



GCloud 15 (RM1557.15)

Crown Commercial Services

Saas Licence Pricing – Netcall Liberty Create



Index

Contents

1 Liberty Create Pricing Overview	3
2 Additional services and options	3
3 Liberty AI.....	6
4 Delivery Services	6
5 Support Services.....	7
6 Discounts	7
7 Term	7

1 Liberty Create Pricing Overview

Liberty Create is offered on a per-annum subscription basis with the annual service fee being divided into Bands.

In addition to the service fee, there is a charge for the relevant size of hosting environment (Hosting Class) if larger than the environment included. The Class is based on the amount of infrastructure that will be required for a specific customer's Liberty Create service.

Table 1 – Pricing for Liberty Create by Band/Users (per annum)

Subscription Band	No. full users	No. logins per month	Annual Service Fee
Band 1	50	1,000	£55,000
Band 2	100	2,000	£90,000
Band 3	150	3,000	£120,000
Band 4	200	4,000	£145,000
Band 5	250	5,000	£170,000
Additional Capacity			
Top-up above Band 5	50	1,000	£25,000

Hosting Class 1 with 100GB storage is provided as standard.

2 Additional services and options

Hosting Class

All agreements have a Hosting Class associated with them. This is the size of the hosting infrastructure and technical environment that has been allocated to the Customer's Liberty Create platform.

Table 2 - Hosting Classes and associated storage pricing

Hosting Class Specification	Class 1	Class 2	Class 3	Class 4	Class 4.5	Class 5
vCPUs	2	4	8	16	32	48
RAM GB	16	32	64	128	256	256
Base storage GB	100	100	100	100	100	100
Base data transfer rate TB (per annum)	5	5	5	5	5	5

All Classes include 5TB of data transfer, and a primary and failover VPN end point into two different availability zones.

Hosting Class options

Customers can also at any time in their contract purchase additional storage, data transfer or VPNs for any of their platforms.

Table 3 - Hosting Class additional options pricing (per annum)

Item	Per	Fee (per annum)
Additional EC2 storage	100GB	£1,020
Additional S3 Storage	100GB	£240
Additional data transfer	2TB	£300
Additional VPN	VPN	£700

S3 storage is provided with 5 million put/get data requests as a fair usage limit. Netcall reserve the right to charge for excessive usage over this limit at £10 per additional 1 million requests

Hosting Class upgrade

Customers can at the start or any point during the contract, choose to purchase an upgrade of their platform to a higher Hosting Class by paying an additional annual fee as outlined below.

Table 4 - Hosting Class upgrade options pricing (per annum)

Fee (per annum)				To		
		Class 2	Class 3	Class 4	Class 4.5	Class 5
From	Class 1	£816	£3,900	£10,320	£25,080	£34,200
	Class 2	n/a	£3,084	£9,504	£24,264	£33,384
	Class 3	n/a	n/a	£6,420	£21,180	£30,300
	Class 4	n/a	n/a	n/a	£14,760	£23,880
	Class 4.5	n/a	n/a	n/a	n/a	£9,120

Extending Create

Customers can choose various options to extend their Liberty Create platform.

- **Increase Capacity:** Customers can at the start or any point during the contract, choose to increase the Capacity of their platform by paying an additional monthly fee.
- **Pre-paid Vouchers:** Vouchers are designed as a pre-paid pot of capacity that can be used to offset any monthly overuse and therefore avoid additional overuse charges. The packs are charged as a one-off fee.
- **Overuse:** Should a customer use more than the inclusive items, additional options or vouchers, the customer will be billed in Overuse monthly in arrears.

Vouchers can be used at any time in a contract term and are valid for 12 months, or the length of the contract (whichever is the shortest).

Additional non-full user monthly Logins

Bands come with an inclusive number of Logins. Occasionally customers, in terms of non-full user Logins, will not fit neatly into the Subscription Bands. In these situations, it is possible to select the appropriate Band for the Full User count and then pick additional non-full user Logins to top up the monthly included Login total. Alternatively, pre-paid Vouchers may be purchased. Overuse will be billed monthly in arrears. See Table 8.

Liberty AI

Liberty Create comes with several AI-powered features, which are continually being expanded and enhanced. The current capabilities include automated correction and expanding of text, sentiment analysis, text summarisation and keyword extraction. Liberty AI is charged via AI Units, the number of AI Units consumed will depend on the task being carried out. AI units can be purchased as a monthly committed allowance (Increase Capacity), or as a standalone allocation (Voucher) from which Liberty Create will draw down. Overuse will be billed monthly in arrears. See Table 8.

Storage Overuse

If a customer has overused their included, or purchased storage allowance, Netcall reserves the right to charge for that excess storage. See Table 5.

Table 5 - Pricing to increase included capacity, pre-paid Vouchers and Overuse

Item	Increase Capacity Price (per annum)	Pre-paid Voucher Price (one-off)	Overuse Price (per unit)
Logins	£12,000 Per 1,000 logins per month	£12,000 Per 12,000 logins	£1.30 Per login
AI Units	£5,700 250,000 units per month	£575 Per 250,000 units	£0.0029 Per unit
Storage	×	×	£1.10 Per 1GB

SMS Capability

Netcall can provide an SMS solution on request. Pricing will be dependent upon volume and destination, and is available on request.

OPA (On-Premise Adaptor) licence fee

Supplied for an annual subscription fee, OPA is a .NET Core Web API that allows pre-configured SQL functions to be securely published within a Customer network for access by a hosted Liberty Create service.

Table 6 – Pricing for the On-premise Adapter (OPA) (per annum)

Item	Price (per annum)
OPA	£10,008

3 Liberty AI

Liberty Create comes with several AI-powered features, which are continually being expanded and enhanced. The current capabilities include automated correction and expanding of text, sentiment analysis, text summarisation and keyword extraction. Liberty AI is charged via AI Units, the number of AI Units consumed will depend on the task being carried out. AI units can be purchased as a monthly committed allowance, or as a standalone allocation from which Liberty Create will draw down.

Table 7 - Liberty AI Units (per annum)

Item	Units included	Price (per annum)
Liberty AI Units	250,000 per month	£5,700

Table 8 – Liberty AI Units Voucher (per item)

Item	Units included	Price (per item)
Liberty AI Unit Voucher	250,000	£575

Liberty AI Overuse

If a customer has overused their included, or purchased AI allowance, Netcall reserves the right to charge for that excess storage based on the rates below.

Table 9 - Liberty AI Overuse price (per item)

Item	Price (per item)
Liberty AI Unit Overuse	£0.0029

4 Delivery Services

The number and type of resources varies according to the scope of the project, the technology being deployed, the setup and configuration requirements and whether the Customer, Netcall or a Partner is leading the project.

For all projects there is a minimum requirement of Onboarding services plus Create Essentials Level 1 training for at least one User employee.

Table 10 – Pricing for Create Training (per delegate)

Item	Price (per delegate)
Create Essentials Level 1	£2,385
Create Essentials Level 2	£1,590

5 Support Services

Support and Maintenance Services only covers the standard Cloud Hosted solution and do not cover customer created applications (including applications built by Netcall on customer's behalf) and/or customer's own technology and/or internal infrastructure, nor does it provide free training and/or provide consulting on customer created applications (including applications built by Netcall on customer's behalf) and /or content such as views, reports, configurations and/or third-party technologies and/or services.

6 Discounts

Pricing and the discounts outlined in this document apply to a 12-month term and for individual solutions only.

We recognise that while many customers share similar requirements, each organisation also has unique needs. Netcall can offer discounts based on volumes, multi-year and/or multi-solution agreements. With this in mind, Netcall is open to discussing additional discounts for multi-solution packages or extended-term agreements.

7 Term

The initial agreement term for all markets is 12 months.

Indexation

With effect from the end of the initial term any extension options in the call-off agreement will be subject to an increase in price equal to the previous month's 12 months' rate for the retail prices index ("**RPI**") plus 2%.