

PatrolPlan Pro

Pricing Document

Software as a Service Agreement

G-Cloud Framework

Version 1.0

Digital Web Media Ltd

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1. Subscription Pricing

PatrolPlan Pro is licensed on a per-user, per-year basis. Volume discounts are applied based on the total number of users managed. All subscriptions include access to the mobile application, web dashboard, standard support, and all platform features.

1.1 Per-User Annual Subscription

User Tier	Price per User per Year	Monthly Equivalent
1 - 25 users	£120	£10
26 - 100 users	£96	£8
101 - 500 users	£72	£6
501+ users	£60	£5

The applicable tier rate is applied to all users. For example, an organisation with 50 users would pay £96 per user for all 50 users.

1.2 What is Included

The subscription price includes:

- Full access to the PatrolPlan Pro mobile application (iOS and Android)
- Full access to the web-based administration dashboard
- GPS-verified checkpoint check-ins with configurable radius validation
- Biometric authentication (Face ID and fingerprint) for secure app access
- Offline-first operation with automatic data synchronisation
- What3Words integration for emergency location communication
- Checkpoint objectives and task completion tracking
- Notes capture on check-ins for recording observations
- Emergency contact directory with one-tap calling
- Resource directory with categorised local services and facilities
- Defibrillator (AED) and bleed kit location mapping
- Interactive mapping using OpenStreetMap
- Event-based access codes for temporary staff and contractors
- Standard support (email and web-based, business hours)
- All software updates and new features released during the subscription period
- UK-based data hosting with full GDPR compliance
- API access for integration with existing systems
- Remote onboarding session (up to 2 hours)
- Data export at contract end

2. Support Services

2.1 Standard Support (Included)

Standard support is included with all subscriptions at no additional cost. This includes email and web-based support available during UK business hours (Monday to Friday, 9am to 5pm), with response times within one business day.

2.2 Enhanced Support

Service	Price
Enhanced Support	15% of annual subscription

Enhanced support includes:

- Telephone support during UK business hours (Monday to Friday, 9am to 5pm)
- Priority handling for critical issues
- 4-hour response time for critical issues
- 8-hour response time for high priority issues
- Dedicated account manager for larger deployments
- Quarterly service review meetings

3. Professional Services

Professional services are available to support implementation, training, and customisation requirements.

3.1 Implementation Services

Service	Price
Remote onboarding session (up to 2 hours)	Included
On-site implementation and setup (per day)	£850.00

3.2 Training Services

Service	Price
Online training materials and documentation	Included
On-site training (per day)	£750.00
Additional remote training session (per hour)	£125.00

3.3 Development and Customisation

Service	Price
Bespoke development and customisation (per day)	£950.00
Custom integration development (per day)	£950.00

4. Data Extraction

Data extraction services are provided to enable customers to export their data at any time during the contract and at contract end.

Service	Price
Self-service data export (via dashboard or API)	Included
Assisted data extraction at contract end	Included

Data is available for export in CSV, JSON, and PDF formats. All data export functionality is included at no additional cost.

5. Pricing Examples

The following examples illustrate typical annual costs for organisations of different sizes.

5.1 Small Licensing Enforcement Team (10 Users)

Item	Annual Cost
Subscription (10 users × £120)	£1,200.00
Standard Support	Included
Remote Onboarding	Included
Total Annual Cost	£1,200.00

5.2 Hospital Security Department (50 Users)

Item	Annual Cost
Subscription (50 users × £96)	£4,800.00
Standard Support	Included
Remote Onboarding	Included
Total Annual Cost	£4,800.00

5.3 Council Deployment (200 Users) with Enhanced Support

Item	Annual Cost
Subscription (200 users × £72)	£14,400.00
Enhanced Support (15% of subscription)	£2,160.00
Remote Onboarding	Included
Total Annual Cost	£16,560.00

5.4 Large Police Deployment (1,000 Users) with On-site Setup

Item	Annual Cost
Subscription (1,000 users × £60)	£60,000.00
Enhanced Support (15% of subscription)	£9,000.00
On-site Setup (2 days)	£1,700.00
On-site Training (2 days)	£1,500.00
Year 1 Total Cost	£72,200.00

Note: On-site setup and training are one-time costs. Annual renewal cost would be £69,000.00 (subscription plus enhanced support).

6. Terms and Conditions

6.1 General

- All prices are in British Pounds Sterling (GBP)
- All prices exclude VAT, which will be charged at the prevailing rate
- Prices are valid for orders placed via the G-Cloud framework
- Payment terms are 30 days from invoice date

6.2 Subscription Terms

- Minimum contract term is 12 months
- Subscriptions are invoiced annually in advance
- Contracts automatically renew for successive 12-month periods unless terminated with at least 1 month's written notice
- Volume discount tier is determined by total user count at time of order

6.3 Additional Users

Additional users may be added during the contract term at the applicable tier rate. Additional users will be invoiced pro-rata for the remainder of the contract term.

6.4 Professional Services

- Professional services are invoiced upon completion
- On-site services include reasonable travel and expenses within mainland UK
- Travel to locations outside mainland UK may incur additional expenses
- Cancellation of scheduled on-site services with less than 5 working days' notice may incur a cancellation fee of 50% of the service cost

6.5 Price Changes

Prices may be increased at the start of each renewal term. Any price increase will be notified in writing at least 60 days before the renewal date.

7. Contact Information

For pricing enquiries and quotations:

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