

G-Cloud 15 Toro Digital SAFER Emergency Services Pricing Document.

Supplier: Samuel Oliver Consulting Limited trading as Toro Digital.

Framework: G-Cloud 15.

Lot: 2b Software as a Service (SaaS).

1 Purpose.

This document sets out the pricing structure and compliance position for SAFER Emergency Services under G-Cloud 15.

It provides contracting authorities with clear, transparent pricing aligned with Crown Commercial Service G-Cloud requirements and UK public-sector procurement expectations.

2 Service Overview.

SAFER Emergency Services is a supplier-operated Software as a Service (SaaS) capability delivered under G-Cloud 15 Lot 2b.

The service provides continuous human risk awareness and behavioural resilience support for UK Emergency Services.

Pricing is designed to be simple, predictable, and scalable, avoiding hidden, usage-based, or contingent charges.

3 Pricing Structure Statement.

The G-Cloud pricing for SAFER Emergency Services applies to the core SaaS subscription only.

The core subscription price covers access to the SAFER Emergency Services platform and all standard service elements as defined in the Service Description.

Optional services are provided under a separately defined Optional Services Schedule at Annex A.

All optional services are non-mandatory, non-exclusive, and are not included within the core subscription price.

Optional services are only delivered where explicitly requested by the Customer and agreed in writing through the Call-Off Order or a formal contract variation.

No optional services are required to operate SAFER Emergency Services, and the Customer is under no obligation to procure them.

All prices in this document are quoted in GBP and are exclusive of VAT and any other applicable taxes.

4 Core Subscription Pricing Model.

SAFER Emergency Services is priced on a per-user, per-month subscription basis.

Pricing includes:

- Access to the SAFER Emergency Services mobile and web platform.
- Configured awareness content aligned to Emergency Services context.
- Secure UK-based hosting, monitoring, and service management.
- Routine service updates and improvements.
- Standard support and service assurance.

5 Standard Pricing.

Price per user per month: £4.00 (excl VAT).

Minimum contract term: 12 months.

Minimum Subscription Commitment: SAFER Emergency Services is procured with a minimum commitment of 500 user licences per Call-Off Contract. The minimum subscription commitment is a commercial threshold only and does not reflect a technical minimum for platform operation.

This reflects the minimum scale required to support secure service operation, governance, and service assurance within a Emergency Services or public-sector environment.

Smaller pilot deployments or phased rollouts may be agreed by exception and documented in the Call-Off Order. Any such pilots will use the standard published unit pricing; any departure from the minimum volume will be clearly documented in the Call-Off Order.

Billing frequency: Monthly in arrears, unless otherwise agreed in the Call-Off Order.

There are no setup fees, onboarding charges, monetary minimum spend thresholds, or exit fees.

The minimum subscription commitment relates to user licence volume only and does not introduce additional fixed or contingent charges.

6 Volume Scaling.

Volume scaling applies above the minimum subscription commitment set out in Section 5.

Pricing scales linearly based on the number of active users.

Any volume-based discounts, where offered, will be applied consistently and transparently and documented in the Call-Off Order.

There are no usage-based charges, token limits, or overage fees.

7 Included Services.

The following services are included within the core subscription price:

- Secure SaaS hosting within UK-based cloud infrastructure.
- Role-based access control and authentication.

- Managed configuration aligned to organisational context.
- Availability monitoring and incident management.
- Routine security, resilience, and content updates.

8 Exclusions.

The following are not included within the core subscription unless explicitly agreed:

- Bespoke content creation beyond standard configuration.
- Dedicated on-site training, workshops, or facilitation.
- Custom integrations with customer-specific legacy systems beyond standard APIs.

Any such services are addressed separately under the Optional Services Schedule.

9 Compliance with G-Cloud Pricing Principles.

Pricing for SAFER Emergency Services:

- Is transparent, published, and based on a clear unit cost.
- Supports comparison with equivalent SaaS offerings.
- Does not include conditional, success-based, or contingent fees.
- Avoids customer lock-in through punitive exit or transition costs.
- Aligns with Crown Commercial Service guidance for simple and proportionate pricing.

10 Contractual Alignment.

All pricing is subject to the G-Cloud Call-Off Contract.

In the event of any conflict, the order of precedence defined in the G-Cloud framework documentation applies.

11 Price Stability and Changes.

Pricing will remain fixed for the duration of the Call-Off Contract unless formally varied by mutual agreement.

Any future pricing changes will be published in accordance with Crown Commercial Service requirements and will not apply to existing Call-Off Contracts.

Annex A. Optional Services Schedule.

This annex sets out optional services that may be procured in addition to the core SAFER Emergency Services subscription.

All services listed in this annex are optional, non-mandatory, and are not required for the operation of SAFER Emergency Services.

Optional services are only delivered where explicitly requested by the Customer and agreed through the Call-Off Order or a formal contract variation.

No travel or subsistence costs are included unless explicitly agreed in advance.

A1. Optional Services and Rates.

Activity	Description	Cost
Customer Advisory Board (CAB)	Structured facilitation of customer advisory sessions to capture feedback and development priorities. Assumes up to two sessions per contract year	£2,500 (excl VAT) per CAB session
Additional Awareness Domain Agent Development	Scoping, content development, and deployment of additional awareness domain AI agents. Content scope to be agreed per request	£6,000 (excl VAT) per scoped agent
Specialist Sub-Learning Asset Development	Development and integration of specialist learning assets, for example environmental safety or domain-specific risk topics	£2,000 (excl VAT) per asset
Knowledge Bank Language Regeneration	Regeneration of Knowledge Bank video content into an alternate language, for example Portuguese, German, French, or Spanish	£1,500 (excl VAT) per defined Knowledge Bank content set.
Content Assurance Support	Support for subject matter expert review meetings, including preparation, attendance, and actions. Attendance is assumed remote. Any onsite support will be subject to prior agreement and charged at the published hourly rate, plus reasonable travel and subsistence in line with HMRC standard rates and as agreed in advance.	£200 (excl VAT) per hour. Minimum two hours
Stakeholder Assurance Meetings	Support for stakeholder or assurance meetings in addition to standard governance forums. Attendance is assumed remote. Any onsite support will be	£200 (excl VAT) per hour. Minimum two hours

	subject to prior agreement and charged at the published hourly rate, plus reasonable travel and subsistence in line with HMRC standard rates and as agreed in advance.	
Additional Analytics and Dashboard Configuration	Configuration of additional analytics views or dashboards beyond standard reporting	£200 (excl VAT) per hour. Minimum four hours