

G-Cloud 15

Solution Pricing

SPARK Technology Services Limited

Lot 2b: Software as a Service (SaaS)

SPARK Fusion®

Packages

Package	Price per device, per year
Fusion Essentials Subscription	£180.00
Fusion Enrich Subscription	£242.44
Fusion for Fusion TV	£197.65

Bolt Ons

Bolt On	Price per device, per year
Fusion Essentials Plus Magazines Subscription	£12.00
Fusion Essentials Plus HL7 Subscription	£17.82
Fusion Essentials Plus Service Subscription	£17.82
Fusion Essentials Plus Meals Subscription	£21.15
Fusion Essential Plus Survey Subscription	£21.60
Optional Translation Service Subscription	£45.00

Fusion Devices and Delivery Type

Environment	Price per Unit
Fusion Tablet – Standard Screen	£330.00
Fusion iPad Device Annual lease	£107.02
Fusion Tablet – Large Screen	£650.00
Fusion Bedside Trolley with Articulating Arm	£541.15
Fusion arm conversion from T3 setup	£541.15
Fusion arm conversion from T2 setup	£541.15
Fusion arm installation and setup	£541.15
Fusion TV plus Television for Fusion installation	£757.28
Fusion TV for Fusion installation	£383.42
Fusion TV hardware for Fusion	£213.86
Hospitality Media TV 32"	£202.13
Hospitality Media TV 43"	£281.82
Hospitality Media TV 50"	£396.60
Hospitality Media TV 55"	£417.09
Fusion End User Device Setup and Configuration	£50.00

Site Charges

Site Set Up Costs	Price
Configuration, installation and setup of Fusion central site hardware	£4,219.84
Fusion central site hardware	£1,739.84

Site Ongoing Costs	Price per year
Fusion central services site subscription	£4,522.75

Sundry Items

Item	Price
Fusion Mini Server	£975.00
Fusion Set Top Box	£175.00
Fusion Android Box	£157.21
SPARK Headphones – min 200 units	£0.56 per unit
Fusion Set Top Box Mount	£54.97
VESA TV Mount	£96.25
Fusion Media converter + SFP + cable bundle	£56.00
Fusion Firewall	£560.00

SPARK Fusion® Web

Packages

Package	Price per bed, per year
SPARK Fusion Web Boost Package	£47.88
SPARK Fusion Web Beyond Package	£59.88

Extensions

Package	Price per bed, per year
SPARK Fusion Web Visionable Extension	£20.64

SPARK Connect® WiFi

This section covers SPARK Connect® WiFi infrastructure, hardware and maintenance. Managed CONNECTivity (cloud-managed service and captive portal) pricing is described separately.

Gateways – Essential for the provision of the SPARK Connect® service. The SPARK® Gateway connects users to the internet and supports bandwidth control, filtering, security screening, firewall, radius client, DHCP and DNS and other core network services. Using a SPARK Gateway is highly advantageous compared to simply using a WLAN Controller as it ensures exceptionally high network performance and throughput in high usage environments.

Gateway Options

Gateway Options (per Gateway)	Virtual	Physical
SPARK Connect Gateway 250		£439
SPARK Connect Gateway 500	£975.00	£1,525
SPARK Connect Gateway 3000-10Fibre		£3,900
SPARK Connect Gateway 3000-10 Ethernet		£4,000
SPARK Connect Gateway 6000-10 Fibre		£9,110
SPARK Connect Gateway 6000-10 Ethernet		£9,235

Gateway size is dependent of number of concurrent users from 250 upwards

Wireless Access Points and Licences

Access Point Options (per AP)	Physical*
Ruckus R350 Access Point	£551.59*
Ruckus T350c Access Point	£1,027.78*
Ruckus R370 Access Point	£388.26*
Ruckus R550 Access Point	£682.55*
Ruckus R670 Access Point	£1,583.33*
Ruckus R750 Access Point	£1,198.41*
Ruckus T350SE Access Point	£1,251.94*
Ruckus T670 Access Point	£2,399.22*
Ruckus T750SE Access Point	£2,926.36*
Ruckus Access Point Mounting Bracket	£177.27*
Ubiquiti U6-PRO Access Point	£172.85

Dual band 802.11 abcng/ac/ax AP size is dependent on capacity and speeds required.* In addition to the above, AP license and support maybe required - £126 per AP per year.

Internet Access Equipment

Router Options (per Router)	Physical
DrayTek Vigor V2865-K Wired VDSL Router	£275.23

Network Switches

Switch Options (per Switch)	Price
C1200-8T-D	£123.37
C1200-8T-E-2G	£196.80
C1200-8P-E-2G	£225.74
C1200-8FP-2G	£210.48
C1200-16T-2G	£225.74
C1200-16P-2G	£286.30
C1200-24T-4G	£244.10
C1200-24P-4G	£439.76
C1200-24FP-4G	£447.44
C1200-48T-4G	£471.67
C1200-48P-4G	£863.59
C1200-24T-4X	£219.70
C1200-24P-4X	£256.24
C1200-24FP-4X	£347.26
C1200-48T-4X	£856.87
C1200-48P-4X	£1,059.96

* Pricing is dependent on number of switch ports required, throughput and specification required. These factors will be identified via a survey.

Sundry Items

Item	Price
SFP Module Single-Mode 10Gb	£39.00
SFP Module Multi-Mode 10Gb	£29.64
SFP Module Single-Mode 1Gb	£11.70
SFP Module Multi-Mode 1Gb	£10.30
LC-LC Singlemode Duplex Fibre Patch Lead	£4.21
LC-LC Multimode Duplex Fibre Patch Lead	£9.52
CAT6 Ethernet Patch Cable	£6.55
CAT5e Ethernet Patch Cable	£5.46
LC Fibre Patch Panel	£67.60
300mm Deep Front Mounting Modem Shelf	£18.14
24 Port CAT6 Patch Panel	£39.00
6 Way PDU	£76.82
6u 390mm Deep Data Cabinet	£128.70
6u 500mm Deep Data Cabinet	£135.20
PowerTxt including SIM	£114
PowerTxt Subscription per Unit	£448.56 per year
Fortigate Virtual Appliance	£9,669.59
Fortigate Virtual Appliance Support	£1,899.93 per year
Miscellaneous Networking Equipment	£1

Hardware and Software Maintenance

Annual Maintenance Rate	%
Hardware	25% of Original Hardware Costs
Software	30% of Original Software Costs

User Experience Portal (UX)

Platform Configuration Options

Platform Configuration Options define the user onboarding and access experience presented through the SPARK® Connect captive portal. One Platform Configuration Option is selected per contract and options are mutually exclusive.

Platform Configuration Options are provided as one-off configuration charges and are selected at contract commencement.

User Experience Portal	Description	Price
One Click Portal	The most simple and fastest login option. No form fields, just a single button to click after accepting terms and conditions which will authenticate the device and connect the user to the internet. We log mac addresses in line with our data retention policy.	£6,500
Data Click Portal	In order to collect some registration information from the user, this portal supports pre-defined data fields to be filled in by the user. This is a registration form where the user can specify which fields to collect from users. This may include details like name, email, postcode etc. The user fills in these details and accepts the terms to proceed. We log mac addresses and the data entered in line with our data retention policy and make this data available to the host via a data feed (direct to CRM) of a report.	£7,000
Email Validation Portal	As a secure and validated method of connection, when a user signs up to the service they are required to enter their email address, to which they will be sent a validation link. The system grants the user 15 minutes to allow them time to check their email and validate their session. Once validated, the user will have WiFi access for a period of time determined by the host. Email validation ensures accurate data is collected if the host wishes to use this for marketing purposes. We log mac addresses and the data entered in line with our data retention policy and make this data available to the host via a data feed (direct to CRM) of a report.	£7,000
Dual Portal	Dual portal configuration enabling two distinct user journeys through a single SSID. Commonly used to support separate guest/patients and staff experiences, or different access policies, while maintaining a single WiFi network presentation.	£7,000
Protected Account Portal	With the Protected Account Portal, users must register for the WiFi access in much the same way as an email Validation. They choose a username and password, and those credentials are used for subsequent logins. This type of portal is often used in conjunction with the Dual Portal where some users may for example gain access to the internet at a lower speed for day-to-day use and registered users may get faster speeds when they login.	£10,750
Pay-To-Use Portal	Used in environments where revenue generation from WiFi access is important, this Portal allows the user to create an account with a username and password after selecting which pay-to-use tariff they'd like to purchase. Tariffs are configurable by the Host and revenue is paid at an agreed percentage share. Note that SPARK® processes all payments and is fully PCI Compliant. It is also possible to have a Pay-To-Use Portal alongside a Free to use Portal (Such as One Click or Data Click).	£7,000
Templated Portal	Pre-configured, repeatable portal experience using a standard template with buyer branding and minimal customisation. Faster deployment and lower configuration effort than fully bespoke portal setups.	£3,000

Only one Platform Configuration Option can be selected per contract. Any subsequent changes to the selected Platform Configuration Option are chargeable and subject to the Portal Changes add-on.

Managed Service Pricing

CONNECTivity - Managed Service

SPARK Connect® Managed CONNECTivity is a fully managed WiFi service priced based on the total number of Access Points (APs) within the contract and the selected assurance level.

Managed CONNECTivity includes:

- 24x7 system and service monitoring via SPARK TSL's Network Monitoring Systems
- Managed operation of the captive portal platform
- Hosting of portal content and user onboarding journeys
- Provision of user access, authentication, and data capture in line with the selected Platform Configuration Option
- Bandwidth control and policy management
- Support and incident management in line with the selected assurance level

Optional add-ons, including Content Filtering, Image Management, Analytics and Reporting, Enhanced Service Engagement, Data Integration Feed, Single Sign-on and Multi-language portal are available as chargeable services and are detailed elsewhere in this pricing document.

Managed CONNECTivity Pricing Structure

Managed CONNECTivity pricing is charged per Access Point, per month and is banded by the total number of Access Points within the contract. Pricing bands are not applied on a stepped or cumulative basis as access point numbers increase. The applicable price band is determined at contract commencement and applies for the duration of the contract unless formally varied.

Assurance levels define service support coverage, monitoring, and operational engagement. Optional add-ons are available to extend functionality and service capability and are priced separately from assurance.

For smaller deployments, a minimum annual assurance charge of £2,000 per contract may apply, where required to ensure sustainable service delivery, as detailed in the G-Cloud pricing schedule.

Managed CONNECTivity – Core Managed Service (Assurance Levels)

Managed CONNECTivity is delivered as a fully managed service, with pricing based on the number of Access Points (APs) within the contract. Pricing is banded by total AP count and is not charged on a stepped or cumulative basis.

Assurance levels define the service posture, including service desk availability, monitoring, and operational engagement.

Assurance Pricing Structure

Unit: £ per Access Point (AP), per month

Assurance Level	1-50 APs	51-250 APs	251-1000 APs	1001+ APs
Supported	£2.60	£2.34	£1.82	£1.17
Assured	£5.30	£4.77	£3.71	£2.39
Assured Plus	£7.60	£6.84	£5.32	£3.42

Notes:

- Pricing is banded by total Access Points per contract and is not stepped or cumulative.
- For smaller deployments, a minimum annual assurance charge of £2,000 per contract may apply where required to ensure sustainable service delivery.

Assurance Feature Matrix

Area	Supported	Assured	Assured Plus
Service desk hours	Monday - Friday, 9am-5pm	7 days, 8am-8pm	24x7
Monitoring	24x7 service monitoring and alerting	24x7 service monitoring and alerting	24x7 service monitoring and alerting
Incident management	Included	Included	Included
Response and resolution targets	Same across all assurance levels	Same across all assurance levels	Same across all assurance levels
Escalation	Standard Escalation	Standard Escalation	Standard Escalation
Reporting cadence	Basic	Standard	Detailed
Portal Changes	Standard changes	Standard changes	Standard changes
Mac-Based Changes	Included (fair usage)	Included (fair usage)	Included (fair usage)

This table intentionally describes service and support only. Feature availability and configuration changes are governed separately through Optional Add-ons.

Fair Usage Policy (FUP)

MAC-based access changes are included as part of the Managed CONNECTivity service across all assurance levels and are provided on a fair usage basis.

Fair usage is intended to cover routine operational changes required to support standard service operation, including the onboarding, modification, or removal of device MAC addresses. Fair usage is typically defined as up to **25 MAC-based access changes per contract, per month**.

Where MAC-based access requests materially exceed standard usage, or require complex investigation or bespoke configuration, SPARK TSL reserves the right to deliver such requests as chargeable professional services, subject to prior agreement with the Buyer.

Managed CONNECTivity - Optional Add-ons

Optional Add-on	Description / Scope	Charging Basis	Unit	Price (ex VAT)
Content Filtering	Web content filtering and policy enforcement for guest and managed networks. Enables category-based filtering and policy updates.	Annual subscription	Per Site	£600
Image Management	Provides buyer access to manage and update portal images and visual assets directly, without requiring service desk requests.	Annual subscription	Per Contract	£1,200
Analytics & Reporting	Enhanced analytics and reporting dashboards providing deeper insight into usage, sessions, device types, engagement, and compliance reporting beyond the standard service reports.	Annual subscription	Per Contract	£4,800
Enhanced Service Engagement	Provides Assured Plus-equivalent service engagement for customers on Supported or Assured assurance levels. Includes enhanced service reviews, proactive engagement, and priority operational support. Not required for Assured Plus.	Annual subscription	Per Contract	£1,500
Data Integration Feed (JSON) - Setup	One-off setup of a secure JSON-based data integration enabling export of user, session, or engagement data from Managed CONNECTivity to approved third-party systems.	One-off setup	Per Contract, Per Integration	£1,200
Data Integration Feed (JSON) Data Storage & Retention	Ongoing storage, retention, and availability of exported integration data within the Managed CONNECTivity platform.	Annual Subscription	Per Contract, Per Integration	£1,200
Single Sign-On (SSO)	One-off setup of a bespoke identity provider integration to enable authenticated user access using organisational or Trust identity systems.	One-off setup	Per Contract, Per Integration	£5,000
Multi-Language Portal	Enables additional language support within the portal experience, including configuration of language selection and content presentation.	One-off setup	Per contract, per language	£1,000

Notes:

- Optional add-ons are available across all assurance levels unless stated otherwise.
- Annual subscriptions provide access to the add-on capability for the contract term.
- One-off setup charges apply to discrete configuration or integration activities only.
- Portal Changes subscription is required for any post go-live portal content or configuration changes.

Data Integration Feed (JSON) and Single Sign-On (SSO) setup include a standard integration scope covering configuration of supported identity providers, data schemas, and delivery mechanisms. Where an integration requires non-standard development, bespoke configuration, or materially exceeds the standard supported scope, additional professional services may be required and will be agreed in advance. **Price is for feature setup only, additional professional services costs will apply*

Project Management

Our Experienced Prince2 Project Managers, Business Analysts and Management Information Analysts ensure effective allocation of resource, regardless of solution type or size. Services include, evaluation of risk/risk management, control of project lifecycle, understanding of requirements – vast cross sector and multiple solution type delivery experience, the ability to build a strong working relationship with full high level implementation planning.

Service	Price per Day
Project Management	£1,200

Professional Services

Our Product Experts are a team of in-house developers and network experts able to build, configure, deploy and test custom solutions in software and hardware environments.

Highly Trained Individuals provide services in line with our ISO9001 and ISO27001 Accredited Processes, to ensure expert and efficient resources are applied to each project.

Professional Service	Price per Day
WiFi Site Surveys	£1,200
System Cabling and Installation or Decommission	£1,200
System Cabling and Installation or Decommission – 2 Person Team	£1,800
On Site Commissioning	£1,200
Remote Commissioning	£1,200
Custom Development	£1,200
Engineer Callout	£1,200
Professional Services	£1,200
Equipment Build Configuration and Test	£1,200
Delivery	£25.00

Installation Rebooking and Aborted Visits

Where installation, commissioning, or on-site services are aborted or rescheduled due to reasons within the Buyer's control (including lack of access, power, readiness, or permissions), SPARK TSL reserves the right to charge for the scheduled visit using the applicable commissioning or Professional Services day rates set out in this Pricing Schedule, together with any third-party or travel costs incurred.

Maintenance, Damage and Change Request Charges

Damage and Non-Warranty Repairs

Repairs or replacement of equipment required as a result of misuse, vandalism, accidental damage, power events, environmental factors, or third-party actions are chargeable. Charges comprise the cost of replacement parts or equipment, together with labour charged at the Professional Services day rates set out in this Pricing Schedule.

Change Requests

Approved change requests that result in amendments to scope, timelines, resource requirements, or configuration may be chargeable. Where applicable, changes are priced using the Professional Services day rates set out in this Pricing Schedule and any associated third-party or licensing costs.

Portal and Configuration Changes

Changes to portals, dashboards, policies, reporting, integrations, or system configuration requested by the Customer outside of standard service operation are treated as change requests and charged on a time-and-materials basis using the Professional Services day rates set out in this Pricing Schedule.

Charges are only incurred where changes or repairs fall outside the standard managed service scope and are agreed in advance through the formal Change Management process.

SPARK Secure

SPARK Secure is an enhanced security feature offering our customers and their end-users an extra layer of protection to their network and WiFi access. The service is underpinned by using the latest malware and virus definitions and machine-learning, pattern recognition technology to identify unknown threats to provide an enhanced level of protection.

Service	Price (Year)
SPARK Secure	£1545.44

SPARK Connectivity

Leased Lines and other connectivity required for the provision of services; the appropriate services and bandwidth will be identified during the survey process and are subject to availability.

Connectivity Types	1 yr Price, per month	3 yr Price, per month
FTTC Circuit	£36.87	£36.87
FTTP Circuit	£63.12	£63.12
1Gbps/ 1Gbps Leased Line	£686.13	£630.00
1Gbps/ 10Gbps Leased Line	£2506.00	£1,204.00
5Gbps/ 10Gbps Leased Line	£2,756.60	£1,324.40
10Gbps/ 10Gbps Leased Line	Not an option	£1596.14
Connectivity Installation Fee	Subject to Survey	Subject to Survey

Hospedia Bedside Services Pricing

Menu Display

Price per year per site	PDF Display – up to 4 changes per year	Menu link to trust URL
Maintenance of Menu Display Link	£10,000	£7,500

Dementia Orientation Screen

Price per year per site	Dementia Screen available on all BSUs
Dementia Orientation Screen	£6,433.02

To help alleviate the confusion and anxiety associated with dementia, the dementia orientation screen displays a range of important information in a clear and simple format, including Hospital Name, Ward Name, Day & Date, Time which is also inferred by highlighting the next meal (e.g. 'your next meal is breakfast'), Background screen colour that reflects the time of day and Sound (speak the screen)

Translation Services

Price per year per site	Available on all BSUs
Translation Services	£5,788.97

Trust Video Upload

Many Trusts produce educational or informative content regularly. The Bedside Unit the ideal medium for distributing this education or information to all Patients within the Hospital. The video will be uploaded onto the system and available to all Patients at all times.

Price per year per video stream	Video upload and display
Upload and Maintenance of Educational Videos	£2,500

All videos must be provided in the correct format for the bedside technology installed on site.

Web Page Links

Links to selected Trust, Charity or Educational websites uploaded and displayed on the bedside terminals. A dedicated button will be displayed on the bedside terminal.

Price per year per link	Website link
Dedicated Button for URL Link	£2,500

PDF Information upload and display

PDF information or educational documents uploaded to the bedside systems for patients to view during their stay.

Price per site per year	10 PDFs with 5 changes annually	5 PDFs with 2 changes annually	1 PDFs with 1 change annually
	£5,000	£2,500	£500

Trust Funded Patient TV

Free Patient access to all available TV channels (excluding Premium services) funded by the Trust or Charity.

Trust funded TV	Price per bed per day
Hospital paid TV channels for bedside units, all free air TV 24/7 fee per unit	£1.00

Off-Boarding, Termination and Exit Charges

Where services are terminated early or at contract end, charges apply in accordance with the standard pricing constructs within this Pricing Schedule, as summarised below.

Connectivity

Ongoing connectivity charges, early termination fees, excess construction charges, and setup fees are charged in line with the connectivity pricing set out in this schedule and any third-party carrier terms.

Hardware

Hardware purchased on behalf of the Buyer is charged at the prices set out in the hardware pricing tables. Hardware provided on a rental or managed basis remains the property of SPARK TSL and is recovered as part of off-boarding.

Platform, Licensing and Support

Platform charges, vendor support, and licensing fees are charged in accordance with the platform and licensing pricing set out in this schedule. Where early termination applies, charges are calculated as defined in the Service Definition.

Termination and Transition Assistance

Any additional off-boarding or transition assistance, including project management, technical support, data migration support, or coordination with third-party suppliers, is chargeable on a time-and-materials basis using the Professional Services day rates set out in this Pricing Schedule.

This approach ensures transparency of exit costs while avoiding duplication of charges outside the standard pricing schedule

All prices are excluding VAT

Enterprise style deals & time limited discounts may be available.

Individual prices may increase during the contract as per CCS guidelines, if price reviews are agreed to by the Buyer at the point of call-off.