

Pricing Document – Track Record Engage

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CCS - G-Cloud 15
19 January 2026



Pricing Document – Track Record Engage

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Jacobs U.K. Limited

Cottons Centre
Cottons Lane
London SE1 2QG
United Kingdom

T +44 (0)203 980 2000
www.jacobs.com

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Contents

Optional extras that fall outside of agreed scope:..... 5

 Assumption and clarifications6

Application and scope examples	Stakeholder Engagement, Land Ownership and Access Management			
Applicable fee's:	Please select the appropriate entity banding from the <i>Subscription Fee Matrix</i> below, along with the design <i>Support Package</i> , for a total fee. Please note:			
	- A subscription fee for TR Maps will be applied for any Silver or Gold Support packages, no matter the entity banding selected <i>Mobilisation</i> refers to build and maintenance for Year 1. Following this, <i>Maintenance</i> is only required for Year 2, and any subsequent years. Support Package is inclusive of Project Management fee's.			
	Subscription Fee Matrix:			
	Number of Entities (Stakeholders/Land Parcels)		Subscription fee (per annum)	
	0 – 500		£5,000	
	501 to 2,000		£10,000	
	2,001 to 5,000		£18,000	
	5,001 to 10,000		£25,000	
	10,001 to 15,000		£30,000	
	15,001 to 20,000		£35,000	
20,001 to 30,000		£40,000		
30,001 +		Upon Request		
TR Maps		£4,000		
Support Package:				
Scope	Bronze	Silver	Gold	
Configuration	Standard	Customised	Customised	
TR Maps	No	Yes	Yes	
Geospatial Layers	N/A	- Max 2 GIS Layers Linked to TR Entity Types - Max 4 contextual GIS Layers	- Max 2 GIS Layers Linked to TR Entity Types - Max 4 contextual GIS Layers	
Project Geospatial Data/Maintenance	No	Yes	Yes	
Dashboard Reporting	One (Standard)	One (Customisable)	Two (Customisable)	
Dedicated, specialist support	Service Desk	+ Client Manager	+ Client Manager	

	User training	Knowledge Base	+ Two virtual sessions	+ Up to Five virtual sessions
	Bulk data updates	No	3 monthly	Monthly
	Configuration Changes	No	6 monthly review	6 monthly review
	Dashboard Changes (use case level)	No	6 monthly	3 monthly
	Progress Reviews (to maximise benefits)	No	6 monthly	3 monthly
	Data Downloads	Upon termination of contract	Upon termination of contract	Upon termination of contract
	Mobilisation (£) – Yr 1	£9,185	£12,512	£17,051
	Maintenance (£) – Yr 2 -	£7,656	£9,074	£11,910
Subscription fee and set-up fee includes:	All customers pay an annual subscription fee for the duration of the commission, which is scalable based on the volume of data being managed, this allows Jacobs to deliver and maintain a premium product. The product subscription fee includes: ▪ Hosting (within the United Kingdom) ▪ Secure 24-hour back-up facility ▪ Data storage (within the United Kingdom) ▪ Authorised user accounts, with optional two-factor authentication ▪ 24/7 access to the product web portal and apps ▪ All product updates and new versions ▪ Personalized URL: personalised.trackrec.com ▪ Access to data visualisation tools Set-Up includes: The Track Record Delivery team work in partnership with our clients to configure the product in line with client/project requirements. Level of configuration is determined by Support Package selected.			
Service Support	On-going support The Track Record team delivery team provides user support for the duration of the commission to ensure product value is maximised, and is determined by Support Package selected.			

Optional extras that fall outside of agreed scope:

Optional Extra	Cost
Additional bulk uploads/updates (per spreadsheet submitted). Standard format.	£36
Tailored user guide	£212
Bespoke training/demos (per/hr)	£71
Power BI set-up of additional dashboard (per dashboard)	£1,128
On-demand database download (mid contract per request) Standard format.	£353

Optional Extra	Cost
Upload of new or refreshed contextual geospatial layers to TR Maps (max. of 5 uploads)	£1,058.50
Ongoing configuration and consultancy	£71 per hour

Assumption and clarifications

- Service support is charged annually based on set hours for each type as shown, additional hours may still be charged at a rate of £71 per hour.
- Subscription fees are offered on an annual frequency. The first 6/12 (as agreed) months shall be invoiced as soon as practicable following the completion of the initial user training session and shall be calculated in accordance with the Subscription Fee Matrix using the total number of active stakeholders/parcels (or other entities) as at the date of the first invoice ("First Calculation Date").
- Subsequent subscription fees shall be invoiced every 6/12 months thereafter and will be calculated in accordance with the Subscription Fee Matrix using the total number of active entities in Track Record Engage as at the date which is two weeks prior to the applicable invoice ("Calculation Date"). Refunds for a reduction in stakeholders following the First Calculation Date or any other Calculation Date are not provided.
- Track Record will be subject to the standard Jacobs Track Record Support Agreement Terms.
- General API's including XML feeds for integration with 3rd party platforms have been accounted for within the Support Packages. For specific requirements, a more tailored solution may be provided on a case-by-case basis, but will be quoted for separately.
- Pricing for subscription fee and service support activities is confirmed once the scope of application is confirmed.
- Usage will be monitored to ensure the correct entity banding and support packages are being applied. The following fair usage policy will be applied and, if exceeded, may result in the entity fee banding or support package to be applied:

Criteria	Usage Cap – Bronze	Usage Cap – Silver	Usage Cap – Gold
Users	50	250	500
Data	20GB	500GB	1TB
Geospatial Layers	n/a	15	25
Reports	50,000	75,000	100,000
Actions	50,000	75,000	100,000