

Data and AI Platform – Pricing

1. Pricing Overview

Pricing for the Data and AI Platform is transparent and modular, allowing buyers to select the level of service and optional components that best meet their needs. The service is offered under Lot 2b (Software as a Service) of the Digital Outcomes and Specialists (DOS) framework.

Prices are exclusive of VAT unless stated otherwise.

2. Core Service Pricing

The core service provides access to the Data and AI Platform accelerator, including standard onboarding, configuration, documentation, and Standard Support.

Pricing is based on one or more of the following, depending on buyer requirements:

- Annual subscription fee
- Monthly subscription fee
- Usage-based pricing for selected components

The specific pricing model and rates are set out in the Order Form.

3. What Is Included in the Core Price

The core service price includes:

- Access to the Data and AI Platform software components

- Deployment into the buyer's cloud or hosting environment
- Standard onboarding and setup support
- Standard Support during business hours (09:00–17:00 UK time, Monday to Friday, excluding UK public holidays)
- Service availability commitments as defined in the Service Level Agreement
- Standard offboarding at contract end

Cloud infrastructure costs charged by third-party cloud providers are not included and are payable directly by the buyer.

4. Optional and Additional Costs

The following services are optional and chargeable in addition to the core price:

- Enhanced or Premium support levels
- Dedicated Technical Account Manager or Cloud Support Engineer
- Extended onboarding, bespoke configuration, or professional services
- Onsite training
- Additional reporting, compliance, or assurance activities
- Extended transition or migration support at contract end

Pricing for optional services is provided on request and agreed in advance.

5. Service Credits

Service credits for failure to meet availability commitments are calculated in accordance with the Service Level Agreement and applied against future invoices.

6. Discounts and Trials

Discounts for educational or research organisations may be available on request. Pilot or trial arrangements may be offered by agreement.

7. Invoicing and Payment

Invoices are issued in accordance with the Order Form. Payment terms are as agreed at contract award.

Further pricing details are provided as part of the procurement process or on request.