

CRBhub FOR COACHING AND MENTORING PROGRAMME MANAGEMENT SYSTEM

Pricing document

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Overview

CRBhub is provided on annual licensing terms, which are billed in advance with 30 day payment terms offered as standard.

The initial payment covers the system implementation cost, and also includes the first annual term of licensing. Subsequent licensing terms may be purchased at the discretion of the commissioning client, unless the client chooses to enter into a contract which commits to a minimum number of years' licensing.

Costs

Costs are shown here for one service type (either coaching or mentoring) and for two distinct service types (both coaching and mentoring), which are the most common system configurations. Costs for providing additional service types (e.g. facilitation) may be provided on request.

	Initial implementation cost, including year 1 licensing	Annual licensing fee from year 2 (subject to variation*)
One service type (either coaching or mentoring)	£13,950.00 <i>base cost</i> £16,175.00 <i>including second-level administrators only</i> £16,175.00 <i>including cohorts only</i> £18,425.00 <i>including second-level administrators and cohorts</i>	£4,675.00 <i>base cost</i> £5,425.00 <i>including second-level administrators only</i> £5,425.00 <i>including cohorts only</i> £6,175.00 <i>including second-level administrators and cohorts</i>
Two service types (both coaching and mentoring)	£18,400.00 <i>base cost</i> £20,625.00 <i>including second-level administrators only</i> £20,625.00 <i>including cohorts only</i> £22,850.00 <i>including second-level administrators and cohorts</i>	£7,025.00 <i>base cost</i> £8,150.00 <i>including second-level administrators only</i> £8,150.00 <i>including cohorts only</i> £9,275.00 <i>including second-level administrators and cohorts</i>

* Annual licensing fees are subject to variation based on the UK Retail Prices Index (RPI), and may also vary depending on any system customisation which is commissioned subsequent to initial implementation. All listed costs are exclusive of VAT.

What is included in the costs

Implementation

The initial implementation cost includes:

- Build / implementation of a new system based on the current system codebase version, containing the features and functionality as set out in the accompanying system definition document, and as demonstrated during the bidding process;
- Consultation with the commissioning client to determine their preferred user profile fields (including which are to be used for matching / filtering), evaluation trigger points and question sets, and preferences around definable system settings (e.g. whether a session must be accepted by the counterpart in order to count toward coaching / mentoring hours); and application of these into the system;
- Application of the commissioning client's preferred branding (usually to match an existing public-facing website);
- Import of any existing user / relationship data that the client may provide in a standard (CSV / Excel) format, matching the agreed dataset / schema of the new system;
- Co-ordination of go-live arrangements with the commissioning client, including assistance with general and targeted communications to end users;
- An initial year's licensing, with the licensing term commencing a maximum of six weeks following provision of the test system for review, unless otherwise agreed;
- 5 x day2day credits to cover any minor system amendments or administrative assistance which may be required post-go-live.**

Annual licensing

The annual licensing cost includes:

- Usage rights for up to 10,000 system users at any time, within the agreed scope of the system;
- System hosting on secure managed servers housed in ISO 27001-certified, UK datacentres in the UK;
- Implementation of occasional code updates to ensure ongoing security and compatibility with current web browsers;
- Up to three system training sessions for administrators per annual licensing period, if required, delivered via Teams / online conferencing;
- Telephone and e-mail support for system administrators during UK office hours;
- 3 x day2day credits for funding minor system amendments or enhancements during the course of the licensing period.**

** Further information on our day2day credits packages is given in the attached flyer. Day2day credits included with initial implementation and annual licensing fees are valid for the duration of the related licensing term.

What is not included in the costs

Implementation

The costs given above for initial implementation do not include any additional system customisation that may be required above and beyond the stated core functionality of the system and those elements which will be personalised upon implementation, as listed above.

Any required customisation will be subject to an individual quotation which will be added to the initial system implementation cost. A significant amount of system customisation may also increase the ongoing annual licensing fee, reflecting the additional complexity of maintaining the system in these cases. We will advise the commissioning client of any such increase within our quotation.

If any specific features are required which were not present in the product demonstration, these must be brought to our attention prior to quotation, in order that they can be costed appropriately and included in the accompanying quotation document. Any features not present in either the product demonstration or the quotation document will not be included in the system implementation unless specified.

Security / infrastructure

Any security / infrastructure requirements not specified in our standard offering may be provided by arrangement and at additional cost.

In particular, penetration testing is now emerging as an expectation for some clients, but is not a consideration for others. Therefore, in order to maintain the lowest baseline cost for our system, penetration testing is not included in this base cost. We can provide penetration testing (either blackbox or greybox) via a certified third party at an additional cost if required (POA). Alternatively, we can arrange for a commissioning client to carry out or commission their own pen testing exercise once a test environment has been prepared, which carries no additional cost from us.

In either case, any identified vulnerabilities categorised as "critical" or "high" severity will be remedied at no cost, assuming that these cannot be shown to be false positives. Vulnerabilities categorised as "medium" or lower severity will not be automatically addressed unless they can be shown to pose a specific risk to the system; but work may be undertaken to address these lower level risks at the commissioning client's discretion, subject to additional quotation.

Requests for preparation of any additional materials (e.g. network diagrams, process flows) may also incur an extra charge.

Support

Our standard level of support does not include carrying out operational administrative duties, including any tasks such as updating user details / passwords, which a system administrator is able to carry out themselves via the administrative console. Our standard support also does not include providing any support or documentation that may be requested by any subscribing third party organisations.

Enhanced support may be provided by arrangement for clients who regularly require additional assistance with administrative work; alternatively this additional support can be funded using day2day credits.

System scope

The scope of the system will be set out in the initial agreement, and may only be subsequently extended by arrangement. The system as costed in this document maintains a single pool of users per service type. For multiple programmes, our multi-programme system is available with various options – please enquire for details.

Upgrades

While occasional code updates and new features may be made available and included in the ongoing licensing costs, major system upgrades are not included. Major upgrades are available at additional cost, and are usually recommended after approximately five years, reflecting the developments that typically occur in technology and security during this time.

Costs for additional services

Our costs for additional customisation and enhanced support are provided on a case-by-case basis, since every client's requirements will be unique. Most additional services may also be funded using day2day credits. The current costs of our day2day credits packages are given in the following attached flyer. Purchased credits do not need to be used within any given licensing period, and will not expire as long as the system remains licensed.