



G-Cloud Pricing Document

ELMS – Competence and Compliance Solution

Classification: Public

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1. Overview

This document sets out the pricing for ELMS – Competence and Compliance Solution, as offered under the G-Cloud Framework. Pricing is transparent, fixed, and published in accordance with G-Cloud requirements.

2. Lot 2b

Software as a Service (SaaS)

3. Pricing Model

ELMS is provided on an annual subscription basis, priced according to the user volume. Pricing is structured in predefined bands and reflects economies of scale, with the effective cost per user decreasing as user numbers increase.

Mandatory implementation and onboarding fee, with optional integration, and professional services available to support successful adoption and ongoing use of the service. All prices are exclusive of VAT.

4. What the Price Includes

- Access to the ELMS Competence and Compliance SaaS platform
- All core functionality and modules
- Standard hosting and infrastructure based on MS Azure Multi-Tenant SaaS
- Security updates and platform enhancements
- Maintenance and bug fixes
- Standard support (UK business hours)

5. Implementation and Onboarding Fee

A one-off implementation and onboarding fee will apply in Year 1 only and is calculated as a flat fee of £10,000 plus 20% of the applicable annual subscription fee.

The fee covers initial platform configuration, tenant provisioning, security setup, user and role configuration, and standard onboarding and knowledge transfer. The fee is payable once at contract commencement and does not apply to renewals or contract extensions.

6. Standard Annual Subscription Pricing (Based on User Volume)

Band	Named Users	Annual Price (£)	Cost per User (per annum)
1	100	£35,000	£350
2	200	£50,000	£250
3	300	£65,000	£216
4	400	£80,000	£200
5	500	£95,000	£190
6	600	£110,000	£183
7	700	£125,000	£178
8	800	£140,000	£175
9	900	£155,000	£172
10	1000	£170,000	£170
11	1100	£180,000	£163
12	1200	£190,000	£158
13	1300	£200,000	£153
14	1400	£210,000	£150
15	1500	£220,000	£146
16	1600	£230,000	£143
17	1700	£238,000	£140
18	1800	£244,000	£135
19	1900	£248,000	£130
20	2000	£250,000	£125

7. Overage Pricing (Above 2,000 Users)

Where an organisation requires more than 2,000 users, additional users are charged at the following annual per-user rates. Overage pricing applies only to users above the 2,000-user threshold and is calculated annually.

User Range and Annual Cost (per user, excluding VAT):

User Range	Annual Cost (£ per user)
2,001 – 3,000 users	£100
3,001 – 4,500 users	£80
5,000+ users	£75

Overage users are licensed in addition to Band 20 pricing. Overage charges are reviewed annually and billed in advance unless otherwise agreed.

8. Illustrative Pricing Example

The following examples are for illustration purposes only and demonstrate how subscription, implementation, and overage pricing may be applied.

Example 1: An organisation requires 3,500 users.

- Base subscription (Band 20 – up to 2,000 users): £250,000 per annum
- Additional users above 2,000: 1,500 users

Overage calculation:

- 1,000 users (2,001–3,000) × £100 = £100,000
- 500 users (3,001–3,500) × £80 = £40,000

Total annual overage cost: £140,000

Total annual subscription cost: £390,000 (excluding VAT)

Implementation and Onboarding Fee (Year 1 only):

- £10,000 fixed component
- plus 20% of £250,000 = £50,000
- Total implementation fee: £60,000

Total Year 1 cost: £450,000 (excluding VAT)

From Year 2 onwards, only the annual subscription fee applies.

Example 2: Organisation requiring 1,000 users.

- Annual subscription fee: £170,000
- One-off implementation and onboarding fee:
 - £10,000 fixed component
 - Plus 20% of £170,000 = £34,000
 - **Total implementation fee = £44,000**

Total Year 1 cost: £214,000 (excluding VAT)

From Year 2 onwards, only the annual subscription fee applies.

9. API Integration Fees

API integrations are optional and subject to technical feasibility and mutual agreement.

- Integration setup fee: £2,000 per integration (one-off)
- Annual integration maintenance fee: £2,500 per integration, per annum

10. Additional Services

Optional additional services may be purchased to support adoption and optimisation of the service, including:

- Additional training
- Knowledge transfer sessions
- Subject matter expert (SME) support

Standard rate: £950 per day (excluding VAT).

Lower rates may apply depending on the role providing the service.

11. Contractual Terms

- Minimum contract term: 36months
- User numbers may be increased during the contract term
- Discounts available based on Contract Term:

Contract Term	Discount Applied
48 months (4 years)	10%
72 months (6 years)	15%

12. Contact

Please send enquiries to GCloud@elms.cloud. Please include your name, contact number, organisation, and a brief description of your request.