

Response Master Pricing Document

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Response Master pricing document

Response Master is a scalable system that can be used by all sizes of council. Policies are uniquely configured for each council.

Pricing

Tier	Annual subscription
Tier 1	£4,950
Tier 2	1.25 x Tier 1
Tier 3	1.25 x Tier 2
Tier 4	1.25 x Tier 3
Tier 5	1.25 x Tier 4
Tier 6	1.25 x Tier 5
Tier 7	1.25 x Tier 6
Tier 8	1.25 x Tier 7
Tier 9	1.25 x Tier 8
Tier 10	1.25 x Tier 9
Tier 11	1.25 x Tier 10
Tier 12	1.25 x Tier 11
Tier 13	1.25 x Tier 12

Additional modules

Module	Price
Nexus	75% of the Response Master subscription

Includes 25,000 AI processing requests. Additional AI processing requests are available at £5,000 per block of 25,000 requests. Unused requests can be carried over to the next subscription year.

Discounts

Contract length	Discount
1 year	0%
2 years	7.5%
3 years or more	20%

Existing customers

For existing customers, the renewal price is the lower of:

- the above price; or
- the price currently being paid.

Prices include:

- Configuration and set up
- Hosting and storage
- Onboarding and training
- Ongoing support and maintenance

- New features and releases
- Dedicated customer service manager
- Text changes
- Updates to comply with legislation changes