

Pricing Document

SIM Community Safety Manager

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

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

Document Version: 2.0 | **Date:** November 2025

1. Service Options

Stand-Alone Alerting System

Multi-channel emergency alerts (SMS, voice, email, MS Teams, Slack). Ideal for Protect Duty compliance, universities, schools, hospitals, venues.

Alerting and Protocol Management System

Complete incident management with protocols, actions, briefing notes, multi-agency coordination, and the alerting system. Ideal for police, fire, NHS, emergency planning.

2. Pricing

Setup Fee: 10% of Year 1 subscription

Component	Annual
Platform Fee	£3,000

What's Included: Platform access, all core alerting features, standard support (Mon-Fri 09:00-17:00)

Alerting Pricing

Emergency Alert Contacts

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+	Contact us

Protocol Management Pricing

Component	Monthly	Annual
Per Active User	£50	£600

What's Included: All Option 1 features PLUS protocol management, action tracking, briefing notes, document vault, enhanced support

Active User: Anyone with login credentials who can create/manage incidents. Alert recipients unlimited.

3. Message Credits

Required for SMS and voice call emergency alerts. Email, MS Teams, Slack included free.

Text messages	Cost
1,000 messages	£50

Usage: 1 credit = 160-character SMS. Credits never expire.

Calls	Cost
1,000 calls	£100

Usage: 1 credit = 60 seconds voice call.

4. Optional Extras

Annual 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.

Enhanced Support:

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

5. Payment Terms

- Annual subscription invoiced in advance
- Net 30 days
- Message credits charged at £50 per 1,000
- 99.9% availability guarantee with service credits
- Prices fixed for 12 months, then capped at 5% or CPI per annum

6. Contact

Bounce Agency Ltd

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All prices exclusive of VAT