



PRICING

Cloud Software (Lot2a – iSaaS)

Get Swarms Limited

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TABLE OF CONTENTS

PRICING:	5
DISCOUNT PERCENTAGE	7
1. PRICING BASIS AND CHARGING MODEL	7
2. MINIMUM CONTRACT PERIOD	7
3. MAXIMUM CONTRACT DURATION	7
4. ONBOARDING AND SETUP COSTS	8
5. SCALING, USER CHANGES, AND TRUE-UPS	8
6. VOLUME DISCOUNTS (APPLICATION OF DISCOUNTS)	8
7. MULTI-SERVICE AND PORTFOLIO PURCHASING	9
8. SUPPORT, MAINTENANCE, AND UPDATES	9
9. PRICE REVIEW AND INDEXATION	9
10. VAT AND INVOICING	9
11. PRICE TRANSPARENCY STATEMENT	10
12. DATA STORAGE, BANDWIDTH, AND USAGE POLICY	10
13. INDICATIVE ALLOWANCES (NON-BINDING, BUT PROTECTIVE)	10
14. EXCEEDING ALLOWANCES (IMPORTANT)	10
15. NO HIDDEN CHARGES	11

PRICING:

Service name	Price
Infrastructure Alerting & Monitoring Correlation Platform	£10,000 / year
Application & Service Performance Monitoring Platform (IT Ops)	£10,000 / year
Secure File Storage & Data Lifecycle Management Platform (IT Ops)	£10,000 / year
Data Subject Request Automation & Data Retrieval Tool (IT Ops)	£10,000 / year
Infrastructure Data Asset Discovery & Classification Tool (CMDB)	£10,000 / year
Infrastructure Backup Orchestration & Recovery Management Tool	£10,000 / year
Operational Case Workflow Automation Platform	£10 / user / month
Contract Management System	£10 / user / month
Billing Integration & Financial Data Processing Platform (IT Ops)	£10,000 / year
Vendor & Supplier Integration, Risk Monitoring Platform	£10,000 / year
Infrastructure & Capacity Resource Management Platform	£10,000 / year
Particle IT Service Desk Platform (Incident & Change Ops)	£10 / user / month
IT Incident & Service Continuity Management Platform	£10,000 / year
Customer Interaction Data Integration & Workflow Automation Tool	£10 / user / month
Automated Security Testing & Vulnerability Assessment Platform	£10,000 / year
Cloud Environment Configuration & Lifecycle Management Tool	£10,000 / year
Release Automation & Deployment Governance Platform	£10 / user / month
IT Operations Issue Tracker & Engineering Governance Platform	£10 / user / month
Risk and Compliance Solution	£10,000 / year
Inventory & Asset Tracking Automation Platform	£10,000 / year
Swarms Privacy Controls & Data Classification Platform	£10,000 / year
Cryptographic Key & Secrets Management Platform	£10,000 / year
Privacy Controls Enforcement & Data Protection Automation Tool	£10,000 / year
Swarms Privacy Risk Automation & Control Assessment Tool	£10,000 / year

Swarms ITSM Platform for Incident, Change & Configuration Mgmt	£10 / user / month
Swarms Data Retention Policy Enforcement & Lifecycle Tool	£10,000 / year
Swarms Operational Risk Monitoring & Control Framework	£10,000 / year
Swarms Operational Risk Remediation & Control Tracking Tool	£10,000 / year
Swarms IT Operations Runbook Automation & Orchestration Tool	£10,000 / year
Swarms Infrastructure Chaos Test Automation Platform	£10,000 / year
Swarms Infrastructure Carbon Monitoring & Optimisation Tool	£10,000 / year
Swarms Stakeholder & Citizen Relationship Manager (CRM) Solution	£10 / user / month

DISCOUNT PERCENTAGE

Annual call-off value	Discount
Less than £250,000	0%
£250,000 – £500,000	3%
£500,001 – £1,000,000	5%
£1,000,001 – £2,500,000	8%
£2,500,001 – £5,000,000	12%
Over £5,000,001	15% (max cap)

1. PRICING BASIS AND CHARGING MODEL

Pricing Basis

Prices are provided on either a per-user subscription basis (£10 per user per month) or a fixed annual platform licence basis (£10,000 per year), depending on the nature of the service.

User-based pricing applies to services where functionality is directly accessed by named or concurrent users (for example, service desk, CRM, workflow, and case management services).

Platform-based pricing applies to infrastructure, governance, security, monitoring, and automation services where value is derived from organisational-level capability rather than individual user access.

2. MINIMUM CONTRACT PERIOD

Minimum Contract Period

The minimum contract period for all iSaaS services is **12 months**.

Services are invoiced annually in advance unless otherwise agreed in the call-off contract.

3. MAXIMUM CONTRACT DURATION

Maximum Contract Duration

Call-off contracts may be agreed for a maximum duration in line with the G-Cloud framework rules, including any permitted extensions.

Pricing remains fixed for the duration of the call-off period, subject to any agreed volume discount thresholds.

4. ONBOARDING AND SETUP COSTS

Onboarding and Setup

Standard onboarding, configuration, and initial setup are **included in the published prices** unless otherwise stated in the service description.

Where a buyer requires additional bespoke configuration, data migration, or integration services beyond standard onboarding, these will be scoped and priced separately under a mutually agreed statement of work.

5. SCALING, USER CHANGES, AND TRUE-UPS

User Scaling and Adjustments

Buyers may increase or decrease the number of licensed users during the contract term.

Any increases in user numbers will be charged on a pro-rata basis for the remainder of the billing period.

Reductions in user numbers will take effect from the next contract renewal period.

6. VOLUME DISCOUNTS (APPLICATION OF DISCOUNTS)

Application of Volume Discounts

Volume discounts are applied to the **total annual call-off contract value (excluding VAT)**.

Discounts are applied at the highest applicable threshold only and are **not cumulative**.

The maximum discount available under this pricing model is **15%**.

Discounts apply uniformly across all services included within the call-off contract.

7. MULTI-SERVICE AND PORTFOLIO PURCHASING

Multi-Service Purchasing

Buyers may combine multiple iSaaS services within a single call-off contract.

Where services are combined, the aggregate annual value will be used to determine the applicable volume discount threshold.

8. SUPPORT, MAINTENANCE, AND UPDATES

Support and Maintenance

All prices include standard support, maintenance, security updates, and platform upgrades for the duration of the contract.

There are no additional charges for routine patches, feature updates, or regulatory compliance updates.

9. PRICE REVIEW AND INDEXATION

Price Review

Prices are fixed for the duration of the call-off contract.

No automatic price indexation or inflationary uplifts apply during the contract term unless explicitly agreed in writing as part of the call-off arrangement.

10. VAT AND INVOICING

VAT and Invoicing

All prices are stated **exclusive of VAT**.

VAT will be charged at the prevailing rate in accordance with UK legislation.

Invoices are issued annually in advance unless otherwise agreed.

11. PRICE TRANSPARENCY STATEMENT

Price Transparency

The prices published in this document represent the **maximum charges** payable under the G-Cloud framework.

Buyers will not be charged more than the prices published, and any applicable discounts will be applied in accordance with the volume discount table.

12. DATA STORAGE, BANDWIDTH, AND USAGE POLICY

Included Usage and Fair Use Policy

All prices include reasonable and proportionate usage of data storage, bandwidth, and system resources consistent with typical public sector use of the service.

Services are subject to a fair use policy to ensure platform stability, security, and service quality for all customers.

13. INDICATIVE ALLOWANCES (NON-BINDING, BUT PROTECTIVE)

Indicative Usage Allowances

Unless otherwise stated in the service description, the following indicative allowances apply per service instance per annum:

- Data storage: up to **1 TB**
- Data transfer (bandwidth): up to **5 TB**
- API or system interactions: up to **reasonable operational levels** aligned to normal service usage

These allowances are provided as guidance only and are not enforced as hard technical limits.

14. EXCEEDING ALLOWANCES (IMPORTANT)

Excessive or Abnormal Usage

Where usage materially and persistently exceeds normal operational patterns and risks service performance or cost sustainability, Get Swarms Limited will engage with the

customer to review usage and agree appropriate mitigation or commercial adjustments where required.

No additional charges will be applied without prior agreement.

15. NO HIDDEN CHARGES

No Automatic Overage Charges

Get Swarms Limited does not apply automatic overage charges, throttling, or service suspension as a result of exceeding indicative usage levels.