

FCS Software

Pricing Document

CaseworkPro

Version 1.0.0

1. CaseworkPro Pricing

1.1. Pricing Breakdown

The CaseworkPro hosting costs are based on the following metrics,

- Type of authority (County, Unitary, District, London Borough, Combined, Metropolitan Borough, etc)
- Size of authority based on population

All pricing is exclusive of VAT.

Service Description	Cost
CaseworkPro Product Suite CaseworkPro Product Suite for a local or combined authority. Including: • ComplaintsPro • EnquiriesPro • Residents' Portal • Online Help Including: CaseworkPro Support and Maintenance Annual support package including the following support options. • Telephone support • Ticket based email support • Remote Support (Teams etc.)	£10,000
CaseworkPro Hosting Hosting of the CaseworkPro platform based on the following: • Azure Hosting • UK South • Entra ID / Google SSO Note: Hosting levels based on population of Council and number of complaints, administrators, and complaints handlers. Standard Tier (Small organisation) Standard Plus Tier (Small/Medium organisation) Premium Tier (Medium/Large Organisation)	£10,000 £15,000 £25,000

Premium Plus Tier (Large Organisation)	£35,000
CaseworkPro FOI/SARs and EIR CaseworkPro FOI/SARs and EIR additional module for a local or combined authority. Including: • RequestPro • Residents' Portal Note: • Hosting uplift of 25% on CaseworkPro tiers if added to CaseworkPro core system. Alternatively hosting costs of 50% of hosting tiers apply if purchased as a standalone system. • Onboarding uplift of 25% on standard CaseworkPro onboarding costs if added to CaseworkPro core system. Alternatively onboarding costs of 50% of standard onboarding costs apply if purchased as a standalone system	£5,000
CaseworkPro Onboarding Initial set up and configuration including: • Project planning • Data conversion • Hosting services setup • Initial user training	£8,000

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Skills for the Information Age (SFIA) Rate Card

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2. Skills for the Information Age (SFIA) Rate Card

	Strategy and architecture	Business change	Solution development & implementation	Procurement and management support	Client interface
1. Follow	£625	£625	£625	£625	£625
2. Assist	£725	£725	£725	£725	£725
3. Apply	£850	£850	£850	£850	£850
4. Enable	£975	£975	£975	£975	£975
5. Ensure or advise	£1,125	£1,125	£1,125	£1,125	£1,125
6. Initiate or influence	£1,250	£1,250	£1,250	£1,250	£1,250
7. Set strategy or inspire	£1,400	£1,400	£1,400	£1,400	£1,400

Standards for consultancy day rate cards

Consultant's working day - 7.5 hours exclusive of travel and lunch

Working week – Monday to Friday (excluding national holidays)

Office Hours – 9am to 5pm Monday to Friday

Travel, mileage subsistence – payable as incurred

Mileage – payable as incurred

Professional indemnity insurance – included in day rate