



Achiever LIMS – Pricing

G-Cloud 15

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Document Controls

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1.1. Introduction

This document describes the pricing for Achiever LIMS when provided as a Software as a Service (SaaS) under the ISL Managed Hosting Service. The prices in this document apply to public sector customers procuring the service through the Digital Marketplace.

This pricing document should be read alongside the Achiever LIMS service description and service definition. All pricing is subject to the applicable framework terms and the customer contract.

1.2. Pricing model overview

Achiever LIMS is provided on a subscription basis. Pricing is made up of:

- Annual subscription charges for the core Achiever LIMS service
- Charges for ISL Managed Hosting, including hosting, monitoring, and backups
- Optional modules and add-on services
- Optional one-off implementation and onboarding services

Unless otherwise stated, prices are recurring annual charges and are subject to VAT unless a valid exemption certificate is provided.

1.3. Core Achiever LIMS subscription pricing

The core Achiever LIMS subscription provides access to the Achiever LIMS application, including standard functionality, system configuration capabilities, audit logging, and support.

Pricing unit: Per customer instance, per annum

Included within the core subscription: - Web-based access to Achiever LIMS - Role-based user access - Audit logging and record history - Standard reporting functionality - Application updates and maintenance

Pricing table:

Item	Year 1	Year 2	Year 3
Achiever LIMS inc 10 User Licence & Essentials Service Pack Includes - Installation End User Training (2 day course for up to 6 Delegates) Systems Admin Level 1 (2 day course for up to 4 Delegates) Configuration Services (5 days) Go-Live Handholding (1 day) Project Management	£22500		
Annual Licence and Support Package	£24,500	£25725	£27011
Total	£47000	£25725	£27011
3 Year Total	£99736		

The Essentials Service Pack included within the Year 1 core subscription price is a one-off set of implementation and onboarding activities and is not a recurring annual charge in subsequent contract years.

1.4. *ISL Managed Hosting pricing*

ISL Managed Hosting provides hosting and managed service components for Achiever LIMS using Microsoft Azure UK infrastructure.

The managed hosting service includes: - Dedicated application and database instances per customer - Production and non-production environments - Managed backups and recovery - System monitoring - Operating system and database platform patching - SSL/TLS certificate management - A default database storage allocation of up to 100 GB per environment

Availability: 99.5% system uptime outside of planned maintenance

Pricing unit: Per customer instance, per annum

Pricing table:

Item	Year 1	Year 2	Year 3
Annual Hosting Fee	£36000	£37800	£39690
3 Year Total	£113490		

1.5. *Optional modules*

Additional Achiever LIMS modules are available to extend the functionality of the core service. All modules listed in this section are optional and are charged in addition to the core subscription.

Unless otherwise stated, optional modules are billed annually.

Optional modules pricing table:

Item	Year 1	Year 2	Year 3
Additional End User Licences (each)	£700	£375	£401
Manifest Upload Tool – Annual Fee**	£5000	£5350	£5725
Quality Management and Auditing Module– Annual Fee**	£5000	£5350	£5725
Researcher Portal – Annual Fee**	£7500	£8025	£8587
Dashboard Licence Editor – Annual Fee**	£5000	£5350	£5725
Achiever API– Annual Fee**	£5000	£5350	£5725

** Additional implementation services may be required depending on customer configuration requirements.

1.6. *Implementation and onboarding services*

One-off implementation and onboarding services are available to support customers during initial service setup. These services may include activities such as

configuration assistance, data migration support, and user onboarding. A defined budget has been included in section 1.3 Core Achiever LIMS subscription pricing. Implementation services are scoped based on customer requirements. Pricing may be fixed or estimated depending on the nature of the work. The scope, scale, and duration of any implementation and onboarding services are determined collaboratively with the customer based on their specific requirements, and customers may choose the level of support they wish to procure.

One-off implementation pricing:

Item	Year 1	Year 2	Year 3
Additional Services Bundle (20 day example)	£30,000		
Additional configuration, training, testing and other services	TBC	TBC	TBC
3 Year Total	£30000 +		

Any services marked as TBC are entirely optional, non-mandatory, and will be separately scoped and priced in advance of delivery in accordance with G-Cloud framework rules.

1.7. Additional optional services

Additional optional services may be available to support customers during the lifetime of the service, including:

- Training services
- Configuration or workflow assistance
- Data migration or export support

Pricing and availability of these services depend on customer requirements and are subject to agreement.

Optional services pricing:

Item	Quantity	Year 1	Year 2	Year 3
Service Day Rate	1	£1500	£1575	£1630

1.8. Pricing notes and assumptions

- All prices are exclusive of VAT.
- Prices are quoted in GBP (£).
- Annual subscription and hosting charges are billed annually in advance, unless otherwise agreed.
- The Essentials Service Pack included within the Year 1 core subscription price is a one-off implementation and onboarding bundle and is not a recurring charge. It does not apply in Years 2 or 3

- One-off charges apply only in the contract year in which the services are delivered and do not recur in subsequent years.
- Support services are included within the annual licence and hosting charges unless explicitly stated otherwise.
- Optional modules and additional services are not mandatory and may be purchased at the customer's discretion.
- Pricing applies to the ISL Managed Hosting delivery model only, as described in this document.
- Prices for Years 2 and 3 include a fixed and capped annual uplift of 5% to reflect normal SaaS cost progression.
- All pricing is subject to the applicable framework terms and the customer contract.

1.9. Ordering

Orders for Achiever LIMS must be placed through the Digital Marketplace in accordance with G-Cloud framework rules. Customers should reference the service listing when placing an order.