

Real Systems Pricing

Type of work	Daily rate (7 hours)	Cost
Basic system: phase 1 * from:		£9,000.00
Multi-Agency systems from:		£18,000.00
Planning/project management	£784	
System setup/design/configuration	£784	
Development work requiring code, integrations, migration etc.	£861	
Training		
End user, refresher, reporting (additional)	£430.50	
(available online or on site)		
SLA		
Includes Helpdesk for user queries, login support, training, reports, security updates, small system updates, system maintenance, meetings with point of contact for annual support. SLA costs vary based on system complexity and number of users. Annual SLA for over 200 users + starting from		£9,900.00

*Phase 1 – For non-multi agency systems where the customer requires a scalable system where they wish to rollout a new system in phases. They may only want the system to include 2 services or 2- 3 Objects to capture their work, to start with.

Salesforce Licenses

Customers will have their own separate licence agreement with Salesforce for

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Homeless Link is a charity no. 1089173 and a company no. 04313826

behalf of the customer to negotiate discounts on products and licenses (bulk orders), orders and queries.

Costs for licenses are per user, per year (if a user no longer needs access the user can be made inactive and the license re-used for another user).

Cost per licenses depends on the Salesforce Cloud configured for the customer's system and the type of licenses required for the user's access.

As the customer will have a direct license to agreement with Salesforce, Real Systems do not charge/make any mark-up cost on licenses. In general Salesforce do not annually increase the cost of licenses but subject to change by them.

Discounts

Some organisations may be eligible for discounts on Salesforce products and licenses if they are a registered:

- Charity
- Educational organisations (registered school, academy or university)
- CIC

Real Systems will also review the type of project and customer budgets to agree on final or annual contract costs.

For more information on Real Systems: www.realsystems.org.uk

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