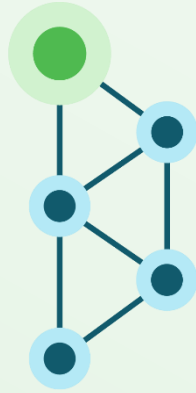


tusSELL

Analyst Service



Service Definition Document

Make your procurement go further



Contents

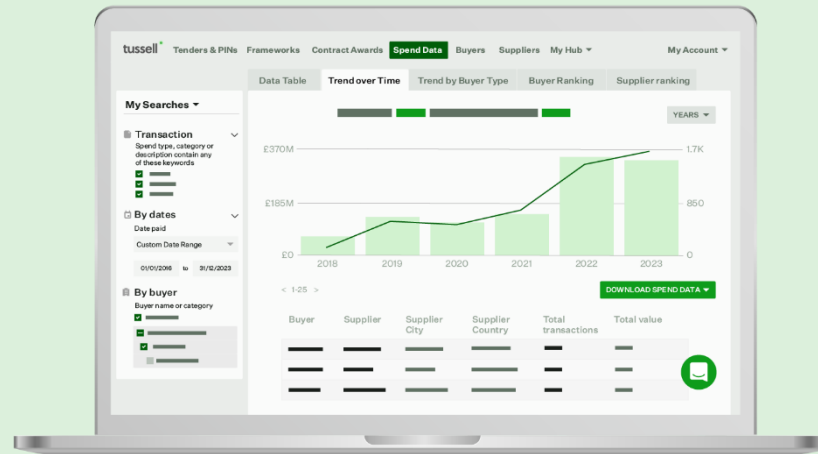
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What is Tussell's Analyst Service?

Tussell's Analyst Service provides public sector organisations and suppliers with **targeted, data-driven analysis of UK public procurement activity**. The service can be used to purchase pre-built **Market Dashboards**, or to commission **bespoke research & reporting**, delivered by Tussell's in-house procurement data experts.

tussell

Standard Tussell subscription



tussell
Analyst Service

Premium Add-on

Market Dashboards

Bespoke projects

Tussell's Analyst Service

Our Analyst Service comprises of two complimentary elements – our range of pre-built **Market Dashboards**, and the ability to commission **bespoke research projects**. Each is priced as a **Research Credit** basis – *for more information, please refer to our Pricing slide.*



Market Dashboards



Cut straight to the insight with our exportable sector dashboards.

Our market dashboards lay out your whole public sector market in one interactive, customisable view. We currently cover the following sectors:

IT
Consulting

FM
Recruitment

3 credits (per Sector)

*When first purchased, 1 non-shareable User login is provided to access your Dashboard(s). Each extra login is 0.5 Credits.
Dashboards are hosted on Tableau Cloud.*



Bespoke Projects

New ✨



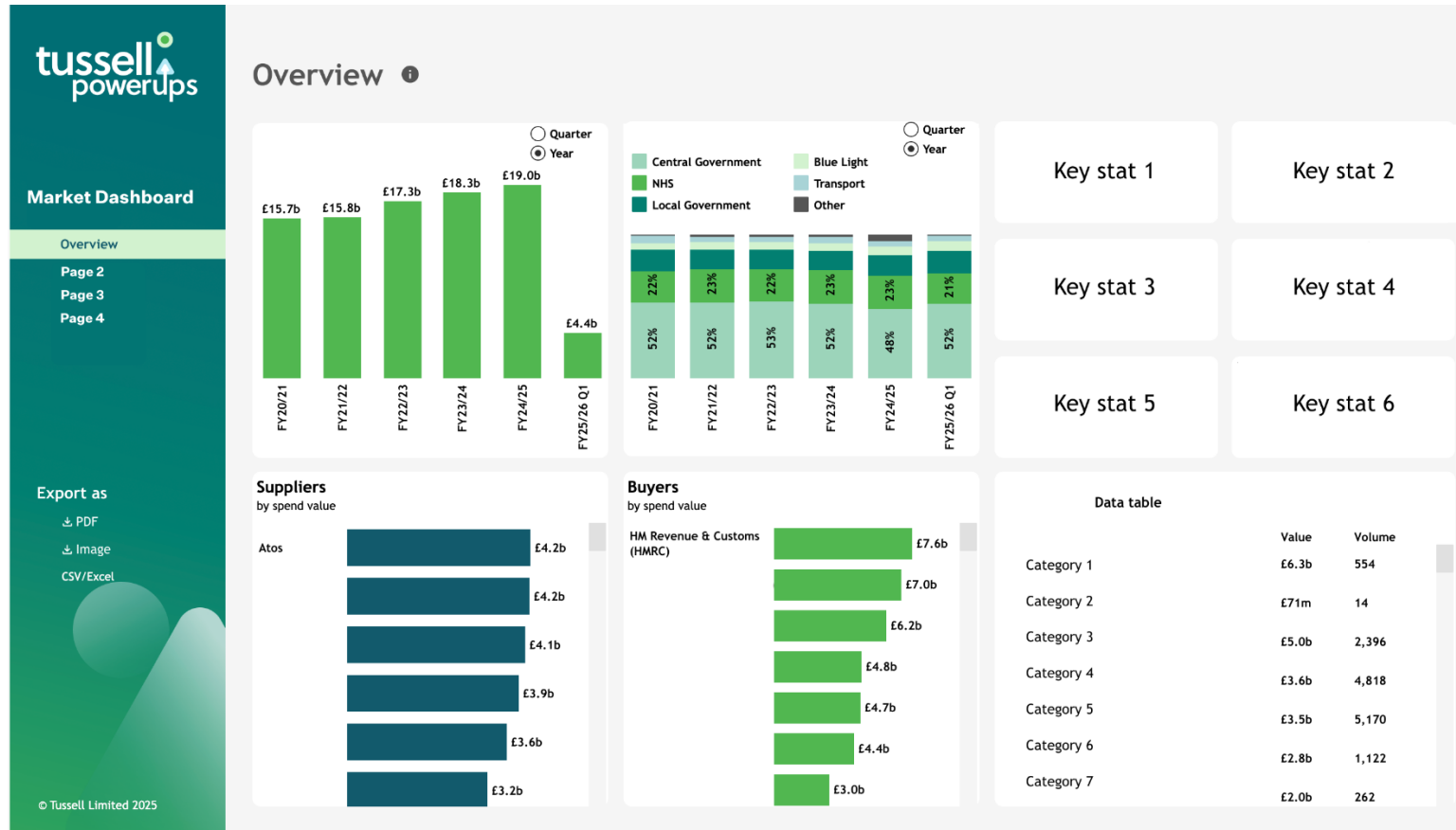
Our public sector expertise - at your service.

Get bespoke account plans, market dashboards and strategies built by Tussell's data experts - saving you time and bringing clarity to your public sector challenges.

Priced per project



Market Dashboards: Example



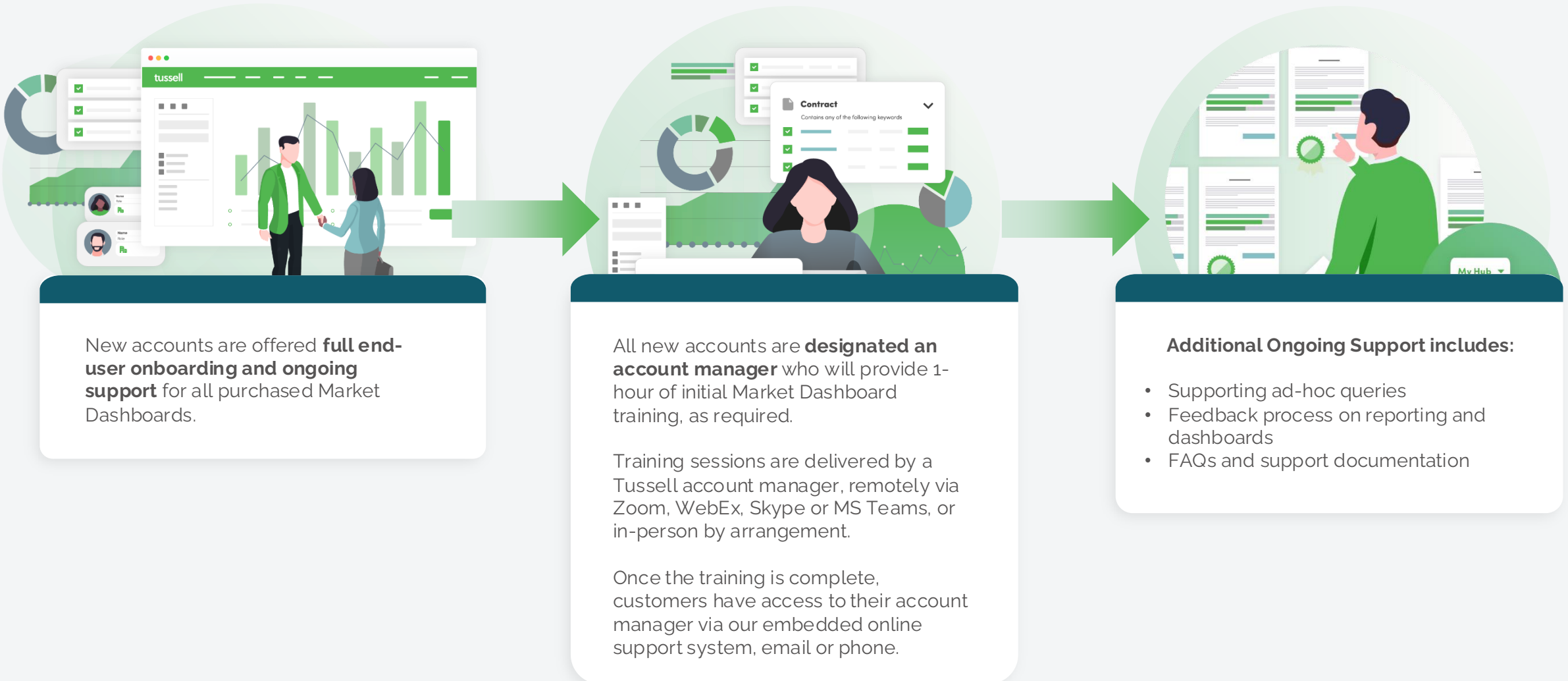
Our Market Dashboards use Tussell's best-in-class public procurement data to create **interactive and exportable market dashboards**.

Our customers use our Market Dashboards to:

- Access key market insights, all in one place
- Export impactful charts & analysis
- Save massive amounts of time on manual research



Market Dashboards: Onboarding & Training





Bespoke Projects: The Process



Exploration

Each project begins with an in-depth discussion to understand your objectives, the questions you need answered, and how the outputs will be used.



Proposal & Pricing

We define the scope, methodology, timelines and pricing based on the scale and complexity of the work. Delivery begins once the proposal is approved.



Delivery & Support

The project is delivered within the agreed timeframe, followed by a review and revision stage to ensure the outputs meet the agreed specification.

Any future updates or further iterations are provided in line with the agreed proposal.

Service Levels



Users

- Users can access Market Dashboards at all times, 365 days a year.
- Users can access purchased Bespoke Projects at all times, 365 days a year. Nature of access is contingent on end deliverable.



Tussell professional services

Ongoing support provided for any purchased Analyst Service product.

Technical support is available to all users via our embedded online support system, email or phone. The Tussell help desk is staffed by technical account managers and product specialists, who operate between 9 am - 5:30 pm (UK time). We take no more than 2 hours during working hours to respond to customer requests.

For Market Dashboards, Tussell will use commercially reasonable efforts to deliver 99.9% availability in a 30-day period (excluding planned downtime). If service availability drops below 96% in a 30-day period customers will be refunded one month of access.

Service Constraints



Market Dashboards:

Dashboards require internet access and a modern standards-compliant web browser to access Tableau Cloud.

As we only work with publicly available data, we may also be constrained by the fact that the data has not been published correctly or is not yet available. As such, this may require us to conduct additional work, for example, sending out FOI requests. We may also need to undertake extra work to improve data quality if a customer's own published data is poor.

Bespoke Projects:

Dependent on format of end deliverable.

Levels of Data Back-up and Restore



The Tussell platform's data is stored in a Heroku database with continuous protection, meaning it is continuously and automatically backed up allowing for cloning and rollbacks if required.

Ordering and invoicing process



Once the customer has confirmed their intention to purchase Analyst Service Credits, the customer will be sent a DocuSign with the proposal costs, an updated version of our T&Cs. Along with signing these documents, the customer must submit a purchase order form with the agreed Credit cost.

The Fees for Credits are payable in accordance with the terms set out in the Order. If payment is not received within 30 days, the customer is at liability to the rights and remedies set out in Tussell's Terms and Conditions.

Offboarding and termination of contract



If a customer wishes to terminate their contract with Tussell, they must provide notice in writing. The contract will terminate at the end of the subscription term.

Any unused credits cannot be refunded.

At the end of the subscription term, access to Tableau Cloud will be removed for all users.

Analyst Service Credits / Pricing

The Analyst Service is accessible via are purchasable **credits**.

Credits can be bought individually, or in bulk for a discounted rate.

Credit pricing

	Price	Per credit
1 credit	£1,500	£1,500
5 credits	£6,250	£1,250
10 credits	£10,000	£1,000

All prices exclude VAT.

Market Dashboards

	Credits
Sector Dashboard	3
User license	0.5

When first purchased, 1 non-shareable User login is provided to access your Dashboard(s). Each extra login is 0.5 Credits.

Bespoke Projects

Priced per project.

Factors weighed when pricing bespoke projects include the estimated number of days required to complete the project, the complexity of the analysis, the breadth and depth of data required, the end output format, etc.