SOLVARES FIELD SERVICE

Pricing Document for supply of

VISITOUR
Real-Time Scheduling and Route Optimisation Solution

Implementation Services and
Software-as-a-Service (SaaS)

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This document is to provide pricing to customers for the supply of Visitour real-time scheduling and route optimisation solution for field service. The solution will be hosted in the AWS cloud by FastLeanSmart UK LTD, trading as Solvares Field Service ('Solvares'), together with associated project services.

The specific requirements for the solution will be jointly determined by Solvares and the Customer - the licencing, functionality, SaaS and guaranteed support levels, project services for deployment, the user volumes.

SCHEDULE 1 – PROGRAM LICENCING OVERVIEW

Programs shall consist of the following:

1. Application Programs and associated licences model

Visitour scheduling and route optimisation solution is licenced on the basis of the following components. Each component that is included will be specified in the fees from the choices given in Schedule 2 Clause 1.1.

Visitour server

The solution includes both use of a live production environment and a test server. Access to additional environments is available.

Scheduling licence per engineer/resource

A Visitour Resource licence must be purchased for each resource (eg Operative, engineer, surveyor, practitioner, vehicle) that will be scheduled and is Active in the system. An Active Resource can be Deactivated (eg if they leave) and no longer require a licence but their details remain in the system for historical data and reporting purposes. A replacement Resource for this licence can then be made Active.

Additional licence per scheduled resource for real-time use (mobile updates are used)

If Visitour is required to receive call status messages (eg on route, arrived, completed) from a mobile application (Visitour Mobile Flow or third party mobile app) then this enables real-time/dynamic in-day optimisation and the Visitour Mobile Web Services licence will be required for each scheduled Resource.

Mobile licence Visitour Mobile Flow

If the Customer is to use Visitour mobile application for their Resources then one licence is required for each Resource licence. Two versions are available; Visitour Mobile Flow Light is limited to viewing a jobs list and entering call status updates, and Visitour Mobile Flow Advanced adds mobile call report capture and more. In addition, Solvares offers Mobile X which is a platform for developing specific needs.

Licence for Advanced Modules

The licences above include standard functionality (refer Schedule 2) and additional functionality can be added using advanced modules for Visitour that can be licensed at the start of contract or added at a later date by change request.

There are no third party Programs supplied under this Agreement.

SCHEDULE 2 – PURCHASE FEES AND CHARGES

1. Programs

1.1 SaaS Fees

The following licences are available and will be determined by the specific functional requirements and user volumes for each customer. For description of each refer to Schedule 1 and and the functional overview provided in the Service Definition document.

Program Licence Name	Quantity	Monthly Price
Pricing Element A – every customer needs some of these		
Visitour Resource Licence (operative/engineer) including Speed Profiles 1 (traffic based actual average driving speeds on each of 8 million road segments in UK)	One required per scheduled resource	£29.00
Optional Visitour Mobile Web Services (real-time status updates from Visitour Mobile Flow or from third party mobile app)	One required per scheduled resource	£10.00
Optional Visitour Mobile Flow application	One required per scheduled resource	
Light Version (limited to call list, status updates and GPS feed)		£12.50
Advanced Version (including mobile reports)		£25.00
X Version (our most comprehensive mobile platform)		£POA
Pricing Element B – specified to customer requirements		
Optional Advanced Modules:		
Upgrade from Speed Profiles 1 to 2 – (increased accuracy based on time-of-day predictive traffic)	One required per scheduled resource	£6.00
GPS / Live Tracking – visibility and re-routing based on Resource travel location, compare expected and actual routes taken by Resource	One required per scheduled resource	£6.00
Appointments Portal - self service appointments & in-day tracking of engineer/operative arrival	One required per scheduled resource	£6.00
Management Insights – ETL data source for analysis/ reporting		£POA

Notes:
- There is no licence required for managers, planners, administrators, or other back office users.
- Other Advanced Modules available that are not listed above
- A bundle price may be offered where multiple advanced modules are selected

1.2 Volume Discount

The following discounts will apply to based on the volume of scheduled resources (eg Engineers/Operatives/Vehicles)

1 – 100 – 0%
101 – 200 – 10%
201 – 500 – 20%
500 – 999 – 25%
1000 – 1999 – 30%
2000 – 4999 – 35%
5000 + – 45%

1.3 Program Adaptions

FLS is able to provide program adaptions/developments when specific needs cannot be met by configuration of the software and these are priced on the basis of the Schedule of Rates for agreed requirements.

2. Professional Services

2.1 Rates Table

Consulting Services provided by FLS, including for evaluation, workshops, solution design, program development / adaptions, installation and training, are executed in agreement with Customer with a combination of on-site and back office activity and will be billed in full days (one day = 8 working hours) on the basis of the fees indicated below. Appointments on site will be performed in consultation with Customer and invoiced as one full day.

Any program adaptations, customisation by our programmers, are provided after written agreement has been reached by FLS and the Customer.

Rates Table	Price
Consulting Services day rate (8 hours during standard working time Mon-Fri 09:00-17:30)	£1,280
Development Services day rate (8 hours during standard working time Mon-Fri 09:00-17:30)	£1,280
Out-of-Hours Consulting or Support (weekday evening, Sat/Sun, minimum half day)	1.5 x Consulting rate
Out-of-Hours Consulting or Support (Bank Holiday, minimum half day)	2 x Consulting rate
Expense costs for FLS representatives:	
− Mileage from the home of assigned FLS resource to the required site	45p/mile
− Train / Bus / Taxi/ Flight/ Parking (standard class)	At cost
− Overnight stay (hotel, meals) flat rate	£200
− Travel time charged hourly at the above Consulting Person-day rate when required for the preceding or subsequent day in order to attend agreed meeting times on a customer site. FLS will advise in advance when this applies.	

2.2 Solution Implementation Project Costs

Until completion of an agreed Statement of Work (Solution Design Document), any Consulting Services will be provided as required on the above price basis and reported on a monthly basis under the close control of FLS Project Manager and Customer Project Manager.

Consulting/project services are estimated subject to final scope.

3. Inflation

The fees given shall increase on an annual basis from the contract commencement date by either 3% per annum or the rate of inflation according to the UK Consumer Prices Index (CPI), whichever is the largest. The period in which CPI is measured will be the latest available 12 month period.

SCHEDULE 9 – INVOICE TIMING

1. Timing of Invoicing for SaaS Fees

Software as a Service fees shall commence on the SaaS Commencement Date and shall be invoiced quarterly in advance.

2. Timing of Invoicing for Program Adaptions

Program adaptions, as referred to in Schedule 2 paragraph 1.3 will be (if applicable) invoiced upon order or upon installation on the Customers test system provided under this agreement, to be agreed on a case by case basis.

3. Timing of Invoicing for Consulting Services

Consulting/project services will be invoiced together with expenses on a monthly basis.

4. Timing of Invoicing for Maintenance Services on Software Adaptions

The support and maintenance fees for any program adaptions/custom developments will begin on the date of installation on the Customers Test System.

These will be invoiced in advance in line with invoicing of SaaS fees. For the first invoice this will be calculated pro-rata to the end of the currently invoiced SaaS period.

5. Payment Terms

All prices are in (£) Great Britain Pounds (GBP) sterling and sales tax (VAT) will be added to invoices as applicable.

Invoices are to be paid within 30 days of receipt by the Customer of a valid invoice.