

Blackthorn Cloud Services

V15.0

price list



IS 721821



Blackthorn

1 BLACKTHORN CLOUD SERVICES

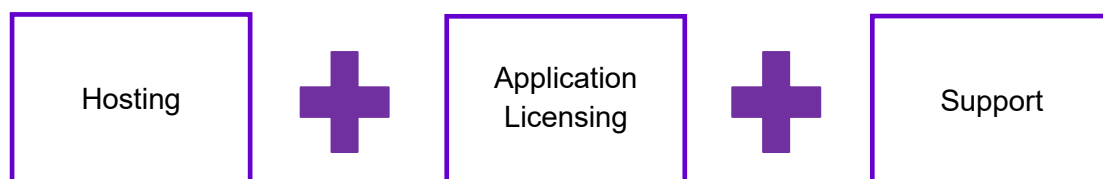
Our cloud solutions cover a range of specialist services including investigations, fraud management, staff screening, security incident management, Health and Safety Management, Risk Management and Skills Discovery.

Our solutions are suitable for handling and storage of protectively marked information up to OFFICIAL, and offers connectivity to the PSN, Internet, HSCN and RLI networks. Electronic data exchange with the Crown Prosecution Service is also supported.

2 PRICING OVERVIEW

There are 3 elements to the pricing of our services. Different pricing options are available within each element.

The mandatory elements are:



Optionally, customers can purchase:

- Platform Security Accreditation (to minimum of CSA CCM v3.0).

All prices quoted are exclusive of VAT.

3 SUBSCRIPTION PERIOD

Minimum Period: 3 months.

Free Trial: 30 days (in Commercial hosting environment).

4 APPLICATION HOSTING

4.1 Considerations

Level of Security Required (Environment & Support Staff)

The level of security of the hosting environment (and the level of clearance for people who support it) is usually determined by the protective marking classification of the data that is going to be held, the volume, and the type of interested parties that may wish to get hold of your data. The higher level of security, the higher the cost. Generally, if you plan to hold OFFICIAL government data, we recommend the IL2/3 hosting, though IL0/2 may well be sufficient.

Co-hosting, segregation and dedicated hosting

Normally our clients opt for dedicated virtual hosting. This means that your data is never mixed with other clients' data, either in the database, nor the application server, nor the networks that surround the servers.

We do offer co-hosting, meaning though you may share a server, your data is securely stored in its own database. This ensures your data remains securely isolated and can easily be off-boarded. Co-hosting reduces Blackthorn's monitoring requirements and thus can be offered at a lower price.

Our solution does allow for secure segregation, allowing separate teams to use the software for different purposes, whilst allowing for individual cases to be shared with other teams where appropriate. This means if another section in your organisation wants to use Blackthorn for a different purpose, they can choose to hold their data in the same instance (with your permission), sharing any hosting fees. This configuration can be trickier when it comes to one team off-boarding joint team cases.

Location of data

All the hosting and backup storage is located with the UK with secondary DR sites.

Hosting Environment - Compute and Basic Storage

You may choose to host yourselves (COTS) or use one of our suppliers either with us as the single point of contact (SaaS) or have the relationship directly with yourselves. Alternatively, you may have some kind of blend where you provide the Azure subscription or services (PaaS) and Blackthorn provide server/service and application support.

Connectivity

We provide a range of options including PSN, HSCN, RLI & Internet connectivity. Connection to more secure networks will require hosting in secure datacentres. Note that your new environment may not need direct connectivity to WANs but be supplied through existing services that do (such as an SMTP relay or exchange server for email). Generally, certificates are required and DNS entries. This can be subdomain under our primary domain, but is generally under your organisation domain, so will require your IT to provide and set these up.

Upload and download times should also be considered. Typically, speeds are in Kbs or Mbs (bits per second). If your staff are wanting to upload a 20MB file in around 10 seconds, then you will want at least a 4MBs => 40Mbps upload speed to allow for 5 seconds for the transfer and 5 seconds for the processing.

Resilience and Availability

Single site with passive DR is usually sufficient for most organisations. Single site does mean the application will be unavailable during the monthly security patching (around an hour a month at a time appropriate to yourselves). Passive DR means in the unlikely event there is outage, the service will be restored at the DR site which could take up-to 24 hours (RTO) but is generally around 2 hours. Hot DR means the service can be immediately switched to the DR site (seconds).

Additional Storage (and backup retention)

Volume of data you intend to store will affect price. As a ballpark you will need to work out:

- **How much data you have on an “average” case** – field data generally does not hold much data. The number of attachments and size you wish to store is generally where the volume is.
- **How many cases you have a year.**
- **How many cases get removed a year** (e.g. through GDPR)
- **Amount of change of data each day** - Blackthorn generally hold logs of every change “hot” for 3-5 days, so that in the event of data corruption, the system can be quickly replayed to point within those days (RPO). The number of days you wish to store these hot back-ups also affects storage.
- **Number of days backups to retain** – solid full backups, either full server or database only.
- **Pre-Production/Training Environments** – if you wish to hold a full secondary copy of live database, this needs to be accounted for too.

Servicing

Monthly security patching is normally carried out by Blackthorn where Blackthorn provides the hosting. Patching is manually triggered, and then once complete, event logs are manually reviewed, and cursory tests are completed before notifications are sent out. Patching can be set to automatic if you desire.

Annual DR tests are also carried out to ensure SLAs can be achieved.

Monitoring

We have an automated monitoring tool which alerts Blackthorn support staff to abnormalities and prioritises based on the severity of the issue. This is supplemented with manual monthly reviewing and testing which is also audited by separate staff internally. Examples include AV testing, HTTP & SMTP response times, dangerous requests (hacking attempts), DDoS attacks and invalid password attempts.

As part of this service, we also include monthly vulnerability scanning (e.g. Nessus) of your application to provide a secondary check of patching and security coverage.

External Pen-testing

Blackthorn can arrange external CHECK accredited pen-testing, or we can support your chosen pen-testing team. You need to consider whether this is completed annually or just at inception and major change points. Most clients choose not to externally pen-test as Blackthorn vulnerability scanning reports is sufficient.

Carbon Footprint

All our hosting options are in carbon neutral datacentres.

4.2 Choosing your Hosting Environment

Self-hosting

Customers can host on-premises or host with a third-party engaged by themselves. We refer to both options as 'self-hosting' as responsibility for hosting sits with the customer. This is a zero-cost option, although some setup assistance may be required.

Blackthorn Hosting

Blackthorn hosting is provided by partner organisations. Hosted solutions (on virtualised servers) are maintained by our own specialist support staff, all of whom hold a minimum of SC security clearance. The hypervisor infrastructure, WAN connections and physical servers and appliances are maintained by our partners.

Five hosting options have been illustrated in this document, each option offering different levels of data protection.

a) Commercial Hosting in Microsoft Azure

Suitable for the hosting of solutions with less demanding security targets.
Benefits from lower pricing and higher redundancy of service.
Internet connectivity only.

Refer to section 4.5 for further information.

b) Crown OFFICIAL Private Cloud

Managed, serviced and monitored by Blackthorn.
Hosted in Crown IL-3 approved datacentres.
High speed internet connectivity. Other connectivity options available.
Secure IL3 hosting at a discounted rate.

See section 4.6 for further information.

c) Assured OFFICIAL Private Cloud

Managed and patched by SCC harnessing virtualised technology.
48 years' experience of providing reliable hosting.
Blackthorn monitored.

See section 4.7 for further information.

4.3 Sole Tenancy / Multi-tenancy Options

Blackthorn GRC is able to offer hosting in either a single tenant or multi-tenant environment.

Single tenancy ensures your data is segregated from the data of other Blackthorn customers at the database, webserver and V-LAN levels. Multi-tenancy has been developed specifically for Public Service organisations with common data security/data privacy requirements, who wish to leverage the cost benefits of services delivered from shared infrastructure. Although the infrastructure is shared, each tenant has their own separate, self-contained website and database to maintain effective data segregation. They share Operating Systems and V-LANs.

Multi-tenancy occupancy receives a 40% reduction on our standard hosting prices.

4.4 Development Environments

As part of our offering, a development/UAT environment is provided free of charge. This environment will be hosted in our Commercial Azure offering. Our development environment has less monitoring on it and so should not be used to hold your live data.

4.5 Commercial Hosting

Microsoft Azure is our preferred commercial hosting partner. We can offer data centres geolocated in either UK or wider Europe – it will be your choice. Typically, hosted UK South (London) with DR/Backups in UK West (Cardiff) with Azure. This service comes with high-speed internet connectivity only. Resourced with dedicated and burst capability. Costs are based on 24 x 7 access. Hourly service access options available (e.g. 7am to 7pm).

4.5.1 Single Instance with passive DR

Internet, Single Instance - <i>Hosting Options</i>			
Description	This is our standard solution for our commercial customers and suitable for government applications with less demanding security targets. Capacity 1 – 50 end users. Hourly backups to geo-redundant disks.		
Connectivity	Internet ONLY		
Setup – One Off	£1,120		
	Monthly		Annual Cost
Pen-Testing (* optional) Testing conducted once annually	Not Available		* £11,200
VM Hosting	£330		£3,960
Shared Gigabit Internet connectivity	FREE		FREE
Servicing & Monitoring	£560		£6,720
Storage – First 50GB	Free		Free
- Additional 100GB	* £23		* £276
Example: 30Gb of Data Pen-testing not required Monthly payments	Sole Tenancy	£890	£10,680
	Multi-Tenancy	£534	£6,408

4.6 Crown OFFICIAL Private Cloud

Managed and serviced by Blackthorn SC Cleared staff, this provides a one-stop shop solution. Ultra secure IL-3 hosting space has been provided by Crown, delivered by Ark in Corsham and Farnborough. High speed redundant internet provided by BT Openreach and Virgin. Resourced with dedicated and burst capability.

4.6.1 Single Instance with passive DR

Crown Single Instance - Pricing			
Description	This is our standard solution for Government customers and a practical baseline for initial operations. Capacity 1 – 50 end users. Hourly back-ups to passive DR data centre.		
Connectivity	High speed Internet. Other options available		
Setup – One Off	£ 3,360		
		Monthly	Annual Cost
External Pen-testing conducted once annually	Not Available		* £11,200
VM Hosting	£1,530		£18,360
Shared Gigabit Internet connectivity	Free		Free
Servicing & Monitoring	£560		£6,720
Storage – First 500GB	Free		Free
- Additional 500GB	£250		£3,000
Example: 30Gb of Data Accreditation not required	Sole Tenancy	£2,090	£25,048
	Multi-Tenancy	£1,254	£15,048

4.6.2 Dual Instance with passive DR

Crown Dual Instance with passive DR - <i>Pricing</i>			
Description	Capacity for 50+ end users. Hourly back-ups to passive DR data centre.		
Connectivity	High speed Internet. Other options available		
Setup – One Off	£ 4,480		
		Monthly	Annual Cost
External Pen-testing conducted once annually	Not Available		* £16,800
VM Hosting	£1,800		£21,600
Shared Gigabit Internet connectivity	Free		Free
Servicing & Monitoring	£1,120		£13,440
Storage – First 500GB	Free		Free
- Additional 500GB	£250		£3,000
Example: 30Gb of Data Accreditation not required	Sole Tenancy	£2,920	£35,040
	Multi-Tenancy	£1,752	£21,024

4.6.3 Dual Instance with Hot DR

Crown Dual Instance with Hot DR - Pricing			
Description	Same as Dual instance but has duplicate hot servers running at a remote DR location for near instant recovery.		
Connectivity	High speed Internet. Other options available		
Setup – One Off	£ 8,960		
	Monthly	Annual Cost	
External Pen-testing conducted once annually	Not Available	* £22,400	
VM Hosting	£1,910	£22,920	
Shared Gigabit Internet connectivity	Free	Free	
Servicing & Monitoring	£1,680	£20,160	
Storage – First 500GB	Free	Free	
- Additional 500GB	£250	£3,000	
Example: 30Gb of Data Accreditation not required	Sole Tenancy	£3,590	£43,080
	Multi-Tenancy	£2,154	£25,848

4.7 Assured OFFICIAL Private Cloud

This environment has been designed to suit government business activities requiring effective protection of data with effective underpinning of a hosting provider with an extensive background. Your virtualised environment will be designed, built and managed by SCC utilising VMWare. Blackthorn will be your single point of contact. Resources are dedicated.

4.7.1 Single Instance with passive DR

Assured Single Instance - Pricing			
Description	Solution for Government customers wishing to have elevated confidence. Capacity 1 – 50 end users. Hourly back ups to passive DR data centre.		
Connectivity	Internet, PSN, HSCN		
Setup – One Off	£ 3,360		
		Monthly	Annual Cost
Accreditation (* optional) Testing conducted once annually	Not Available		* £11,200
VM Hosting	£2,640		£31,480
Basic Servicing & Monitoring	£560		£6,720
Internet – First 10 Mbps	Free		Free
Internet – Additional 10 Mbps	£100		£1,200
Storage – First 50 GB	Free		Free
- Additional 50 GB	£25		£300
Example: 30Gb of Data, 10Mbps PSN + Internet for emails Accreditation not required	Sole Tenancy	£3,200	£38,400
	Multi-Tenancy	£1,920	£23,040

4.7.2 Dual Instance with passive DR

Assured Dual Instance - Pricing			
Description	Capacity 50+ end users. Hourly back ups to passive DR data centre.		
Connectivity	Internet (DDoS protected), PSN, N3		
Setup – One Off	£ 4,480		
		Monthly	Annually
Accreditation (* optional) Testing conducted once annually	Not Available		* £16,800
VM Hosting		£3,460	£41,520
Basic Servicing & Monitoring		£1,120	£13,440
Internet – First 10 Mbps		Free	Free
Internet – Additional 10 Mbps		£100	£1,200
Storage – First 50GB		Free	Free
- Additional 50GB		£25	£300
Example: 30Gb of Data PSN + Internet for emails Accreditation not required	Sole Tenancy	£4,580	£54,960
	Multi-Tenancy	£2,748	£32,976

4.7.3 Dual Instance with Hot DR Instance

Assured Hot DR - Pricing			
Description	Same as Dual instance but has duplicate hot servers running at a remote DR location for near instant recovery.		
Connectivity	Internet (DDoS protected), PSN, N3		
Setup – One Off	£ 8,960		
	Monthly		Annually
Accreditation (* optional) Testing conducted once annually	Not Available		* £22,400
VM Hosting	£6,450		£77,400
Basic Servicing & Monitoring	£1,680		£20,160
Internet – First 10 Mbps	Free		Free
Internet – Additional 10 Mbps	£100		£1,200
Storage – First 50GB	Free		Free
- Additional 50GB	£25		£300
Example: 30Gb of Data PSN + Internet for emails Accreditation not required	Sole Tenancy	£8,130	£97,560
	Multi-Tenancy	£4,878	£58,536

5 BLACKTHORN LICENSING OPTIONS

Price is per user, per month, unless otherwise stated.

Users Service	5-50	51-100	101-200	200+	Educational Pricing
Full user	£75.00	£65.00	£50.00	£9000.00 pm	No
TAR license	£40.00	£35.00	£29.00	£5000.00 pm	No

Application licensing is based on **concurrent usage**. The number of authorised account holders is unlimited but concurrent use of the service (access for users to successfully log in) is limited to the number of licenses purchased.

Users can be assigned license pools, enabling certain staff to have licenses dedicated to them, ensuring access at all times.

TAR (Task Assignee & Reporters) license holders have limited access to services.

Survey Respondents (Surveys solution) and Event Reporting activities (e.g. security alerts) do not require licenses, although Support for these user communities is a mandatory requirement.

Minimum licensing level: 5 users.

Pricing for 200+ users is dependent on all license holders operating from a common platform (e.g. Crown OFFICIAL Private Cloud) and using the same business solution (e.g. Fraud Case Management).

Perpetual licensing is available by purchasing 4 years of licensing upfront for a minimum of 20 users¹. A perpetual License is only valid whilst appropriate Application Support is in-place. Application Support is an ongoing annual charge (see section 4).

¹ Full user licences.

5.1 Licensing Examples

- a) Small of team of 6 case workers (full User licenses)
£450 per month.
- b) 78 staff - 3 Teams, each consisting of 1 supervisor and 19 case workers, plus 2 users creating reports, plus 4 managers with read only access. Unlimited number of members of the public filling in forms.
 $£3,900 + £630 = £4,530$ per month.
- c) As above but only 30% of the team logged in at one time.
 $£1,510 + £200 = £1,710$ per month.
- d) Unlimited number of Task Assignees reporting to a team of 10 case workers.
 $£5,000 + £750 = £5,750$ per month.
- e) As above but task assignees are assigned via email and assignees notify completion via email only.
£750 per month.
- f) Large organisation with 700 staff requiring full and concurrent access.
£9,000 per month.

6 SUPPORT PACKAGE OPTIONS

We have 2 basic levels of support:

- Silver
- Gold.

6.1 Silver Support Package

Standard help desk support provided 9am – 5pm, Monday through Friday excluding public holidays. Service levels are defined in the associated Service Definition document.

Support is charged at a fixed rate of **£1,200 a day**, the number of days support per month depends on the Blackthorn modules purchased and their usage as defined below. Support will be provided as required with the expectation it will average out at rate purchase when totalled over the month. Time not used in the month is forfeited. There is likely to be some ebb and flow, with support some months exceeding the level purchased, while falling below in others. This is accepted. At contract renewal, previous annual consumption will be totalled, and the level of future consumption discussed and, if necessary, adjusted to reflect past demand.

The minimum level of support is 0.5 days per month, increasing to 7.0 days per month if the full suite of Blackthorn services is licensed. Additional days can be purchased to cover bespoke development and delivery of niche functionality.

For example, a 75 user licenses for Blackthorn's Security Incident Response service (part of Case Management suite) requires a minimum of 1 day's support a month.

	1-50 users	51-100 users	100+
Case Management Services (e.g. Fraud, FOI, Background vetting)	+ 0.5 day per month (minimum)	+ 1 day per month (minimum)	+ 2 days per 100 users per month (minimum)
	Up to 100 Respondents	Up to 1000 Respondents	Over 1000 Respondents
Blackthorn Surveys	+ 0.5 days per month	+ 1.0 days per month	+ 1.5 days per month
TWIF	+ 2.0 days per month		
Encryption	+ 2.0 days per month		
Risk Management	+ 2.0 days per month		
Alerting Module	+ 0.5 days per month		
Web Services	+ 0.5 days per month		

6.2 Gold Support Package

Same service level as Silver but P1 and P2 incidents receive 24x7 support. For this enhanced service, an additional £10,000 per month will be added on top of the Silver Support Package costs to cover the unsocial element of the service.

6.3 Additional Services

For more information about additional services for configuration and training please see Lot 3.

7 SERVICE CREDITS

Service credits will fall payable if Blackthorn fails to meet agreed service availability, performance or support targets as defined in the Service Definition documentation.

7.1 HOSTING PERFORMANCE/AVAILABILITY CREDITS

Where Blackthorn provides an on-demand, cloud based, hosted service, the following concessions will apply:

7.1.1 KPIs

- 95% of system performance tests deliver sub 3 second response to automated user requests. (Automatically generated user requests injected at Data Centre boundary and mimic a standard user request.)
- 99.95% system availability measured monthly. System uptime measured at the boundary of the Data Centre.

7.1.2 CAVEATS

- Response times for complex searches fall outside scope of SLA.
- Performance of any network infrastructure outside of the Data Centre will be the responsibility of the customer.
- System performance is measured on the seventh (7) day of each calendar month; simulated user requests generated every 120 seconds.

7.1.3 CONCESSIONS

Customers will be credited a percentage of the monthly hosting fees based on penalty points as follows:

Failure to achieve an individual KPI target will qualify as 1 penalty point.

1 penalty points in any one-month period = 1%

2 penalty points = 5%.

7.1.4 SERVICE CREDIT EXEMPTIONS

Service credits will not be paid if issues occur due to any of the reasons below:

- user omissions, errors (e.g. a badly structured report query that causes performance degradation) or malicious acts,
- running complex searches,
- if concurrent usage is above 75% of the user base.

7.2 SUPPORT CREDITS

Support credits will fall payable if Blackthorn fails to meet its Service Desk response times on 2 or more occasions.

7.2.1 KPIs

If the stated Support KPI specified below are not achieved in a given calendar month (Service Delivery Failure), the following concessions will apply:

	Maximum Time for Initial Problem Analysis following notification from the customer	Fix Time (or interim workaround time if necessary)	Penalty Points
Priority 1	Within two (2) hours.	Within eight (8) hours.	5
Priority 2	Within six (6) hours.	Within five (5) working days.	4
Priority 3 (Standard)	Within two (2) working days.	Within ten (10) working days.	2
Priority 4	Best endeavours	Best endeavours	0

Table 1 – Service KPIs

7.2.2 CONDITIONS

- On receiving a trouble report, the Supplier will carry out its own defect assessment and classify the error/defect in accordance with categories define in Table 1 below. The Customer has the right to reclassify any error/defect as a critical, Priority 1 error/defect, or vice versa, at any time, providing that the reclassification is supported by a valid business explanation agreed with the Supplier.
- The Supplier shall respond as follows to every Customer and/or Customer Affiliate's trouble report on the proviso that the issue is of a technical nature, and upon receipt.
- The Supplier's responsiveness to trouble reports will be measured from the time that the incident is reported to Blackthorn and logged on the Blackthorn Ticketing System. If the Supplier logs the incident on the Customer's behalf, response times will be measured from the time that the Supplier logs the trouble report on the system.

- d. Measurement of the Supplier's responsiveness will be temporarily suspended if the Supplier has cause to wait on the Customer for information, system access, or other materials key to the investigation of the incident and without which no further practical progress can be made. Measurement will continue once the requested information/access has been provided. The Customer will be notified at the time of any suspension of measurement. The Supplier, from time to time, might require remote access to the Customer's Blackthorn installation in order to investigate a reported defect. The delivery of timely and effective mitigation depends on the Supplier having reasonable access to the Customer's Blackthorn installation. If access is withheld, for whatever reason, the Supply shall not be bound by the service levels below.

7.2.3 CONSESSIONS

Customers will be credited a percentage of the monthly aggregate licensing and support fees based on the following thresholds:

- 3 penalty points in any, one month period = 1%
- 4-5 penalty points = 2%
- 6-7 penalty points = 3%
- 8-9 penalty points = 4%
- 10+ penalty points = 5%.

7.2.4 SERVICE CREDIT EXEPMTIONS

Service credits will not be paid if issues occur due to any of the reasons below:

- User omissions, errors (e.g. a badly structured report query that cause performance degradation) or malicious acts,
- Customer hosting problems outside of Blackthorn's control.

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