

Pricing Document

SIM Resource Booking

Supplier: Bounce Agency Ltd | **Company Number:** 07375930

Service Type: Lot 2b - Software as a Service (SaaS)

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1. Service Overview

SIM Resource Booking is a cloud-based platform for managing rooms, assets, workspaces, equipment, and event bookings across any venue or organisation. The service supports resource reservations, safety inductions, payment processing and access control.

Primary Users: Schools, universities, NHS sites, local authority facilities, libraries, sports facilities, community centres.

Key Features:

- Room, desk, equipment, and event bookings
- Asset management
- Safety inductions and access control
- Payment processing for paid bookings (5% transaction fee)
- Calendar integrations (Outlook, Google)
- Mobile-responsive interface

2. Subscription Pricing

Resource-based annual subscription:

Resources Managed	Annual Fee	Monthly Equivalent
1-20	£2,400	£200
21-50	£3,600	£300
51-100	£6,000	£500
101-200	£9,600	£800
201-400	£15,600	£1,300
401-800	£24,000	£2,000
801+	POA	-

Minimum Contract Value: £2,400 per annum

Setup Fee: 10% of Year 1 subscription (one-off)

What counts as a resource:

- Meeting rooms and conference spaces
- Hot desks and workspaces
- Equipment (laptops, projectors, cameras, lab equipment)
- Equipment (workshop machines, lathes, drills, CNCs, laser-cutters)
- Labs, studios, workshops
- Sports facilities and gyms
- Vehicles and parking spaces
- Event spaces and venues

What's Included:

- Unlimited bookings
- Safety inductions and access control
- Calendar sync (Outlook, Google)
- Mobile-responsive interface
- API access (2,000 requests/hour)
- Data exports (CSV, JSON, PDF)
- Standard support (Mon-Fri 09:00-17:00, 4-hour response)

Authorised users pricing:

Contacts	Annual Fee per Contact
1-500	£10.00
501-1,000	£8.00
1,001-2,500	£7.00
2,501-5,000	£6.00
5,001-10,000	£5.00
10,000+	Bespoke

Authorised users are people within the system.

3. Payment Processing for Paid Bookings

For organisations offering paid bookings (room hire, event tickets, memberships):

Transaction Fee: 2% of booking value + Stripe fees

Payment Gateway: Integrated with Stripe

Settlement: Direct to customer bank account within 2-7 days

Supported Payment Types:

- One-off bookings
- Event tickets and registrations
- Membership subscriptions (weekly, monthly, annual)
- Hot desk passes and co-working memberships
- Equipment hire charges

Note: Payment processing is optional. Organisations using the system for internal bookings only (no public/paid bookings) do not incur transaction fees.

4. Optional Features and Services

4.1 Enhanced Modules

Service	Cost
3 rd Party Connection (API Development)	£950/day
Consulting	£950/day
Custom development	£950/day

Note: There is a possible usage fee for some APIs.

4.2 Enhanced Support

Package	Annual Cost	Response Time
Silver	£2,500	1 hour critical
Gold	£5,000	30 mins, 24/7

4.3 Professional Services

Service	Day Rate
Technical Account Manager	£650
Custom Development	£850
Onsite Training (per day)	£750

5. Discounts

- **Multi-Year Contracts:** 5% discount for 2-year commitment, 10% for 3+ years

6. Payment Terms

- Annual subscription invoiced in advance
- Payment terms: Net 30 days
- Transaction fees for paid bookings invoiced monthly in arrears

- Setup fee invoiced upon order acceptance
- 99.9% availability guarantee with service credits
- Prices fixed for 12 months, then capped at 5% or CPI per annum

7. Service Level Agreement

Availability: 99.9% monthly uptime guarantee

Service Credits:

- 99.0% - 99.89% availability: 5% service credit
- 95.0% - 98.99% availability: 10% service credit
- Below 95% availability: Up to 50% service credit

Support Response Times:

- Critical issues: 4 hours (Standard), 1 hour (Silver), 30 minutes (Gold)
- Non-critical issues: Next Working Day

8. Contact Information

Bounce Agency Ltd

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All prices exclusive of VAT

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