

Local Insight and Community Insight

Cloud Software

Pricing Document

G-Cloud 15

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Section 1 Pricing

1.1 Pricing

1.1.1 Prices for Local Insight Cloud Software are based on an annual subscription.

Item	Cost
Local Insight SaaS instance for single organisation, unlimited user access to secured service layer	Local organisation: £5,500 per year Regional / national organisation: £10,000 per year
Open access Local Insight instance, available to any user via open-access layer	Local organisation: £3,300 per year Regional / national organisation: £5000 per year
Training	Initial training workshop and regular webinar sessions included in price. Additional training sessions costed at day rate (Please see SFIA Rate Card)
Support	Technical and data support included during business hours

1.1.2 The price includes: access for up to 500 users to secured service instance of Local Insight, initial training workshop, ongoing user support, upgrades and maintenance.

1.2 Training

1.2.1 Initial training workshop is provided as part of the Local Insight offer.

1.2.2 Regular webinar training sessions are provided as part of the Local Insight offer.

1.2.3 Additional on-site training can be provided using the day rates set out in the pricing document and SFIA rate card.

1.3 Support

1.3.1 Local Insight subscribers receive business hour support (email, telephone & web chat). We guarantee a response within 2 working days.

1.3.2 Active service monitoring 24 hours/day; will restart within 1 day if services fail to respond.

1.4 Additional customisation

1.4.1 Additional customisation will be costed separately at day rates.

- 1.4.2 Additional customisation can include but is not limited to setting up custom areas and uploading additional organisational data.

1.5 Payment schedule

- 1.5.1 Payment terms are agreed per contract. For the Local Insight offer, payments would usually be due on go-live of the service instance.
- 1.5.2 Unless otherwise agreed accounts are due and become payable not later than 30 days from delivery of OCSI's invoice.
- 1.5.3 Unless specifically stated the purchase price is deemed to exclude Value Added Tax and other applicable sales taxes or duties to the extent that such tax is properly chargeable on the supply to the Customer of the Services. The Customer shall pay such tax as an addition to payments otherwise due to OCSI.

1.6 Upgrades and maintenance

- 1.6.1 The Local Insight service is constantly under development, and new or enhanced features are likely to be added during the subscription period. New or enhanced features will usually be provided to all users at no additional charge as part of their subscription.
- 1.6.2 We reserve the right to charge for major additions to functionality where these significantly extend the service beyond the original service specification. There is no obligation to purchase this additional charge functionality and choosing not to pay will not affect use of existing features in the service.

1.7 Trial service

- 1.7.1 A trial service of the Local Insight offer is available. If you would like a demonstration of the site and a free 14 day trial, please register via <https://localinsight.org/book-a-demo/>
- 1.7.2 During the trial period, you will have access to the full site, but will be limited to three log-ins for this period.
- 1.7.3 We reserve the right to deny access to particular features of Local Insight during the trial period.