

MRI Revenues & Benefits

The pricing for MRI Revenues and Benefits is based upon a monthly Cloud fee, incorporating core on-boarding services. The fee varies based upon the size of the Buyer organisation using the service (based upon the number of named requiring access to the service. The prices are shown banded to cover the typical spread of Cloud environment sizes, but where required, can be scaled to meet individual Buyer requirements and support service needs.

Our solutions include:

- Unrestricted access to support for trained users within support hours for the duration of the contract.
- Regular software updates for the duration of the contract.
- Unlimited access to client support portal.
- MRI standard hosting service.

Buyer Category	Named Users	Monthly cloud Fee
Small	50	£6,900
Medium	100	£8,400
Large	150	£9,900

Assumptions

- All prices do not include tax
- The Fee is invoiced annually in advance and will be due from contract signature
- Annual pricing excludes any required Professional Services.
- Pricing is based upon stated number of named users and associated level of concurrency (assumed at 60%)
- Buyer remains responsible for Client connectivity to the internet, termination of VPN sessions, suitable internet bandwidth.
- A VPN between the Buyer network and the MRI Cloud platform is required, meeting NCSC recommended Prime cryptographic profile.
- Endpoint devices, including but not limited to desktop computers, mobile phones, tablets will be supplied by the Buyer
- Subject to validation of existing application scripts and integrations with third party applications. MRI are responsible for scripts and interfaces that they have supplied to the Buyer. The Buyer ultimately remains responsible for scripts and

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interfaces that they or a 3rd party has written for the system. MRI will advise and assist where possible

- The standard price does not include the migration or platforming of add-on solutions. Unless otherwise agreed, such solutions will remain on premise and connect via VPN to the MRI Cloud solution. Should migration to SaaS be required, this will be subject to additional charges.
- Certain support functions will be provided from offshore/India - any offshore support for Cloud would be limited to core platform only with no access to Buyer data
- The existing database is in good working order and that housekeeping practises such as delete, archive and numbers of tables are within a reasonable scope. MRI will assist the Buyer with remedial work and advice prior to the transfer of data
- Baseline pricing is based upon core hosting services only. The Service can be extended to include additional technical support services to provide a full Managed Hosting Service
- Fair usage policy applies.
- All pricing is subject to due diligence to determine the final scope of supply.
- Two environments are provisioned (LIVE and TEST). Additional environments are subject to additional charges.
- The standard price assumes a maximum of 1 TB (small) to 4 TB (large) of storage is required to be provisioned as part of the base service. Additional storage is subject to additional charges.
- The standard price assumes a bandwidth limit of 300 GB (small) to 1.5 TB (large) for traffic out of the Azure environment.
- The Buyer must be using Windows 10 to access the MRI Cloud platform.
- The Buyer must ensure that they have appropriate Microsoft Enterprise and Office 365 licencing for the duration of the contract. The necessary Microsoft Agreements must be one of the following i.e. Microsoft 365 E3, E5, or F1 or Windows E3 or E5.
- The SMTP relay for mission critical emails is retained on the Buyer site.
- Invoices may be billed from the following MRI Software companies:
 - MRI Software Limited
 - MRI Software EMEA Limited
 - MRI Community Software Limited
 - MacMunnis Limited
 - Orchard Information Systems Limited
 - Housing Partners Limited
 - Castleton Technologies Limited
 - Castleton Limited
 - FSI (FM Solutions) Limited
 - Springboard Research Limited
 - Real Asset Management Limited
 - eSight Energy Limited

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MRI Implementation and Professional Services Fees

	Notes	Hourly Rate
Project Management	Project coordination services to plan, manage and oversee delivery activities.	£200 per hour
Consulting	Advisory services supporting configuration, process alignment and best-practice adoption.	£200 per hour
Training	User training services to support system understanding and effective day-to-day use.	£200 per hour
Technical Services	Specialist technical services supporting integration, data activities and system configuration.	£200 per hour

MRI Revenues and Benefits- Additional Cloud Support Services

Revenues Processing and Managed Support Services: -

Description	Rate per
General Correspondence	£7.66
Occupations and Vacations	£8.45
Discount and Exemptions	£7.90
Refund	£7.66
Single Person Discount Applications	6.28
Deceased	£7.21
Gone Aways	£6.13
Recovery Correspondence	£9.80
Direct Debits setup and adjustments	£5.57
Complex Correspondence	£17.50

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Benefits Processing and Managed Support Services: -

Description	Rate per
Change in Circumstances	£14.41
New Claim	£16.33
Revision	£18.85
Universal Credit & ATLAS	£11.14
HBAAI	£17.50
Self Employed / Student	£17.50

Processing Officer Day Rate £245

Specialist Officer Day Rate £280 Annual

Complementary MRI Solutions available on G-Cloud 15

MRI Agora Insights

MRI Secure Sign

MRI Energy Management

MRI OnLocation People Presence

MRI OnLocation Footfall Analytics

MRI Workplace Central