SERVICE WORKS GLOBAL

PART OF ADDNODE GROUP




# QFM Integrated Workplace and Facilities Management Solution

## G Cloud 15 Pricing

# QFM Pricing – Software as a Service

QFM is offered as a fully managed service, payable via an annual subscription. This includes provision of software, maintenance & support and hosting.

Annual subscription costs are determined by the modules subscribed to, number of users required and the level of hosting required.

Additional modules and user licenses may be procured at a later date. Any additional annual subscription costs will be co-termed with the anniversary of the existing subscription in place.

Consultancy time as priced at a standard day rate. Example implementation costs are given below as a guide. Additional consultancy days may be purchased also if required at the given day rate.

Pricing is given below for QFM, along with a brief description of what is included and relevant further notes. Please read our Service Description for further information in relation to our service offering.

All prices are exclusive of VAT.

## Core Modules

| QFM Module | What's Included & Further Notes | Annual Price |
|---|---|---|
| **QFM Core Facilities Management** | • Organisation-wide license<br>• Management of both Reactive and Planned Maintenance<br>• Hard and Soft FM included as standard<br>• Resource Scheduling included as standard<br>• Interaction with mobile users included as standard (mobile licenses required) | **£5,400** |
| **QFM Core Space Management** | • Workspace planning and move management<br>• Integrated with Facilities Management or standalone<br>• Up to 150,000 square meters (GIA)<br>• Further expansion packs available see below | **£5,400** |

## Additional Modules (Facilities Management)

| QFM Module | What's Included & Further Notes | Annual Price |
|---|---|---|
| **Client Portal** | • Portal for end users to be raise and manage service requests with the Facilities Management team<br>• Unlimited number of users<br>• Fully configurable visual interface for fast job logging | **£2,250** |
| **Parts & Stock** | • Stock level management<br>• Interaction with Assets and Work Orders<br>• Costing information, planned Vs actual | **£2,325** |
| **Audits** | • Covers cleaning/room Audits<br>• Audits of completed jobs and work orders<br>• Auto selection of samples for audit | **£2,325** |
| **Permits to Work** | • Full digitisation of permit process<br>• Unlimited number of permits can be set up<br>• End to end workflow management including requests and routing for signoff | **£2,325** |
| **Dynamic Forms** | • Eliminate paper-based forms with configurable online forms, capturing all in information in one place<br>• Easily modify forms over time as requirements change | **£1,875** |
| **Asset Lifecycle Manager** | • Integrated bar code/QR code-based tracking<br>• Asset condition management<br>• Cost planned Vs actual comparison | **£1,875** |



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## Additional Modules (Facilities Management)

| QFM Module | What's Included & Further Notes | Annual Price |
|---|---|---|
| **Room Bookings** | • Management of room bookings through QFM<br>• Utilisation reporting | **£1,875** |
| **3rd Party API Integration Pack** | • Cost is per integration to another 3rd party system via APIs | **£1,875** |
| **SFG20 Integration Pack** | • Purpose built and SFG20 approved integration to Facilities IQ from SFG20 | **£1,875** |
| **Multi Contract Pack** | • To allow multiple contracts to be managed by a Service Provider through one QFM instance<br>• Pricing is per additional contract | **£3,675** |
| **Multi-lingual Pack** | • Pricing is per additional language required<br>• Please contact us for available languages | **£1,450** |
| **Power BI Connect Pack** | • Purpose built reporting database<br>• Power BI based reporting, fully integrated with QFM<br>• Standard starter reporting deck plus<br>• Scheduled data exporting option | **£2,250** |
| **Power BI Report Builder** | • Mirrored reporting database for direct connection to client's Power BI instance<br>• Full customer capability to design and build bespoke Power BI reports | **£5,750** |
| **Paymech** | • Fully integrated solution to manage payment mechanisms and calculations as part of a Public-Private Partnership<br>• Price is per contract<br>• A yearly support fee is payable in addition, calculated dependent on complexity of paymech contract | **£8,975** |

## Additional Modules (Space Management)

| QFM License | What's Included & Further Notes | Annual Price |
|---|---|---|
| **Hazards Management** | • Managing hazards e.g. asbestos, temperature, noise, confined spaces<br>• Viewing and tracking hazards in relation to planning | **£2,325** |
| **Condition Assessment** | • Support with design and completion of six facet surveys<br>• Dashboards and reporting capability | **£1,875** |
| **Property and Lease Management** | • Track and manage property and lease information | **£2,325** |
| **Agile Workspace** | • Provides support for flexible workspaces and planning | **£2,325** |
| **Strategic Planning** | • Support for strategic decision making in relation to space | **£2,325** |
| **NHS Cleaning Standards** | • Specialised module to assist with planning cleaning work within NHS to be compliant with standards | **£1,875** |
| **Utilisation Sensor integration** | • Integration of sensor data into QFM Space e.g. desk & room utilisation sensors | **£2,325** |
| **QFM Space Core expansion pack** | • Per additional 50,000 square meters above 150,000 square meters | **£1,200** |
| **QFM Space Core Unlimited** | • Licenses the organisation for an unlimited amount of space. Payable in addition to the core price. | **£7,200** |



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## User Licences

| QFM License | What's Included & Further Notes | Annual Price |
|---|---|---|
| **Helpdesk / Administrator** | • License is on a concurrent user basis<br>• Can be used either for Administrator or helpdesk access, determined at the point of setup | **£575** |
| **Helpdesk / Administrator (5 User Bundle)** | • As above, for five concurrent users | **£2,300** |
| **Helpdesk / Administrator (10 User Bundle)** | • As above, for ten concurrent users | **£4,025** |
| **Self Service** | • Access for end users to log and track work requests<br>• Provided free as part of client portal module (required)<br>• Unlimited number of users | **£0** |
| **Mobile User** | • For use with the QFM Mobile app by operatives to be able manage and update work orders on the move<br>• Usage is concurrent | **£195** |
| **Mobile User (10 User Bundle)** | • As above, for 10 concurrent users | **£1,560** |
| **Mobile User (50 user bundle)** | • As above, for 50 concurrent users | **£6,240** |
| **Contractor Portal** | • Provide web access for contractors to view and manage work orders assigned to them<br>• Usage is concurrent | **£300** |
| **Contractor Portal (5 User Bundle)** | • As above, for 5 concurrent users | **£1,200** |
| **QFM Space User** | • Access to all available modules<br>• Individual user accounts can be tailored to suit requirements | **£300** |
| **QFM Space User (5 user bundle)** | • As above, for 5 concurrent users | **£1,250** |
| **QFM Space User (10 user bundle)** | • As above, for 10 concurrent users | **£2,100** |

## Additional Options – Configuration

| Option | What's Included & Further Notes | Annual Price |
|---|---|---|
| **Single Sign-On (SSO)** | • Allows connection and authentication without the need to manually enter username and password | **£975** |
| **Lightweight Directory Access Protocol (LDAP)** | • Centralised directory for user management and authentication<br>• Streamlines access management for applications | **£1,275** |
| **Multi-Factor Authentication (MFA)** | • Enhanced security measure requiring authentication via more than one method (e.g. password + code sent to mobile) | **£975** |



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## Hosting

| Hosting Type | What's Included & Further Notes | Annual Price |
|---|---|---|
| **Hosting – QFM Facilities Mgmt** | • Microsoft Azure based Hosting service for QFM Facilities Management<br>• Single recurring fee regardless of additional modules | **£14,750** |
| **Hosting – QFM Space Mgmt** | • Microsoft Azure based Hosting service for QFM Space Management<br>• Single recurring fee regardless of additional modules | **£14,750** |
| **Hosting – QFM Facilities & Space Mgmt** | • Combined annual cost to host both QFM Facilities Management and Space Management within a single integrated platform | **£18,750** |
| **Hosting uplift** | • To convert hosting from either Facilities Management or Space Management to cover both | **£4,000** |

## Consultancy

SWG provide consultancy services to include all aspects of project management, implementation and installation services, domain expert consultancy, data management and software configuration/customisation.

| Rate Type | What's Included & Further Notes | Day Rate |
|---|---|---|
| **Standard Daily Rate** | • Single rate for all types of consultancy including project management<br>• Between the hours of 09:00 – 17:30 UK time<br>• Excludes bank holidays and weekends | **£1,200** |
| **Out of Hours Rate** | • By prior agreement between customer and SWG team<br>• Where work is required and agreed to take place out of hours or on bank holidays and weekends | **£2,400** |

## Implementation Services – On-Site Delivery

SWG offer on site delivery of professional services where specifically required or appropriate. SWG will recharge reasonable expenses for travel, accommodation and subsistence. Travel time is charged at 50% of the standard daily rate. A full copy of our expenses copy can be provided on request.

## Support & Maintenance and Upgrades

The above prices shown are fully inclusive of both maintenance and support and the option to upgrade to the latest available version once per year.

- Access to dedicated client portal to log and manage cases
- 24/7 365 days per year support for hosting services
- UK based support team available to provide application support between the hours of 08:30 and 18:00 UK time, Monday to Friday, excluding UK public holidays
- Managed upgrade service, working alongside customer team to install, deliver and test

## Training

SWG offers a range of training courses either individual or classroom based to meet the needs of users which are typically between 0.5 and 2 day courses. Training is provided on a time and materials basis at the rates shown above to include preparation, delivery and follow up. Training can be delivered remotely, at SWG's London office, or on site at the customer's premises.

Bespoke training can also be arranged to suit specific customer requirements, charged at the rates shown above.



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### Managed Services

In addition to our daily rates shown above, SWG offer managed services to assist customers with the following:

- Data management including data manipulation and cleansing, bulk uploads, bulk end dating of records
- CAD and data management services for Space, updating floor plans and associated data
- This time can also be used for refresher training or training for new starters if required

| Rate Type | What's Included & Further Notes | Day Rate |
|---|---|---|
| **Bulk Purchase** | • Bundles of 10 days purchased together<br>• Can be drawn down as required<br>• For use within one year of purchase<br>• If topped up within one year, any remaining days can also be carried over | **£1,050** |
| **Monthly Service** | • Agreed number of days per month available for use<br>• Up to 2 days can be carried forward into next month<br>• Minimum period of one year | **£900** |

# Capital Funding Orientated Pricing Option

For organisations who find themselves in a position where capital funding is available, but potential for revenue spend is limited, we offer a pricing model that is orientated towards this scenario.

This results in a higher up-front cost, but lower yearly ongoing cost.

The upfront cost is calculated as being 2.5 x the total from the annual pricing shown above.
Then from year 2 onwards, the cost is 25% of the upfront cost paid.

An example is shown below where the total annual pricing comes to £40,000.

| SaaS Annual Pricing |
|---|
| Total Annual Price (as shown in above tables) |
| |
| £40,000 |

| Capital Funding Model | |
|---|---|
| Up front cost (Year 1) 2.5 x Annual Price | Recurring cost (Year 2 onwards) 25% of this |
| | |
| £100,000 | £25,000 |

Please let us know if you are interested in exploring this option and we will be happy to provide a proposal for this.

# Further Notes on Pricing

Enterprise level deals & time limited discounts may be available. These will be transacted in accordance with CCS rules.

Individual prices may increase during the contract as per CCS guidelines at call-off level, where reviews have been agreed by both parties prior to the contract award.



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# Pricing Example

| Item | Unit Cost | Quantity | Annual Cost |
|---|---|---|---|
| Core Facilities Management | £5,400 | 1 | £5,400 |
| Client Portal (unlimited access) | £2,250 | 1 | £2,250 |
| Additional Module – Permits to Work | £2,325 | 1 | £2,325 |
| Additional Module – Asset Lifecycle Mgr | £1,875 | 1 | £1,875 |
| Hosting on SWG Azure Platform | £14,750 | 1 | £14,750 |
| 5x Administrator/Helpdesk user bundle | £2,300 | 1 | £2,300 |
| 10x Mobile user license bundle (2 of) | £1,560 | 2 | £3,120 |
| **Total** | | | **£32,020** |

# Guide to Implementation Costs

The following provides a guide to implementation costs. The actual amount of days required will be estimated based on requirements and will depend on factors such as:

- Number of assets
- Quality of data and number of data sources
- Amount of training required
- Number of drawings, whether polylining is required
- Additional modules purchased

| Item | Typical Days Required to implement |
|---|---|
| Core Facilities Management | 25 - 30 |
| Core Space Management | 25 - 30 |
| Additional Modules | Normally between 5 to 10 days depending on module |
| Paymech | Dependent on nature of contract.<br>As a guide:<br>Simple contract: circa 30 days<br>Complex contract: 60 days+ |
| Project Management | Normally around 20 to 25% of consultancy time |

The above example could be expected to take in the region of 40 - 45 days to implement.



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