FireServiceRota

Firefighter Availability Planning, Rostering, Alerting and Payroll

G-Cloud 15 Lot 2b - Pricing Document

Introduction

The price for using the software and our alerting services is based on recurring licence fees calculated on a per-user/per-month basis, or on a per-station/per-month basis.

The time spent to implement the software, training and additional support is charged per hour in accordance with the rate card below.

Lastly, additional services such as SMS and phone-call usage or 365/24/7 mission-critical support SLA can be purchased.

Licence fees for G-Cloud buyers

Licence fees for Availability Planning and Rostering

License type	Description	Monthly licence fee
On-call station rota	To provide easy and flexible management of on-call availability or the Retained Duty System.	£125 per station per month
Wholetime station rota	To provide shift management, contracts, payroll and working time directive processes for the Wholetime Duty System or officers.	£375 per station per month

The time spent to implement the station rotas is charged in accordance with the Hourly Rate card below. Mixed on-call/wholetime or day crew stations as well as officer groups can often be covered under one wholetime station licence, and depending on the complexity may sometimes require separate on-call and wholetime station licences. A station licence typically supports up to 80 users/firefighters.

© 2026 FireServiceRota. All rights reserved. Email info@fireservicerota.com for more info..

Licence fees for Alerting

This module alerts firefighters on their smartphones and/or connected pagers and allows them to confirm their incident attendance. The alerting module can be used separately from the Availability Planning and Rostering licences as listed above. The combination of the two licences can lead to the optimisation of the alerting and incident reporting workflow.

Feature	Basic	Resilient	Smart
Price per user per month	**£5**	**£12**	**£18**
Two-way alerting on smartphone app	X	X	X
Two-way alerting on pager, includes over-the-air programming	+£1	X	X
Two-way alerting via a phone call		X	X
Device fleet management and audit logs	X	X	X
Dashboards	X	X	X
Realert extra qualified crew in case of shortage		X	X
Alerting from FSR in case Fire Control system is unavailable		X	X
Smart Alerting policies, only alerts who is needed and who is available, nearest officer. *Requires availability module subscription.*			X
Fair crew suggestions			X
Alert appliance combinations and degradation models			X
Incident attendance report → payroll			X
ISO 27001:2013 certified software	X	X	X

© 2026 FireServiceRota. All rights reserved. Email info@fireservicerota.com for more info..

Hourly Rate card for G-Cloud buyers

Role	Hourly rate
Training and preparation for training	£115
Implementation, configuration, specialised support and operational consultancy	£125
Technical support, application integration, data migration, selective data restoration, server log analysis and software development	£150
Project management	£150

For services not specified in the table above, please refer to the SFIA rate card which states the cost of our services per 8-hour working day. For example, in case the Fire Service leadership would like to engage our strategic consultancy services by senior management.

In the section below, we provide an overview of the expected cost for each of the roles shown in the table above, during the implementation phase of the project.

© 2026 FireServiceRota. All rights reserved. Email info@fireservicerota.com for more info..

Implementation phase cost

- **Training and preparation for training:**
    - On-call train-the-trainer: 3 sessions x 5 hours x £115 =£1,725 per group of trainers
        - Expect to train between 1 and 2 trainers per 10 on-call stations
        - This trainer will visit the stations to introduce the software to the firefighters
        - One train-the-trainer session can provide training to a maximum of 10 trainers.
        - Assume 3 half-day training sessions per group of trainers.
        - Each session takes 3 hours + 2 hours of preparation time.
    - Wholetime train-the-trainer: 3 sessions x 5 hours x £115 = £1,725 for all wholetime trainers
        - The trainers are usually the planners or Watch Managers.
        - One train-the-trainer session can provide training to a maximum of 10 trainers.
        - Assume 3 half-day training sessions per group of trainers.
        - Each session takes 3 hours + 2 hours of preparation.
    - Alerting training:
        - Only needed when purchasing the alerting module, not included in this example scenario.
        - Assume 3 half-day training sessions
        - Each session takes 3 hours + 2 hours of preparation.
    - Administrator training: 2 sessions x 5 hours x £115 = £1,150 minimum for admin training.
        - Expect to cover topics such as basic end-user support, reporting, payroll, contracts, and integrations.
        - We suggest training at least 2 people. A training session can train a maximum of 10 people.
        - Assume at least 2 half-day training sessions to cover basic end-user support and reporting and if applicable, one per extra topic.
        - Each session takes 3 hours + 2 hours of preparation.
    - After implementation, to keep the system knowledge up-to-date, it is recommended that the customer reserves an annual training budget of 12 hours x £115 = £1,380 per year.

© 2026 FireServiceRota. All rights reserved. Email info@fireservicerota.com for more info..

- **Implementation, configuration, specialised support and operational consultancy**
    - Configuration effort per station, at £125 per hour:
        - 2 hours per on-call station
        - 1 hour per station using the Alerting module
        - 8 hours per wholetime station or green-book staff rota
    - 80 hours at £125 per hour for the setup of contracts and payroll rules. These estimations are based on Grey Book guidelines, complex deviations could take more hours to set up.
    - An example project configuration cost, in case of 20 on-call stations using alerting and 5 wholetime stations would be: ((2 x 20 + 1 x 20 + 8 x 5) + 80) x £125 = £22,500 ● **Technical support, application integration, data migration and software development** ○ We assume the customer implements the connections with our standard API for data integration and data migration, and no custom software development by FSR is required.
    - The technical support to migrate the necessary HR data into FireServiceRota, and to connect to our API is estimated to be 20 hours at £150 = £3,000.
- **Project management**
    - The project management cost is 10% of the total implementation cost of the previous 3 categories.

Example implementation phase cost

Taking the numbers shown in the previous section, the total one-off implementation cost would be:

Element	Cost
Training	£4,600
Configuration	£22,500
Technical support	£3,000
Project management	£3,010
Total implementation cost	**£33,110**

© 2026 FireServiceRota. All rights reserved. Email info@fireservicerota.com for more info..

Additional services

- The optional cost of SMS and alert phone-call usage is charged based on actual usage at £0.09 per message or call received. Smartphone push notifications and pager messages via the internet are free of charge.
- All contracts come with our standard Service Level Agreement as detailed in the Service Definition document. In addition to that SLA, urgent and mission-critical 365/24/7 support can be purchased at £9,000 per year, providing access to a critical support telephone number, and entitlement to immediate issue follow-up.
- Additional consultancy and specialised support services (as listed in the "Associated Services" section of the Service Definition document), are charged per hour based on actual usage. Examples of these services include:
    - Custom integrations, data migrations and development: £150 per hour
    - Professional Strategic and Operational workforce management consultancy services: £175 per hour
    - Selective backup / restore or data corrections following a user error: £150 per hour ○ Specialised support, large-scale station reconfiguration: £125 per hour
    - Low-level server log analysis and evidence gathering: £150 per hour
    - Additional training sessions and creating custom training materials: £115 per hour ● It is recommended to reserve a 'consultancy' budget of typically 1 hour per station per year, and if applicable an additional 16 hours per year of support to cover payroll-related requests at a 'consultancy' rate of £125 per hour.
- For services not specified in this list, please refer to the SFIA rate card which states the cost of our services per 8-hour working day. For the avoidance of doubt, we charge our services per hour used.

Payment conditions

- All prices listed exclude VAT.
- Pricing may be increased in line with the CPI % or underlying platform costs at the call-off stage. Individual Prices may increase during the contract as per CCS guidelines. ● Enterprise-style deals & time-limited discounts may be available.
- All licence fees are charged and payable at the start of the license period. Any cost based on actual usage is charged at the end of each licence period.
- System upgrades are included in the annual licence fee.
- New modules containing additional functionality sit outside of this contract and such functionality added to the system will not form part of this agreement.
- A licence period can be quarterly or annually. The minimum contract period is 2 years and can be extended annually up to a total of 4 years.
- Most of our services can be provided online. This helps to minimise the cost to the customer and reduces our carbon footprint. In case travelling and accommodation are required, please refer to the SFIA rate card travel, subsistence and mileage sections.
- When applicable, Purchase Order numbers are to be provided 1 week before the start of the license period.
- While our alerting services are proven reliable and tested, no liability is accepted in relation to the alerting service.
- Payments should be received no later than 30 days after the invoice date.

© 2026 FireServiceRota. All rights reserved. Email info@fireservicerota.com for more info..

Contact details

If the buyer requires any information or clarification, then please contact:

Cor Klaasse Bos
Managing Director
cor@fireservicerota.com
+316 1305 6675

© 2026 FireServiceRota. All rights reserved. Email info@fireservicerota.com for more info..