Facilities & Service Management Systems

…more than just software

G-Cloud 15 – Pricing Model



logical intuitive efficient practical resourceful professional

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Introduction

Tabs CAFM is a scalable solution that enables users to expand the system into other areas of the business, meeting the future demands of facilities/services teams. To support this scalable approach and provide a fair costing model for users who use more or less of the software, the ongoing product costing and support are split into three sections.

- **Annual Maintenance and Support** – each module is individually priced. Users may select modules to meet their requirements.
- **Annual User Licences** – each interface carries a set licence. Most interfaces are licensed for unlimited users. Those that are licensed per user are low-cost, providing a cost-effective and scalable approach to licensing.
- **Annual Hosting** – scalable packages based on predicted database size.

Each module requires a certain level of specialist support within the implementation phase. Tabs FM will assess the user's current position and experience regarding CAFM solutions.

Based on the assessment of required mobilisation support and an understanding of the modules and user licensing, Tabs FM will provide a recommended level of consultancy services and expenses to help implement the system to the standard required.

These services will be based on the following rates:

Consultancy Element	**Day Rate**
Project Management	£500
Installation (Database/Interface Deployment)	£500
Workflow Configuration	£500
Data Upload	£500
Bespoke Development (Inc Design and Testing)	£1,000
Training (Train the Trainer)	£500
Expenses	**Rate**
Rail/Air Travel etc	At Cost
Mileage (per mile)	65p
Accommodation (per night)	£150

Annual Maintenance and Support

Customers may select from any of the modules listed below. A fixed rate is applied to each module, which culminates in an annual support and maintenance fee*. Upon renewal, customers can opt for a free annual upgrade.

** This fee is free for registered charitable organisations*

	Item	Unit Cost
Maintenance	Reactive Maintenance	£750.00
	Planned Maintenance	£750.00
	Asset Management	£500.00
	Stock Control	£250.00
	Project Management	£250.00
Resource	Room Booking	£750.00
	Catering Booking	£250.00
	Equipment Booking	£250.00
	Visitor Booking	£250.00
	Event Management	£250.00
	Transport Booking	£250.00
	Taxi Booking	£250.00
	Car Park Booking	£250.00
	Courier Booking	£250.00
	Accommodation Booking	£250.00
	Parcel Delivery	£250.00
Financial	Purchase Ordering	£500.00
	Quotation Management	£250.00
	Enquiry Management	£250.00
	Contract Management	£250.00
	Employee Expenses	£250.00
	Invoice Management	£500.00
	Budget Management	£250.00
	Timesheet	£250.00
H&S	Accident Reporting	£500.00
	Compliance Register	£250.00
	H&S Audit (Cleaning Standards)	£1,000.00
	Permit to Work	£500.00
	PAT	£250.00
	Security Patrol	£500.00
Support	Workforce Diary	£250.00
	Fleet Management	£250.00
	Global Survey	£500.00
	IT Support	£250.00
	Dashboard	£2,000.00
	Data Export Utility	£2,000.00
	Data Import Utility	£2,000.00

Annual User and Interface Licences

Users may access the system in different ways, depending on the services they wish to use. These include:

- **Core** – System administration/back-office solution. Provides full access to all modules, features and reports. Each user can have administrative restrictions imposed on their login account. This is a per-user licence.
- **Mobile** – Native mobile apps designed for employed direct labour to enable engineers to respond to jobs, perform audits and inspections. This is a per-device licence.
- **Web** – self-service customer and contractor portal to request jobs, book rooms and respond to actions required. This is an unlimited user licence.
- **Display** – this is a digital welcome display screen showing what meetings are on now and next. This is an unlimited user licence.
- **Signage** – the signage solution allows users to sign in/out of meeting rooms to reduce 'no-show' attendance. This is an unlimited user licence.
- **Dashboard** – this is a user-driven dashboard tool to allow users to build their own performance charts. This is an unlimited user licence.
- **CateringTouch** – designed for kitchen staff, this allows users to review catering requirements and mark them as dispatched. This is an unlimited user licence.
- **Outlook Plugin** – the Outlook plugin allows users to book meetings directly through their MS Outlook Calendar, send calendar invitations to delegates, etc. This is an unlimited user licence.
- **API** – Customisable two-way API integration. This is an unlimited user licence.
- **SFG20** – integration with SFG20 instruction lists. This is an unlimited user licence.

Item	Unit Cost
Core (Seated)	£200.00
Go (Per Device)	£100.00
Web - Mobile Friendly (Unlimited)	£5,000.00
Data Export Utility (Unlimited)	£2,000.00
Data Import Utility (Unlimited)	£2,000.00
Display Screen (Unlimited)	£2,000.00
Signage (Unlimited)	£2,000.00
Dashboard (Unlimited)	£2,000.00
Catering Touch (Unlimited)	£500.00
Outlook Plugin (Unlimited)	£3,000.00
SFG20 Integration	£1,500.00
API	£1,500.00

Annual Hosting

We have several tiers of hosting packages, each designed to provide a level of service based on the size of the implementation.

Our packages are:

Item	Unit Cost
Standard (500GB storage/ up to 50 Core administration users)	£6,000.00
Professional (1TB storage / up to 100 Core administration users)	£10,000.00
Ultimate (5TB storage / 100 + Core administration users)	£20,000.00
Database Replication	£2,000.00

Working Licencing Model Example

Scenario:

- A customer requires a standard reactive maintenance (helpdesk), planned maintenance and asset management solution to provide traceability and compliance management all maintenance activities.
- They have a small helpdesk of 5 back office administrators who would need access to the system to manage jobs and reports etc.
- They also have a small team of 10 in-house maintenance technicians capable of completing maintenance tasks from smartphone/tablet apps.
- They would like their 1000 customers/staff members to submit tasks through a dedicated self-service portal.
- Any specialist work will be issued to contractors who will also use the self-service portal to respond to tasks.
- The user has minimal legacy data to manage and upload into the system
- They have two nominated 'key users' who will be trained to a super user level and roll out further training internally
- No bespoke development is required.

Implementation/Setup Consultancy (one off)	
Item	**Cost**
Project Management	£2,000.00
Installation (Database/Interface Deployment)	£1,500.00
Workflow Configuration	£1,000.00
Data Upload	£1,000.00
Bespoke Development	£0.00
Training (Train the Trainer)	£2,500.00
Professional Services Total	**£8,000.00**

Annual Licences	
Licences	**Cost**
Module: Reactive Maintenance	£750.00
Module: Planned Maintenance	£750.00
Module: Asset Management	£500.00
5 x Core Licences	£1,000.00
10 x Mobile Licences	£1,000.00
Web Licence	£5,000.00
Standard Hosting	£6,000.00
Annual Licence Total	**£15,000.00**