100	£918.00
101 to 500	£816.00
500+	£510.00

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
- 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) - £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.

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
- Solution upgrades and updates.
- Security updates.
- Membership of the ACOS User Group
- System enhancements (user group generated)

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 Source Management Pricing (G-Cloud 15)