

FoundationLink™

Data Platform Accelerator for Social Housing

Solution Overview & Commercial Terms

G-Cloud 15

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1. Executive Summary

FoundationLink™ is a pre-built data platform accelerator designed specifically for UK social housing organisations. It compresses typical data platform build timelines from many months down to a couple of months or weeks by deploying proven, sector-specific components onto your own cloud infrastructure.

Unlike traditional SaaS products, FoundationLink™ deploys into your environment. You own your data, your infrastructure, and your future. There is no vendor lock-in, no per-property pricing that scales with your stock, and no dependency on external systems for your critical regulatory reporting.

1.1 Why FoundationLink™

- **Rapid Deployment:** Production-ready data platform in weeks, not months
- **You Own It:** Deployed in your cloud, no vendor dependency for day-to-day operations
- **Sector Expertise:** Pre-built for social housing with template views for TSM metrics, HACT standards, and Awaab's Law compliance
- **Multi-Cloud Choice:** Runs on Databricks (Azure/AWS/GCP) or Microsoft Fabric
- **Predictable Costs:** Fixed annual licence, no per-property or per-user scaling

1.2 How We Engage

Every engagement begins with a paid Discovery phase that assesses your data landscape and confirms MVP scope. This de-risks delivery by ensuring we understand your source systems, data quality, and specific requirements before committing to platform build timelines and investment.

Following Discovery, we deploy FoundationLink™ domain by domain, starting with your highest priority business need, whether that is TSM compliance, repairs performance, or income management. Additional domains can be added over time as your platform matures.

2. Pricing Model

FoundationLink™ is available exclusively with implementation services. The solution cannot be purchased as a standalone product. Pricing consists of three components: IP Licence (annual right to use), Managed Services (ongoing support and enhancements), and Implementation Services (deployment and configuration).

2.1 FoundationLink™ IP Licence

The IP Licence is granted upon completion of Discovery and commencement of MVP Platform Build. It is not available for separate purchase.

Component	Annual Investment	What's Included
FoundationLink™ IP Licence	£20,000	Right to use deployed code, quarterly release updates, documentation, Core layer components

The IP Licence grants a non-exclusive right to use the FoundationLink™ accelerator for internal business purposes. The licence is contingent on an active implementation or managed services engagement. It does not include support, defect fixes, or enhancements, which are provided via Managed Services.

2.2 Managed Services

Managed Services provides ongoing platform support, defect resolution, and continuous improvement. Managed Services is required for production deployments.

Tier	Annual	Defect Response	Health Checks	Enhancement Days
Essentials	£18,000	24hr critical / 5 day major	Quarterly	8 days/year
Professional	£30,000	8hr critical / 2 day major	Monthly	16 days/year
Enterprise	£45,000	4hr critical / 1 day major	Weekly	24 days/year

Managed Services Inclusions

Essentials: Business hours advisory, platform monitoring alerts, defect fixes for Core layer components.

Professional: All Essentials inclusions plus extended hours support, proactive platform monitoring, and priority response queue.

Enterprise: All Professional inclusions plus dedicated technical contact, AI/ML capability enablement, quarterly roadmap reviews, and proactive optimisation recommendations.

3. Implementation Services

Implementation is delivered in phases, beginning with a mandatory Discovery engagement that confirms scope and complexity before Platform Build commitment.

3.1 Discovery Phase

Phase	Duration	Indicative Investment
Discovery	4-6 weeks	£25,000 - £35,000

Pricing is based on T&M costs from our GCloud 15 rate card detailed in the Appendix.

Discovery Deliverables

- Data landscape assessment and source system inventory
- Source system evaluation: complexity, data quality, API availability
- Solution architecture design for your environment
- Integration approach for each source system
- MVP scope confirmation with domain prioritisation
- Detailed implementation plan with milestones
- Risk register and mitigation strategies

Discovery is a prerequisite for MVP. It de-risks delivery by confirming scope and complexity before commitment to Platform Build investment.

3.2 MVP Platform Build

MVP scope and investment are quoted following Discovery based on the published day rates. Discovery determines the number of domains, source system complexity, data quality challenges, and client readiness factors that drive the implementation effort.

What Discovery Determines

- Number of domains in MVP scope and priority sequencing
- Source systems per domain and integration approach (API, database, file)
- Data quality assessment and transformation complexity
- Client IT readiness and support availability
- Custom requirements beyond standard patterns
- Risk factors and mitigation requirements

MVP Inclusions

All MVP engagements include: Core platform deployment, medallion architecture, semantic layer with template regulatory views, sample Power BI dashboards, testing, UAT support, knowledge transfer, and documentation.

3.3 Day Rates

Implementation services, including Discovery, MVP Platform Build, additional domains, custom integrations, and bespoke development, are delivered at the published GCloud 15 Lot 3 day rates. For completeness, these are reproduced in the Appendix.

Day rates are exclusive of VAT. Travel and expenses outside M25 charged at cost. A working day is 7.5 hours.

4. Engagement Model

The following illustrates the typical engagement structure. MVP Platform Build investment is quoted following Discovery based on scope, complexity, and using the Lot 3 day rates.

4.1 Engagement Structure

Phase	Investment	Timing
Discovery	Indicative cost £25,000 - £35,000 T&M, actual cost based on Lot 3 Day rates	4-6 weeks
MVP Platform Build	Quoted after Discovery	Based on scope
FoundationLink™ IP Licence	£20,000/year	Annual
Managed Services	£18,000 - £45,000/year	Annual (by tier)

4.2 Annual Ongoing Costs

Following initial implementation, annual costs consist of IP Licence and Managed Services:

Component	Annual	Notes
FoundationLink™ IP Licence	£20,000	Required
Essentials Managed Services	£18,000	Minimum recommended
Professional Managed Services	£30,000	Most common
Enterprise Managed Services	£45,000	Large/complex
Typical Annual Range	£38,000 - £65,000	IP + Managed Services

4.3 Additional Services

Work beyond the initial MVP, including additional domain integrations, custom development, and major enhancements, is quoted separately based on the published day rates following scoping.

5. Commercial Terms

5.1 Minimum Engagement

FoundationLink™ is available exclusively with implementation services and cannot be purchased as a standalone licence. The minimum engagement consists of:

- Discovery phase (required entry point)
- MVP Platform Build (quoted following Discovery)
- FoundationLink™ IP Licence (annual, commences at go-live)
- Managed Services agreement (minimum Essentials tier recommended)

For G-Cloud 15 procurement, Discovery should be called off first. MVP Platform Build and ongoing services are then scoped and called off based on Discovery findings.

5.2 Payment Terms

IP Licence and Managed Services: Invoiced annually in advance.

Discovery: 100% invoiced on engagement commencement.

Platform Build: 50% on commencement, 30% at MVP delivery, 20% at go-live.

T&M Services: Monthly in arrears based on actual days delivered.

5.3 Contract Duration

Minimum initial term is 12 months for IP Licence and Managed Services. Annual renewal thereafter unless 90 days' written notice is provided prior to renewal date.

5.4 Multi-Year Discounts

Commitment	Discount
2-year commitment	5% on IP Licence + Managed Services
3-year commitment	10% on IP Licence + Managed Services

5.5 Warranty & Defect Resolution

LASHAN Digital warrants that Core layer components will function materially as documented. This warranty covers defects in LASHAN-provided code only. It does not cover client customisations, issues caused by client infrastructure, third-party tool behaviour, or cloud platform issues.

Response Times

Severity	Definition	Response	Resolution
Critical	Platform non-functional, no workaround	Per tier	24 hours
High	Major feature impaired, workaround exists	Per tier	3 business days

Severity	Definition	Response	Resolution
Medium	Feature issue, business continues	2 business days	10 business days
Low	Minor issue or enhancement request	5 business days	Next release

6. Intellectual Property & Exit

6.1 Intellectual Property

Core Layer: All intellectual property in the FoundationLink™ accelerator remains the exclusive property of LASHAN Digital Ltd.

Custom Layer: All client-specific customisations developed in the Custom layer are owned by the client.

Derived Insights: All data, reports, dashboards, and insights generated using the platform are owned by the client.

6.2 Limitation of Liability

Total aggregate liability under this agreement shall not exceed the total fees paid in the 12 months preceding any claim. Neither party shall be liable for indirect, consequential, or incidental damages.

6.3 Termination & Exit

Either party may terminate with 90 days' written notice at any renewal point.

Upon Termination

- Client retains all data and Custom layer components
- Client may continue to use the version of FoundationLink™ deployed at the termination date
- No further updates, quarterly releases, or new features will be provided
- No support, defect fixes, or advisory services will be provided
- LASHAN provides reasonable transition assistance at standard day rates if requested

Access to new features, quarterly releases, and defect fixes requires an active IP Licence and Managed Services agreement. Clients wishing to re-engage after termination will require a re-onboarding engagement to bring the platform to current release.

Appendix. GCloud15 Lot3 Rate Card

Day rates for consultancy and implementation services are based on Government Digital and Data Profession Capability Framework role descriptions ([Government Digital and Data Profession Capability Framework - Government Digital and Data Profession Capability Framework](#)).

Our rates are positioned competitively, reflecting our specialist sector expertise.

Rate Card Availability: The Lashan Gcloud 15 rate card with day rates is available in our G-Cloud 15 documentation and is reproduced below for completeness. In the event of any inconsistency, the GCloud 15 published rates will take precedence.

Role	UK Rate (£)	Offshore Rate (£)	Job Family
Business Architect	995	697	Architecture
Lead Business Architect	1,275		Architecture
Data Architect	995	697	Architecture
Senior Data Architect	1,275		Architecture
Chief Data Architect	1,495		Architecture
Enterprise Architect	770	539	Architecture
Senior Enterprise Architect	995	697	Architecture
Lead Enterprise Architect	1,275		Architecture
Principal Enterprise Architect	1,495		Architecture
Solution Architect	770	539	Architecture
Senior Solution Architect	995	697	Architecture
Lead Solution Architect	1,275		Architecture
Principal Solution Architect	1,495		Architecture
Technical Architect	770	539	Architecture
Senior Technical Architect	995	697	Architecture
Lead Technical Architect	1,275		Architecture
Principal Technical Architect	1,495		Architecture
Analytics Engineer	740	518	Data
Senior Analytics Engineer	975	683	Data
Lead Analytics Engineer	1,150		Data
Head of Analytics Engineering	1,400		Data
Data Analyst	740	518	Data
Senior Data Analyst	975	683	Data
Principal Data Analyst	1,150		Data

Role	UK Rate (£)	Offshore Rate (£)	Job Family
Data Engineer	740	518	Data
Senior Data Engineer	975	683	Data
Lead Data Engineer	1,150		Data
Head of Data Engineering	1,400		Data
Data Ethics Lead	1,150		Data
Data Governance Manager	975	683	Data
Lead Data Governance Manager	1,150		Data
Head of Data Governance	1,400		Data
Data Scientist	740	518	Data
Principal Data Scientist	975	683	Data
Lead Data Scientist	1,150		Data
Head of Data Science	1,400		Data
Senior Machine Learning Engineer	975	683	Data
Lead Machine Learning Engineer	1,150		Data
Performance Analyst	740	518	Data
Senior Performance Analyst	975	683	Data
Lead Performance Analyst	1,150		Data
Head of Performance Analysis	1,400		Data
Configuration Analyst	750	525	IT Operations
Change & Release Analyst	960	672	IT Operations
Change & Release Manager	1,100		IT Operations
Service Acceptance Analyst	750	525	IT Operations
Service Readiness Analyst	960	672	IT Operations
Service Transition Manager	1,100		IT Operations
Lead Service Transition Manager	1,350		IT Operations
Business Analyst	755	529	Product & Delivery
Senior Business Analyst	985	690	Product & Delivery
Lead Business Analyst	1,200		Product & Delivery
Head of Business Analysis	1,450		Product & Delivery
Delivery Manager	755	529	Product & Delivery

Role	UK Rate (£)	Offshore Rate (£)	Job Family
Senior Delivery Manager	985	690	Product & Delivery
Head of Agile Delivery	1,450		Product & Delivery
Programme Delivery Manager	1,450		Product & Delivery
QAT Analyst	755	529	Quality Assurance
Senior QAT Analyst	985	690	Quality Assurance
Lead QAT Analyst	1,200		Quality Assurance
Test Engineer	755	529	Quality Assurance
Senior Test Engineer	985	690	Quality Assurance
Lead Test Engineer	1,200		Quality Assurance
Test Manager	1,200		Quality Assurance
Head of Test	1,450		Quality Assurance
DevOps Engineer	755	529	Software Development
Senior DevOps Engineer	985	690	Software Development
Senior DevOps Engineer (Mgmt)	985	690	Software Development
Lead DevOps Engineer	1,200		Software Development
Lead DevOps Engineer (Mgmt)	1,200		Software Development
Principal DevOps Engineer	1,450		Software Development
Frontend Developer	755	529	Software Development
Senior Frontend Developer	985	690	Software Development
Lead Frontend Developer	1,200		Software Development
Head of Frontend Development	1,450		Software Development
Developer	595	417	Software Development
Senior Developer	755	529	Software Development
Senior Developer (Mgmt)	755	529	Software Development
Lead Developer	985	690	Software Development
Lead Developer (Mgmt)	985	690	Software Development
Principal Developer	1,200		Software Development
Principal Developer (Mgmt)	1,200		Software Development

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