

DEF Software Ltd

G-CLOUD 15 PRICING DOCUMENT FOR MASTERGOV

DEF SaaS: Appeals

Executive Summary

DEF Software Limited offer a full end-to-end digital solution for all the business areas listed in the table below.

DEF's MasterGov suite of modules is suitable for any device with an HTML5 complaint browser.

The model for the solution involves acquiring the base environment and adding any of the modules, cross module features from the list below in addition to concurrent user licenses.

DEF MasterGov is a subscription-based service which is priced as follows:

- The system operates a simple concurrent user license model for main system access where a standard license can cover administration (subject to permissions). External consultee or community access to the public facing provision does not require a license.
- PDF Viewer licenses are per named user. This covers the cost of the PDF Tron licenses.
- Jotter Mobile working licenses are per device.
- The minimum contract term is 24 months.
- Concurrent user, Jotter and PDF Viewer license numbers can be increased at any time during the term of the agreement.
- Additional user fees will be invoiced in advance.
- Fees are invoiced annually in advance.
- The pricing model is split between new customers and existing customers renewing the service.

All prices quoted in this document are exclusive of VAT.

New Customer Solution Pricing

License Type	Description	Unit Price Per Month	Unit Price Per Annum
Base Environment	Base line MasterGov solution with: - • Document Management System • Workflow • 500GB of HDD storage	£ 410.83	£ 4,930.00
MasterGov Licenses (Concurrent users based on per user cost)			
Standard system license which covers administration	1 – 20 users	£ 42.33	£ 520.00
	21 – 40 users	£ 41.67	£ 500.00
	41 – 60 users	£ 40.00	£ 480.00
	61+ users	£ 38.75	£ 465.00
Plan Viewer (PDF Tron) Licenses (Name users based on per user cost)			
Plan Viewer license	No volume discount available	£ 10.83	£ 130.00
Jotter Mobile Working Licenses (Per device)			
Jotter device license	1 – 10 devices	£ 18.75	£ 225.00
	11 – 20 devices	£ 17.92	£ 215.00
	21 – 30 devices	£ 16.67	£ 200.00
	31+ devices	£ 15.83	£ 190.00
MasterGov Module Costs			
	Appeals	£ 62.08	£ 745.00
	Application Response	£ 543.75	£ 6,525.00
	BNG Monitoring	£ 365.00	£ 4,380.00
	Building Control (includes Planning Portal connector)	£ 574.58	£ 6,895.00
	Building Safety Levy	£ 341.67	£ 4,100.00
	County Planning (includes 1APP connector)	£ 604.17	£ 7,250.00
	District / Unitary Planning (includes 1APP connector)	£ 604.17	£ 7,250.00
	Enforcement	£ 236.67	£ 2,840.00
	Housing (Private Sector)	£ 324.17	£ 3,890.00
	Local Land Charges (includes NLIS connector)	£ 899.58	£ 10,795.00
	Land Charges Register	£ 84.17	£ 1,010.00
	Land Drainage	£ 379.17	£ 4,550.00
	Legal Agreements	£ 305.00	£ 3,660.00
	Listed Building Register	£ 84.17	£ 1,010.00
	NSIP	£ 274.17	£ 3,290.00

MasterGov Module Costs Continued			
	Policy Monitoring	£ 238.33	£ 2,860.00
	Project Monitoring	£ 207.08	£ 2,485.00
	Road Adoption	£ 310.42	£ 3,725.00
	Site Monitoring	£ 155.83	£ 1,870.00
	Street Naming & Numbering	£ 135.42	£ 1,625.00
	Travel Plans	£ 254.58	£ 3,055.00
	Tree Preservation Orders	£ 148.75	£ 1,785.00
Public Facing Interfaces			
	Online register for Development Control	£ 343.75	£ 4,125.00
	Online Register for Building Control	£ 221.67	£ 2,660.00
	Land Charges Portal	£ 156.25	£ 1,875.00
	Developer Portal	£ 240.83	£ 2,890.00
	NSIP & Discharge of Requirements Register	£ 221.67	£ 2,660.00
Cross Platform Functionality			
	GIS Integration	£ 227.92	£ 2,735.00
	Gazetteer Integration	£ 122.50	£ 1,470.00
	Alert / Reminder Agent	£ 131.67	£ 1,580.00
	Retention & Destruction Agent (GDPR)	£ 212.08	£ 2,545.00
Total Base Platform Storage Space (GB)			
	1024 HDD total storage	£ 28.33	£ 340.00
	2048 HDD total storage	£ 84.58	£ 1,015.00
	4096 HDD total storage	£ 159.58	£ 1,915.00
	8192 HDD total storage	£ 300.00	£ 3,600.00

Existing Customer Renewal of Solution Pricing

License Type	Description	Unit Price Per Month	Unit Price Per Annum
Base Environment	Base line MasterGov solution with: - • Document Management System • Workflow • 500GB of HDD storage	£ 365.00	£ 4,380.00
MasterGov Licenses (Concurrent users based on per user cost)			
Standard system license which covers administration	1 – 20 users	£ 37.92	£ 455.00
	21 – 40 users	£ 36.67	£ 440.00
	41 – 60 users	£ 35.83	£ 430.00
	61+ users	£ 35.00	£ 420.00
Plan Viewer (PDF Tron) Licenses (Name users based on per user cost)			
Plan Viewer license	No volume discount available	£ 10.83	£ 130.00
Jotter Mobile Working Licenses (Per device)			
Jotter device license	1 – 10 devices	£ 18.75	£ 225.00
	11 – 20 devices	£ 17.92	£ 215.00
	21 – 30 devices	£ 16.67	£ 200.00
	31+ devices	£ 15.83	£ 190.00
MasterGov Module Costs			
	Appeals	£ 54.17	£ 650.00
	Application Response	£ 473.33	£ 5,680.00
	BNG Monitoring	£ 293.33	£ 3,520.00
	Building Control (includes Planning Portal connector)	£ 441.25	£ 5,295.00
	Building Safety Levy	£ 281.25	£ 3,375.00
	County Planning (includes 1APP connector)	£ 464.58	£ 5,575.00
	District / Unitary Planning (includes 1APP connector)	£ 464.58	£ 5,575.00
	Enforcement	£ 185.42	£ 2,225.00
	Housing (Private Sector)	£ 247.92	£ 2,975.00
	Local Land Charges (includes NLIS connector)	£ 771.25	£ 9,255.00
	Land Charges Register	£ 66.67	£ 800.00
	Land Drainage	£ 321.25	£ 3,855.00
	Legal Agreements	£ 264.17	£ 3,170.00
	Listed Building Register	£ 66.67	£ 800.00
	NSIP	£ 231.25	£ 2,775.00

MasterGov Module Costs Continued			
	Policy Monitoring	£ 186.67	£ 2,240.00
	Project Monitoring	£ 179.17	£ 2,150.00
	Road Adoption	£ 269.17	£ 3,230.00
	Site Monitoring	£ 124.58	£ 1,495.00
	Street Naming & Numbering	£ 106.67	£ 1,280.00
	Travel Plans	£ 220.42	£ 2,645.00
	Tree Preservation Orders	£ 111.67	£ 1,340.00
Public Facing Interfaces			
	Online register for Development Control	£ 328.33	£ 3,940.00
	Online Register for Building Control	£ 206.67	£ 2,480.00
	Land Charges Portal	£ 140.83	£ 1,690.00
	Developer Portal	£ 225.42	£ 2,705.00
	NSIP & Discharge of Requirements Register	£ 206.67	£ 2,480.00
Cross Platform Functionality			
	GIS Integration	£ 189.17	£ 2,270.00
	Gazetteer Integration	£ 100.42	£ 1,205.00
	Alert / Reminder Agent	£ 110.00	£ 1,320.00
	Retention & Destruction Agent (GDPR)	£ 178.75	£ 2,145.00
Total Base Platform Storage Space (GB)			
	1024 HDD total storage	£ 28.33	£ 340.00
	2048 HDD total storage	£ 84.58	£ 1,015.00
	4096 HDD total storage	£ 159.58	£ 1,915.00
	8192 HDD total storage	£ 300.00	£ 3,600.00

Available Discounts

Discounts available when multiple modules are added at the same time.

- 2 modules - 5% discount on all purchased modules
- 3 modules – 7.5% discount on all purchased modules
- 4 modules - 10% discount on all purchased modules
- 5 modules – 12.5% discount on all purchased modules
- 6+ modules – 15% discount on all purchased modules

Please note that the discounts cannot be applied to the base environment.

What's not included?

On-boarding

There are additional charges for delivery and onboarding. Services are charged as consumed and are defined by the scope of the project. Charges for our services are detailed in our Skills for the Information Age (SFIA) rate card included below.

The table below outlines DEF's delivery and onboarding services along with their SFIA category / level and cost.

Service	Category and Level	Cost
Project management	Apply – Business Change	£ 805.00
Data migration – Apply £690	Apply - Solution development and implementation	£ 690.00
Consultancy	Ensure / Advise – Client Interface	£ 920.00
Configuration consultancy and set up	Enable - Solution development and implementation	£ 805.00
Report writing	Apply - Solution development and implementation	£ 690.00
Software Development	Apply - Solution development and implementation	£ 690.00
End user training	Enable – Client Interface	£ 805.00

Off-boarding

If you choose to leave the DEF MasterGov service, you need to advise us in writing with 90 days' notice.

We will provide you with an export of your data in SQL Server BAK file as standard. Documents will be provided in a folder structure which matched the service DMS.

Other formats can be provided and will be priced based on the SFIA rate card as will any additional project management services required to support off-boarding.

Standard Rate Card

	Strategy & architecture	Business change	Solution development & implementation	Service management	Procurement & management support	Client interface
1. Follow						
2. Assist	£ 575	£ 575	£ 575	£ 575	£ 575	£ 575
3. Apply	£ 690	£ 690	£ 690	£ 690	£ 690	£ 690
4. Enable	£ 805	£ 805	£ 805	£ 805	£ 805	£ 805
5. Ensure / Advise	£ 920	£ 920	£ 920	£ 920	£ 920	£ 920
6. Initiate / Influence	£ 1035	£ 1035	£ 1035	£ 1035	£ 1035	£ 1035
7. Set Strategy / Inspire	£ 1150	£ 1150	£ 1150	£ 1150	£ 1150	£ 1150

Standards for Consultancy Day Rate Cards

- Consultant's Working Day — 8 hours exclusive of travel and lunch (can be prorated to half a day)
- Working Week — Monday to Friday excluding national holidays (work undertaken during out of standard working hours, weekends and national holidays will be charged at + 50%)
- Office Hours — 09:00 — 17:00 Monday to Friday
- Travel and Subsistence — Payable at DEF's standard T&S rates
- Mileage — As above
- Professional Indemnity Insurance — Included in day rate

SFIA Level Definitions

	Autonomy	Influence	Complexity	Business Skills
1. Follow	Works under close supervision. Uses little discretion. Is expected to seek guidance in expected situations.	Interacts with immediate Colleagues.	Performs routine activities in a structured environment. Requires assistance in resolving unexpected problems.	• uses basic information systems and • technology functions, applications, and • processes • demonstrates an organised approach to work • learns new skills and applies newly acquired • knowledge • has basic oral and written communication • skills • contributes to identifying own development • opportunities
2. Assist	Works under routine supervision. Uses minor discretion in resolving problems or enquiries.	Interacts with and may influence immediate colleagues. May have some external contact with customers and suppliers.	Performs a range of varied work activities in a variety of structured environments.	• understands and uses appropriate methods, tools and applications. • demonstrates a rational and organised approach to work

	Works without frequent reference to others.	May have more influence in own domain.		• is aware of health and safety issues. Identifies and negotiates own development opportunities • has sufficient communication skills for effective dialogue with colleagues. Is able to work in a team • is able to plan, schedule and monitor own work within short time horizons • absorbs technical information when it is presented systematically and applies it effectively
3. Apply	Works under general supervision. Uses discretion in identifying and resolving complex problems and assignments. Usually receives specific instructions and has work reviewed at frequent milestones.	Interacts with and influences department/project team members. May have working level contact with customers and suppliers. In predictable and structured areas may	Performs a broad range of work, sometimes complex and non-routine, in a variety of environments.	• understands and uses appropriate methods, tools and applications. • demonstrates an analytical and systematic approach to problem solving • takes the initiative in identifying and negotiating appropriate development opportunities.

	Determines when issues should be escalated to a higher level.	supervise others. Makes decisions which may impact on the work assigned to individuals or phases of projects.		• demonstrates effective communication skills. • contributes fully to the work of teams • plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures • absorbs and applies technical information • works to required standards • understands and uses appropriate methods, tools and applications • appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client
4. Enable	Works under general direction within a clear framework of accountability	Influences team and specialist peers internally. Influences customers at account level and suppliers	Performs a broad range of complex technical or professional work	• selects appropriately from applicable standards, methods, tools and applications.

	Exercises substantial personal responsibility and autonomy. Plans own work to meet given objectives and processes.	Has some responsibility for the work of others and for the allocation of resources. Participates in external activities related to own specialism. Makes decisions which influence the success of projects and team objectives.	activities, in a variety of contexts.	Demonstrates an analytical and systematic approach to problem solving • communicates fluently orally and in writing, and can present complex technical information to both technical and non-technical audiences • facilitates collaboration between stakeholders who share common objectives • plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures. • rapidly absorbs new technical information and applies it effectively • has a good appreciation of the wider field of information systems, their use in relevant employment areas and how they relate to the

				business activities of the employer or client. • maintains an awareness of developing technologies and their application and takes some responsibility for personal development
5. Ensure / Advise	Works under broad direction. Is fully accountable for own technical work and/or project/ supervisory responsibilities. Receives assignments in the form of objectives. Establishes own milestones and team objectives, and delegates responsibilities. Work is often self-initiated.	Influences organisation, customers, suppliers and peers within industry on the contribution of own specialism. Has significant responsibility for the work of others and for the allocation of resources. Makes decisions which impact on the success of assigned projects i.e. results, deadlines and budget. Develops business relationships with customers.	Performs a challenging range and variety of complex technical or professional work activities. Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts. Understands the relationship between own specialism and wider customer or organisational requirements.	• advises on the available standards, methods, tools and applications relevant to own specialism and can make correct choices from alternatives • analyses, diagnoses, designs, plans, execute and evaluates work to time, cost and quality targets • communicates effectively, formally and informally, with colleagues, subordinates and customers • demonstrates leadership • facilitates collaboration between stakeholders who have diverse objectives

				• understands the relevance of own area of responsibility or specialism to the employing organisation • takes customer requirements into account when making proposals • takes initiative to keep skills up to date. Mentors more junior colleagues • maintains an awareness of developments in the industry • analyses requirements and advises on scope and options for operational improvement • demonstrates creativity and innovation in applying solutions for the benefit of the customer
6. Initiate / Influence	Has defined authority and responsibility for a significant area of work, including technical, financial and quality aspects.	Influences policy formation on the contribution of own specialism to business objectives. Influences a significant part	Performs highly complex work activities covering technical, financial and quality aspects.	• absorbs complex technical information and communicates effectively at all levels to both technical and non-technical audiences.

	Establishes organisational objectives and delegates responsibilities. Is accountable for actions and decisions taken by self and subordinates.	of own organisation and influences customers and suppliers and industry at senior management level. Makes decisions which impact the work of employing organisations, achievement of organisational objectives and financial performance. Develops high-level relationships with customers, suppliers and industry leaders.	Contributes to the formulation of IT strategy. Creatively applies a wide range of technical and/or management principles.	Assesses and evaluates risk • understands the implications of new technologies • demonstrates clear leadership and the ability to influence and persuade • has a broad understanding of all aspects of IT and deep understanding of own specialism(s). • understands and communicates the role and impact of IT in the employing organisation and promotes compliance with relevant legislation • takes the initiative to keep both own and subordinates' skills up to date and to maintain an awareness of developments in the IT industry
7. Set Strategy / Inspire	Has authority and responsibility for all aspects of a significant area of work,	Makes decisions critical to organisational success. Influences developments	Leads on the formulation and application of strategy.	• has a full range of strategic management and leadership skills

	including policy formation and application. Is fully accountable for actions taken and decisions made, both by self and subordinates	within the IT industry at the highest levels. Advances the knowledge and/or exploitation of IT within one or more organisations. Develops long-term strategic relationships with customers and industry leaders.	Applies the highest level of management and leadership skills. Has a deep understanding of the IT industry and the implications of emerging technologies for the wider business environment.	• understands, explains and presents complex technical ideas to both technical and nontechnical audiences at all levels up to the highest in a persuasive and convincing manner • has a broad and deep IT knowledge coupled with equivalent knowledge of the activities of those businesses and other organisations that use and exploit IT • communicates the potential impact of emerging technologies on organisations and individuals and analyses the risks of using or not using such technologies • assesses the impact of legislation, and actively promotes compliance • takes the initiative to keep both own and subordinates' skills up to

				date and to maintain an awareness of developments in IT in own area(s) of expertise