Sysmax (Benchmax) – G-Cloud 15 Conservative Annual Licence Pricing (Award-Focused)

Tier	User Range	Annual Licence Fee (£)	Effective £ / User (High-Point of Users)	Award Rationale
Micro / Pilot	1–499	£20,000	£40	Below delegated limits, rapid award
Starter	500–1,500	£35,000	£23	Very low-risk approval, strong value for money
Small Department	1,500–5,000	£70,000	£14	Comfortable G-Cloud award size
Medium Department	5,000–10,000	£140,000	£14	Below finance committee scrutiny threshold
Large Department	10,000–50,000	£300,000	£6	Programme licence at safe level based on experience
Very Large Department	50,000–100,000	£450,000	£5	Well below the requirements for multiple-level approvals
Maximum Scale (Cap)	100,000–250,000	£650,000	£3	Hard cap aligned to gov SaaS norms

Minimum Annual Subscription

A minimum annual subscription fee applies in accordance with the pricing table. Subscription pricing is based on the selected user band for each annual contract period.

Fixed Annual Fees Based on User Commitment

The Client agrees to pay an annual subscription fee based on the selected user band and contract term. The annual subscription fee is payable annually in advance and applies for the duration of the relevant annual call off period, irrespective of actual usage within the selected user band.

Volume Pricing and Discounts

Any volume based pricing is determined by the user band selected at the commencement of each annual contract period. Pricing and any applicable discounts apply for the duration of that annual period and are not adjusted mid term based on changes in user numbers. User bands may be reviewed and adjusted at contract renewal.

Standard Support Services Included

The subscription licence includes standard support services comprising Tier II support to Client IT or system administrators, train the trainer enablement for nominated Client personnel, and initial onboarding and knowledge transfer support. The Client remains responsible for direct end user training and first line support.

Extended Professional Services Optional

Professional services beyond the standard support services described above, including additional training, onboarding sessions, configuration assistance, or advisory support, are optional. Any such services may be procured separately and will be subject to additional charges under a separately agreed Statement of Work.

Train the Trainer Provision

Train the Trainer support is included within the subscription licence and is provided on a time-limited basis, scaled to the applicable user band.

For smaller deployments, Train the Trainer support is provided for up to two days. For larger deployments, with greater than 5,000 users, Train the Trainer support is provided for up to five days.
Train the Trainer delivery is limited to a single cohort of nominated Client personnel and is intended to enable those personnel to train end users within the Client organisation.
Repeat or additional Train the Trainer sessions, replacement trainers, or training for additional cohorts are not included and may be provided as optional professional services subject to additional charges under a separate Statement of Work.