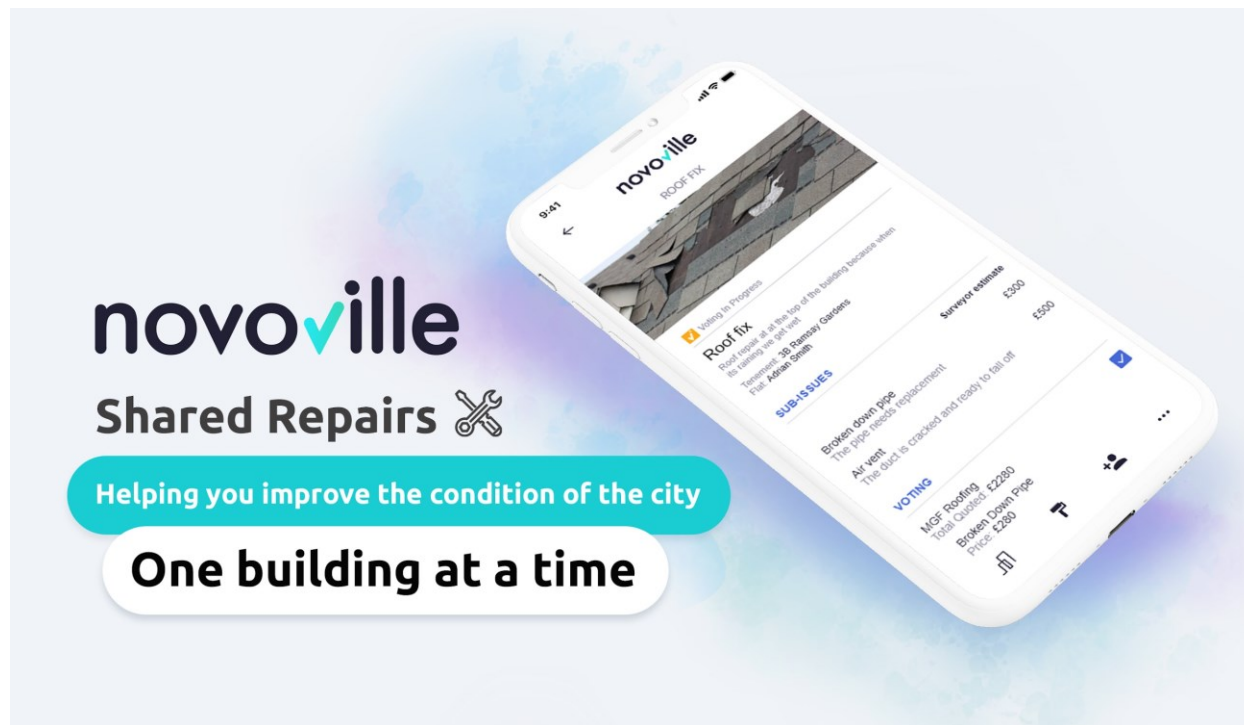


PRICING SERVICE DOCUMENT
WRITTEN FOR THE DIGITAL MARKETPLACE G-CLOUD 15

Novoville

SHARED REPAIRS MANAGEMENT PLATFORM (SRM)



novoville

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The Software - as - a Service (SaaS) licence includes hosting, updates, maintenance & support.

The Novoville SRM platform comprises a mobile app which supports various use-cases (homeowner, patch officer, landlord, factor), a web-app (the web browser version of the mobile app), a management dashboard called “Common Repairs Programme”, and a secure payment mechanism.

The platform consists of two main subsystems:.

A) **Freestanding citizen Interfaces** for access to the self-factoring / block management app (Novoville Shared Repairs)

- a) Mobile Apps (android / iOS)
- b) Web App

Whenever these interfaces are in operating in the locality

B) **Modular Cloud-based Management Dashboard for organisations.**

Uses cases include:

- a) Public landlords (councils and Registered Social Landlords)
- b) Property factors (private and public)
- c) Public administrations (regeneration)

For all the above, we provide an interactive dashboard with live statistics and KPIs feeding of all packages along with the payment mechanism.

Platform Licence includes:

- Access to authority dashboard and modules
- Hosting
- Thorough platform updates
- Support and Maintenance
- Training
- Unlimited authority user licences
- Tokens for initial sponsored marketing campaigns

Cost of deploying citizen interfaces

Cost type	Responsibility
Licence	Free
Marketing	Shared
Technical integration (if required)	Shared

Subscription Based Pricing for local authorities or housing associations

We price per unit under management.

Organisation Size	Monthly Cost (£)	Notes
Small (0 - 1,000 units)	1,000	- Further commissions apply for payment gateways. -Includes 500 comms tokens per year
Medium (1,000 - 4,000 units)	1,750	- Further commissions apply for payment gateways -Includes 1000 comms tokens per year
Large (4,000 - 16,000 units)	2,500	- Further commissions apply for payment gateways -Includes 1500 comms tokens per year
X-Large (more than 20,000 units)	3,250	- Further commissions apply for payment gateways -Includes 2000 comms tokens per year

Notes

A package of 1.000 communications tokens is approximately equivalent to:

- A reach of 50.000 citizens on social media or
- Sending 17.000 text messages (SMS) to users/citizens or
- Sending 30.000 e-mail messages to users/citizens

Communications tokens can only be spent within the calendar month for which they were purchased. Unspent tokens cannot roll-over to following calendar months

Additional Professional Services

On occasion, we may be asked to perform work falling out of scope for which we charge the following rates:

Product	Cost
Technical Consultancy for Line of Business Integration	£750 per day
Engineering & Development services including integration with existing or legacy systems	£750 per day
Digital Consultancy for services redesign	£600 per day
Consultations design and scripting	£500 per day

Training	Cost
Product training (up to 20 staff members)	Free
Product training for additional staff members (up to 20)	£500 per day
Single day content strategy workshop (up to 15 staff member)	£800 per workshop

Remarks

- All costs quoted are exclusive of VAT
- Professional service fees are exclusive of onsite travel expenses.
- Marketing services include:
 - Digital Material design: web banners, ads, etc.
 - Support running sponsored campaigns on social media
 - Printed material design