

Govroam Pricing



This document outlines the direct costs you may incur while participating in the govroam service. This includes set-up costs, operating costs, service closure costs and optional add-on services.

Further guidance is available from the team at G-Cloud@jisc.ac.uk

The following table sets out the subscription charges for the govroam service. All figures exclude VAT. Subscription rates are tiered according to the nature and scale of the govroam rollout.

A discount vs. the equivalent monthly price is applied automatically for upfront annual payment. Additional discounts for multi-year purchases are shown in the available discounts section below.

Pricing is calculated as follows: Fixed One-off Onboarding Charge + (applicable charge)

Tier	Definition	Fixed one-off onboarding charge	Variable Subscription Charges based on length of agreement and payment terms			
			Charge per month	Charge per year (1-2 year agreements)	Charge per year (3-4 year agreements)	Charge per year (5 year agreement)
Individual organisation	A single organisation which signs an agreement with Jisc directly. An organisation may comprise multiple locations or servers (see FAQs on pg.2 for detailed definition).	£1,000	£344	£3,900	£3,818	£3,715
Regional federation	A group of organisations under a single regional federation operator (RFO). Consists of 2 to 25 organisations. Only the RFO signs terms with Jisc.	£3,000	£797	£9,100	£8,847	£8,608

Please note: there is currently no sub-categorisation of users, and all users use the same mobile app free of charge.

Pricing Explained

Available Discounts

Entity	Overview	Discount conditions
Annual subscription	For organisations and federations willing to pay for their subscription a year or more in advance.	• annual subscriptions paid in advance. • discount on the equivalent monthly rate for 3-year subscriptions paid annually in advance. • discount on the equivalent monthly rate 5-year subscriptions paid annually in advance.

Eligibility

Govroam is designed for the public sector. However, our aim is to support productivity and collaboration and so we can consider applications from other relevant parties. Full eligibility details are outlined in the govroam service definition.

An organisation wishing to become a member **must** either:

- Be more than 50% publicly funded
- Have charitable status
- Be a commercial organisation providing services to a state or public body
- Be a commercial provider acting as an RFO for its govroam customers.

Commercial providers must be endorsed by a public sector organisation.

Frequently asked questions

a) What constitutes an 'organisation' for determining the appropriate charging tier?

For this purpose, an organisation is an entity in its own right, joining govroam either as an individual or through membership of a regional federation.

Organisation status will typically be self-evident, but where Jisc is required to assess status, it will take into account such factors as: the entity's size and branding; the realm(s) to be operated within govroam; the number and location of RADIUS servers; whether it would be expected to sign terms and conditions etc.

b) Does an ICB count as one organisation?

With the introduction of 42 Integrated Care Systems across the NHS in England, the 42 Integrated Care Boards that govern the systems are now eligible to join govroam, either in their own right or as part of an existing federation.

The ICB will lead a partnership between several NHS trusts, which will typically operate their own individual realms for each organisation.

Where an ICB looks to join govroam in order to rollout across an ICS ecosystem. Each individual NHS trust or NHS foundation trust that forms part of the ICS will be treated as an entity in its own right, as the Trust will be responsible for the support of its govroam users, maintaining their on-site wireless infrastructure broadcasting the govroam SSID, and ultimately accountable for the behaviour of its users on the network when roaming to other sites. These trusts will continue to be classed as an 'organisation' within the govroam structure.

The integrated care board itself - i.e. the organisation leading an integrated care system – will also be classed as a single organisation. This will cover the staff employed directly by the ICB.

Where an ICB has inherited one or more CCGs, those CCGs will typically have a shared infrastructure covering all GP Practices within their locality under a single @XTZccg.nhs.uk realm, and the most common model is for this to be centrally managed and supported by a single provider.

For the purposes of govroam, we would be prepared to class the Integrated Care Board (as defined above) and the CCGs within (as defined above) as a single organisation, on the understanding that the ICB has inherited the management of the CCG IT infrastructure from the CCGs

Every ICB will have a different technology ecosystem in place to cover the organisations within their ICS, and so there will inevitably be some nuance within the system but this FAQ has outlined the most common structures we have encountered. The answer below goes into some additional detail regarding the structures within GP Practice networks that sit within the ICBs.

c) Does a GP Practice count as one organisation?

This depends on how the GP Practice support arrangements are set up:

- In some cases, the Clinical Commissioning Group (CCG) would be the coordinating body for their GP practices and would use one realm for everything within the CCG. So, the CCG would run a RADIUS server, and each GP practice would link to this for the initial govroam authentication step. This arrangement would count the CCG as one organisation, with each GP practice as a site, whether joining govroam directly or as part of a regional federation.
- In other cases, a CSU or similar shared service might be running the RADIUS server for the GP practices of more than one CCG. There is still usually only one realm per CCG though, so the number of organisations would still be the number of CCGs.
- It is possible that each GP practice would want to have their own realm or use their own identity service. However, this would generate a high volume of realms to be dealt with both at the RFO and national level. In this case, each GP Practice would count as a separate organisation.

There is some flexibility around the number of realms permitted per organisation, pending discussion with the Jisc team.

Some RFOs initially set up their GP Practices as 'visited-only'. Any sites that are visited-only are not charged so would not count towards their number of organisations.

The same principles would apply to care homes, pharmacies or the local offices of a public agency.

d) Should we join as full, or 'visited-only' members

Visited-only membership is available to those organisations wishing to support guests from govroam-enabled organisations, but which do not need to provide govroam roaming connectivity to their own staff. Visited-only participants offer the govroam SSID in relevant areas of their estate – you're free to determine whether this is just in specific, publicly-accessible areas, or whether you do a blanket deployment. Eligibility for visited-only govroam is broader than that for the full service, including universities and other educational institutions, as well as private sector organisations.

Visited-only govroam is free of charge. Organisations wishing to take this route agree to a lightweight set of terms and conditions, to ensure that they provide the right experience for end users. As a free of charge service, this version of govroam is not available to procure via G-Cloud. Organisations interested in learning more about this tier of service should contact G-Cloud@jisc.ac.uk for more information.

e) Can we run a trial or proof of concept before joining govroam?

An organisation or federation can trial the technical boarding process free of charge. They are required to provide the same technical information as for the full on-boarding process outlined in our service definition. The participant is then configured to the roaming-beta server and provided with shared secrets and test credentials.

The trial process allows participants to test both outgoing and incoming authentications.

If the participant decides to proceed with govroam, the configuration is moved to the live servers and the setup process begins again.

The trial does not support roaming: end-users will not be able to use the service from other sites, nor can the participating organisation support visitors.

f) What happens if we need to change subscription tier?

Transitions between govroam tiers is permitted and fairly straightforward to enact. By providing written notice to the govroam team via G-Cloud@jisc.ac.uk of your intention to transition, or your interest in transitioning, the team will walk you through the relevant timings and costs, as outlined below.

Tier	Grows to next tier	Shrinks to smaller tier
Visited Only	Member Organisation would be treated as a new boarder to the service and would be required to pay the boarding and membership fees relevant to their chosen tier of membership.	N/A
Individual organisation	If an individual organisation forms a new federation as RFO, it starts paying at the federation or super-federation rate as appropriate from the month in which the change occurs. If it joins an existing federation, it may be recharged a portion of the existing RFO's subscription as per the local rules of that federation. If the organisation was paying annually, any remaining subscription paid in advance can be levied against these new rates.	If an individual organisation, who has paid for annual/multi-year membership in advance, opts to downgrade membership to visited only, they would potentially be eligible for a rebate of any subscription fees paid. Any rebate would be wholly at the discretion of the operator, and calculated on a pro-rata basis relating to the number of whole months remaining on their membership
Regional federation	If a regional federation grows in membership to 26 or more participating organisations, it would cease to be eligible for our regional federation pricing and would require bespoke pricing based on the size and scope of the federation. This is not currently offered via G-Cloud, so careful consideration should be made around the timing of any such expansions. If the RFO was paying annually, any remaining subscription paid in advance can be levied against the new rate.	If an individual organisation leaves a regional federation but continues to participate in govroam on its own: - A technical boarding charge would be payable (unless it was previously the RFO and so was already boarded with Jisc). - It would begin to pay the organisation tier rate from the month in which this change occurs, either at the monthly or annual rate.

		Any previous payments in advance made to its former RFO would be dealt with according to local RF rules. If the organisation was formerly an RFO, Jisc will consider the handling of any advance payment on a case-by-case basis, taking into account the rules of its former RF.
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It is strongly recommended that federations which anticipate transitioning into a new tier boundary inform Jisc as soon as possible, so that appropriate financial steps can be taken.