

G-Cloud 15 Pricing Document



Introduction

This document sets out the pricing for the Rugged Data Field Service Data Capture and Inspection Management Software as offered under the G-Cloud 15 framework. Pricing is transparent, predictable, and designed to support public sector organisations of varying sizes. All prices exclude VAT unless stated otherwise.

Pricing Model Overview

Rugged Data is provided as a fully managed Software as a Service (SaaS) solution. Pricing consists of:

- a one-off configuration fee per form/process
- a recurring per-user subscription fee

The standard subscription includes hosting, security, configuration, maintenance, and support, as described below.

Configuration Fees

From £95 per form or process, depending on complexity.

The setup fee includes:

- Configuration of the Rugged Data Hub to align with the customer's agreed business processes
- Build and configuration of scoped and agreed core mobile field service process
- Design and setup of the associated data capture form
- Report and certificate design, including branding
- Initial configuration of reporting and distribution settings

Additional processes or complex configuration beyond the initial agreed scope may be priced separately.

Configuration Level	Description	Rate (ex VAT)
Level 1	Minor new form, template form or limited redesign (simple structure, limited logic)	£95

Level 2	Moderate configuration (conditional logic, calculations, reporting rules)	£285
Level 3	Complex configuration (multi-section workflows, complex logic, certificates, regulatory structures)	£475

Subscription Pricing

£35 per user per month

User subscriptions are billed monthly or annually (as agreed at call-off) and include access to both the mobile application and the web-based administration interface.

What Is Included in the Subscription

The Hub (Web Platform)

The Rugged Data Hub provides a centralised, cloud-based platform for managing operational data, including:

- Customer, site, and asset records
- Custom fields and structured data management
- Digital site maps, schematics, and floor plans
- Asset profiles and change logs
- Branded report generation and editing
- Edit histories and audit trails
- Configurable report distribution lists
- Web-based forms

Mobile Application (Android and iOS)

The mobile application enables efficient field data capture and inspection activity, including:

- Pre-filled job and asset information from the Hub
- Smart, configurable forms aligned to operational workflows
- Offline working with automatic synchronisation
- Time- and date-stamped photographs
- Digital site map and schematic markup
- Advanced calculations and automated data validation
- Auto-tagging and Auto ID support
- Customisable risk matrices
- Digital signatures

Onboarding and Training

The subscription includes personalised onboarding delivered by a Rugged Data coach. This covers:

- Configuration validation and go-live support
- Live web-based training sessions for key users
- Ongoing access to Rugged Data user guides and documentation

Support and Account Management

Standard support is included within the subscription:

- UK-based support team
- Email support
- Phone or web support sessions by appointment
- Ongoing updates to existing mobile forms
- Regular review calls with a dedicated account manager

Support is provided during UK business hours.

Additional & Out of Scope Forms and Workflow Configuration (Per Form / Process)

Minor changes to existing forms and workflows are included within the standard subscription, in line with the Support and Maintenance Policy.

Configuration outside the agreed scope (for example, creation of new forms or major redesign of existing forms) is charged on a per form or per process basis using the configuration fee table above.

Out-of-Scope Administrative Services (Non-Technical)

Certain services are not included in the standard subscription and may be purchased separately if required. These include:

- Additional administrative support
- Graphic design services
- Diagram or schematic drawing

Rate: £35 per hour + VAT

Optional Custom Development and Specialist Services

Where customers require services beyond standard configuration and support, Rugged Data can provide optional specialist and custom development services. These services are not required for normal use of the platform.

Typical services may include:

- Bespoke software development or extensions
- Integration with third-party or legacy systems

- Advanced data engineering or reporting
- Architecture and solution design
- User-centred design activities
- Quality assurance and testing
- Programme and project management
- Cyber security advisory support

Services are charged on a **day-rate basis** in line with Digital, Data and Technology (DDaT) role families:

Role Family	Typical Day Rate (ex VAT)
Architecture	£875 – £1,100
Quality Assurance Testing	£375 – £1,100
Software Development	£600 – £975
User-Centred Design	£375 – £1,000
Programme and Project Management	£425 – £1,200
Cyber Security	£525 – £1,250

These services are optional, not required for normal use of the platform, and are only provided where expressly requested by the customer.

Pricing Assumptions

- All prices are fixed for the duration of the G-Cloud call-off contract
- Prices exclude VAT
- Services are provided under the G-Cloud framework terms
- Discounts may be available for educational and not-for-profit organisations. Eligibility and any applicable discount are agreed at call-off.

Invoicing

Invoices are issued in accordance with the agreed call-off contract, typically monthly or annually in advance.

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