



G-Cloud 15
PRICING DOCUMENT
ZEAL SOLUTIONS
PROCLUS Platform
Lot 2 Cloud Software

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1. Company overview

Zeal Solutions Ltd is a psychology-based people and software services organisation. We use our understanding of psychology to help strengthen people and organisations through our people and cloud-based software services.

2. Purpose of this document

This document provides details of our PROCLUS pricing structure, including details of our implementation procedures, support arrangements and training.

3. PROCLUS Licence Fees

EXPLORER (Licence Subscription: 1-99 users from any single organisation/client)

This is as: Single interactive application licence

What this means: Users are provided limited access to a single application.

Limits: We can allow up to 99 users from one organisation under this licence.

Why: This enables us to offer the client the best support they need.

Cost: £15.00 Per User/Per Month*

What's included:

- Access to specific applications.
- User support.
- Baseline application (telephone directory) included.

**Implementation:*

- *Minimum licence period is 12 months.*
- *There could be specific fees for implementation of applications.*

ADVENTURER (Licence Subscription: 1-199 users from any single organisation/client).

This is as: Multiple interactive application licence

What this means: Users are provided with access to up to four (4) applications.

Limits: 199 users from one organisation under this licence.

Why: This enables us to offer the client the best support they need.

Cost: £25.00-£40.00 Per Month (fee will be based on user and application numbers) *

What's included:

- Access to different applications as required.
- User support.
- Baseline application (telephone directory) included.

**Implementation:*

- *Minimum licence period is 12 months.*
- *There could be specific fees for implementation of applications.*

ENTERPRISE (Tailored service)

This is a tailored service. This service is used when clients require greater and more responsive levels of support, or where multiple interactive applications are required, or where the platform and any applications are configured or developed to meet specific client needs. The service model will be priced according to user bands, applications in use and the level of user and technical support that is required. The contract and price will be aligned to the client's specific service needs.

Limits: Unlimited users from one organisation under this licence. The contract price will be reviewed every 3 months to assess active user numbers and the level of application support that is required.

Cost: Contact us

Other criteria include:

- Where additional support services are required
- Where applications are being tailored
- Where applications are being added to the platform

Implementation:

- *Minimum licence period is 12 months.*
- *There will be specific fees for implementation of applications.*

4. PROCLUS Support Fees

The support desk at Zeal Solutions is available between 09:00 and 17:00, Monday to Friday (excluding Public Holidays) and is provided free of charge.

Out of hours support is provided where an out of hours support contract has been agreed with Zeal Solutions Limited. Our out of hours support contract will be determined on a client case by case basis.

5. PROCLUS Training and Consultancy Fees

As part of the Scope of Work associated with the implementation process, Zeal Solutions will determine the level of training that is required for a client project. The fee for any training will be agreed and included in the Scope of Work.

In addition to any support that is provided, users will also be given access to help and guidance. This should limit the need for clients to spend any extra money on training. However, and on those occasions where a client requires additional training, Zeal Solutions can provide remote training as well as face to face sessions. Typical costs for our sessions are shown below:

TYPE OF TRAINING	TYPICAL COST
30 minute remote sessions	£75.00
1 hour remote sessions	£150.00
2.5 hour remote sessions	£375.00
Full-day remote sessions	£750.00
Half-day face to face sessions	£550.00
Full-day face to face sessions	£1,100.00
Note: Costs are estimates and assumptions are made on numbers of users/delegates. For face-to-face sessions - Material costs will be added. For face-to-face sessions - Travel and/or accommodation costs will be added. All sessions can be tailored to suit client requirements.	