

Pricing Document – G Cloud 15

Attekus Bookable

- Commercial in Confidence



Attekus Bookable

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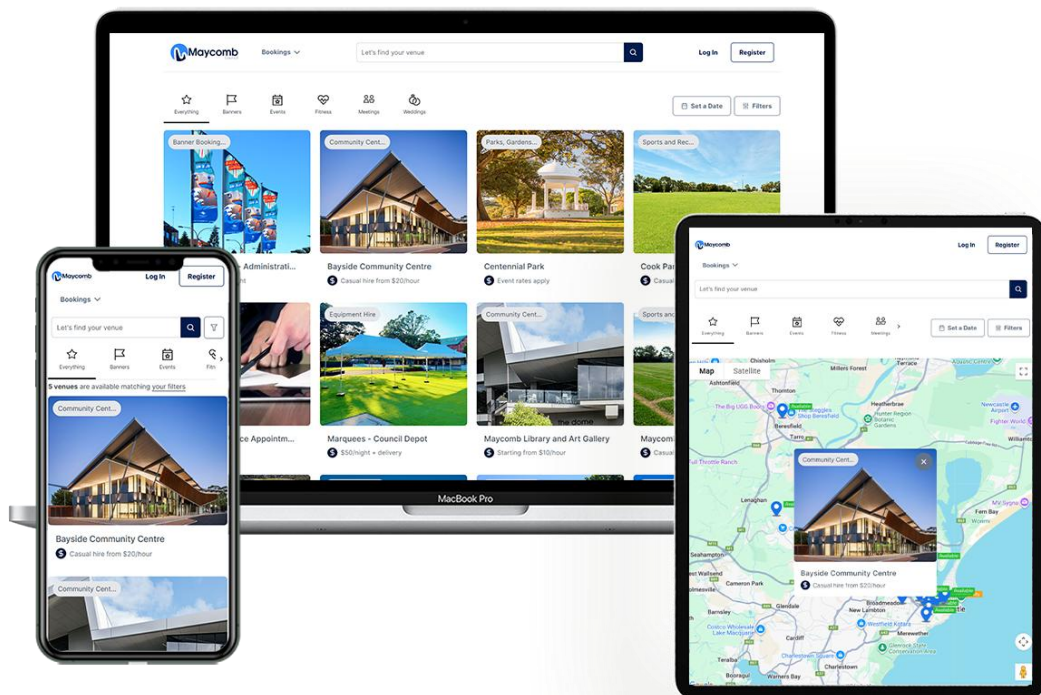
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Introduction

Attekus Bookable is a Software as a Service (SaaS) application (Bookable) designed to support organisations that manage high volumes of venue bookings, appointments, events and customer interactions across complex operational environments. The solution is used by public sector, local authorities and education organisations to simplify service delivery, reduce administrative effort and provide clear visibility across people, places and services.

Founded in Australia, Attekus has grown through close collaboration with councils, education providers and government agencies. Our products have been shaped by real operational requirements, evolving from practical challenges such as managing diverse facilities, coordinating events across multiple stakeholders, integrating with core corporate systems and delivering consistent, accessible digital services to the public. This experience has informed a mature, enterprise-ready platform that supports both internal teams and external users.

Attekus Bookable brings together bookings, appointments, event management, event registration and ticketing within a single, integrated ecosystem. Organisations can replace fragmented tools and manual processes with one system that supports end-to-end workflows, financial processing, customer communications and reporting. The platform is designed to operate at scale while remaining configurable to local policies, governance models and service structures.



Attekus Bookable – Responsive by design

The solution is delivered as a true SaaS offering, hosted on Microsoft Azure, with Attekus responsible for application delivery, security, maintenance, upgrades and support. Buyers benefit from a continuously improved platform, predictable costs and reduced reliance on internal infrastructure, while maintaining strong controls over data, access and compliance.

Attekus Bookable is underpinned by deep integration capability, enabling it to sit alongside existing enterprise systems such as financial management, identity and access management, payment

gateways and content management platforms. This ensures data consistency across systems, reduces duplication and supports joined-up service delivery.

This Pricing Document sets out the pricing for Attekus Bookable and related services.

Pricing for Attekus Bookable is based on the core and optional products and modules for the Attekus Bookable product as set out in detail in the Service Definition document for Attekus Bookable, and the number of Venues and Bookable Spaces within a pricing band, taking into account the size, capacity, and complexity of those Venues, Bookable Spaces and their usage and booking arrangements.

- A key differentiator of Attekus Bookable is that the pricing consists of an annual SaaS fee which is inclusive of standard support, maintenance, and ongoing product upgrades for Attekus Bookable during the agreed Call-Off Contract Period.
- Additional charges apply only where Buyers require use of Attekus Bookable for a higher band of Venues and Bookable Spaces, or where a space or event has greater size, capacity, or complexity, requiring custom pricing for the Buyer.

By leveraging our extensive sector knowledge and our experience in implementing Attekus Bookable for our customers, we are able to offer Onboarding Services as a once-off implementation service fee determined by the number of Venues and Bookable Spaces required by the Buyer.

The standard Attekus Bookable solution can also be supplemented by additional optional services and modules, as set out in detail in the in the Service Definition document for Attekus Bookable.

Final pricing will be determined through a standard Buyer engagement and discovery exercise with the Buyer to determine the Buyer’s specific requirements and usage of Attekus Bookable.



Pricing

1. Standard Attekus Bookable Pricing

The table below details the Pricing for the annual SaaS fees for Attekus Bookable:

Pricing Band	Measurement Unit – Number/Type of Venues*	Price (Excl. VAT) £ / Year
Band 1	Up to 5 Standard Venues*	£15,000
Band 2	6 to 10 Standard and Large Venues*	£37,500
Band 3	11 to 15 Standard, Large and Complex Venues*	£62,500
Band 4	16 to 20 Standard, Large and Complex Venues*	£75,000
Band 5	Custom Venue*	Custom pricing

Products and Modules Included in Standard Bookable Pricing		
PRODUCT – Bookable Customer & Core	PRODUCT – Bookable Bookings	PRODUCT – Bookable Integrations
Customer Management	Venues/Spaces/Resourcing	General Ledger ERP integration
Communication	Standard Bookings	Payment Gateway integration
Financial & Debtor Management	Application (EOI) Bookings	SMTP/SMS integration
Tasks	Automated Pricing & Invoicing	Single Sign ON (SSO) - Microsoft Entra & Okta
Dashboards & Reporting	Planned & Reactive Closures	Bookable API

* Pricing terms:

- Pricing for each annual period is calculated on the number and type of Venues between Bands 1, 2 and 3, calibrated by the total number of Bookable Spaces that applies for the specific type and number of Venues, which is used to determine the specific price within the pricing band (**Pricing Band**). Buyers are entitled at any time during an annual period to move into a higher Pricing Band by the payment of the Price for the corresponding higher Pricing Band, calculated on a pro rata basis for the remainder of the then current annual period and each annual period thereafter for the remainder of the Call-Off Contract Period.

The pricing applies to the access and use of the standard Attekus Bookable solution for the agreed Call-Off Contract Period and a minimum Call-Off Contract Period of 1 year, and where appropriate a Buyer may qualify for discounts as set out in the Discount section below. For any other services or additional optional modules or products, the pricing as set out in the sections below will apply. Where there may be a specific Custom Venue or requirements a discovery exercise with the Buyer will be required to determine the Buyer's specific requirements and usage of Attekus Bookable.

2 The broad spectrum of size, capacity, complexity, extent and type of use of Venues are categorised as set out below:

- **Standard Venue:** means a Venue with 1 - 5 Bookable Spaces of small or medium size, capacity and complexity.
- **Large Venue:** means a Venue with 6 - 15 Bookable Spaces of small, medium or large size, capacity and complexity.
- **Complex Venue:** means a Venue with 16 - 30 Bookable Spaces of small, medium or large size, capacity and complexity.
- **Custom Venue:** means a Venue with either more than 30 Bookable Spaces or where any Venue or Bookable Space (within a Venue), or the bookings or events for the Bookable Space, has a high level of complexity, size or capacity.

"Venues" means any buildings, spaces, locations, or facilities where bookings or events can be held. Venues may contain one or more Bookable Spaces, and there may also be numerous Venues located within a larger Venue. Examples of Venues include, but are not limited to, buildings, halls, sports fields (excluding any buildings), parks, theatres, libraries, museums, galleries, campsites, marinas, equestrian centres, or defined open spaces such as a carparks.

A **"Bookable Space"** means any distinct space, area or resource within a venue, location or facility (such as a building or open space) that can be individually selected or added to a booking or event. This includes, but is not limited to:

- Any physical spaces such as rooms, offices, halls, theatres, libraries, museums, galleries, meeting areas or zones;
- Any outdoor spaces such as sports fields, sporting courts, parks, marinas, equestrian centres, campsites, or defined open spaces, such as carparks;
- Any services such as catering, cleaners, technicians or security;
- Any form of resources such as marquees, amenities, AV equipment or furniture.

3 Included in the Pricing for Attekus Bookable for the agreed Call-Off Contract Period:

- Unlimited number of the following permitted users of the Buyer – consisting of:
 - Buyer key users of Attekus Bookable.
 - Buyer administrators of Attekus Bookable.
 - External users (customers) who wish to use Attekus Bookable to book Venues, Bookable Spaces and events from the Buyer.
 - Buyer delegated venue operators or committees approved to access and use Attekus Bookable on behalf of the Buyer.
- Standard support services.
- Product updates and enhancements.
- Access to new features released for Attekus Bookable within the subscribed modules.
- Microsoft Azure hosting, maintenance and security updates.

2. Pricing for Onboarding Services for Attekus Bookable

The Onboarding Services are designed to accelerate time-to-value and enable Buyers to implement Attekus Bookable and become productive quickly. Attekus uses a structured and collaborative implementation approach designed to reduce delivery risk, support organisational readiness and enable a smooth transition to Attekus Bookable.

Price for Onboarding Services: For the initial implementation Attekus will provide the Onboarding Services for up to the agreed number of Bookable Spaces for a once-off Onboarding Services fee as set out in the table below:

Pricing – Onboarding Services (Number of total aggregate Bookable Spaces within agreed Band of Venues)*	Price (£) (Excl. VAT)
0 – 75 Bookable Spaces	£5,000
76 -150 Bookable Spaces	£7,500
151 -225 Bookable Spaces	£10,000
+ 226 Bookable Spaces	+£12,500

* Additional fees may apply: (i) for any Custom Venue or Bookable Space if a Venue or the bookings or events for a Bookable Space has a high level of complexity, size or capacity; or (ii) optional or non-standard modules or services are requested by a Buyer which are outside the inclusions of the standard Attekus Bookable solution.

Included in the Pricing for Onboarding Services for Attekus Bookable:

- **Standard General Ledger/ERP Integration Inclusions:** Integration is performed to integrate the Buyer's general ledger or financial system with Attekus Bookable using the Attekus' existing integration tools and processes, limited to a maximum of 4 Business Days of effort by Attekus.
- **Services and Schedule Approach:** Will be as set out in the Service Definition document for Attekus Bookable.
- **Standard Training:** Attekus Bookable is an end-user application tailored to streamline the booking process. All training sessions are meticulously designed to empower Buyer personnel with the essential skills required to proficiently navigate and execute tasks within the application, ensuring they can confidently complete the environment build i.e. Venues and Bookable Spaces.
- Training is to be performed with a maximum of 3 Buyer personnel for Administrator training and 8 Buyer personnel for the Buyer's key user training. If Buyer end user training is required, it can be undertaken for an additional fee for up to 8 end users of the Buyer per session.
- **Attekus Academy during Onboarding Services:** The Attekus Academy (as described and set out in the Service Definition document for Attekus Bookable) will be made available for the Buyer to access and use for the duration of the Onboarding Services.
- Training for Buyer system administrators and key users:
 - **Key User:** Detailed training on the creation and management of venues, bookings and other peripheral settings required to manage the booking and customer lifecycle.

- **Administrator:** In addition to the Key User training, provide detailed training on the administration of pricing, system communications, user management, financial management issue triage and advanced settings.

Whilst the pricing for Onboarding Services covers the most common configurations, Attekus provides a broad suite of modules and capabilities for all different forms of venues, facilities, locations and spaces, and final pricing will be determined through an engagement and verification process aligned with Buyer needs.

3. Pricing for Optional Services for Attekus Bookable

(i) Project Services:

In addition to the Onboarding Services, a Buyer may purchase the following optional professional project services Attekus offers

- Implementation of additional spaces beyond the number of Bookable Spaces specified for the Onboarding Services.
- Implementation of add-on Products and/or Modules during the term of the Agreement.
- Hypercare.
- Data Migration.
- Integration Services.

The table below sets out the pricing for the Project Services offered for Attekus Bookable:

Pricing – Project Services: Description	Price (£) - Daily Rate (Excl. VAT)
Daily rate for Project Services	£945

- The Project Services and any subsequent consulting services are calculated and charged on a daily basis, and will be performed on Business Days, unless otherwise agreed in writing with the Buyer.
- Any out of hours consulting activity outside of a Business Day or any consulting activity of more than 8 hours duration on any day, that is requested by the Buyer, will incur a surcharge of 100% of the standard daily rate (in addition to the daily rate) pro-rated on a per hour basis. For any 'on-call' or 'standby' Project Services requested by the Buyer, the Charges will be determined based upon the requirements for the Services, unless otherwise agreed in writing with the Buyer.

(ii) Application Managed Services (AMS):

AMS consists of the provision of application management, configuration services, customer enablement, customer delivery management and value added services as described and set out in the Service Definition document for Attekus Bookable, at the rates set out below, payable monthly

The table below sets out the pricing for the AMS offered for Attekus Bookable, based on the AMS Levels purchased by a Buyer which will determine the total amount of hours per month of AMS services to be provided:

AMS Level	Measurement Unit – Hours Per Month	Price (Excl. VAT) £	
Level 1	6	£690	Monthly
Level 2	12	£1,340	Monthly
Level 3	16	£1,705	Monthly
Level 4	20	£2,100	Monthly
Level 5	25	£2,505	Monthly
Level 6	Custom Hours	Custom pricing	Monthly

In addition to the AMS, a Buyer may also purchase **Critical AMS** as follows:

Pricing - AMS Additional	Price (£) (Excl. VAT)
The Buyer may also schedule critical AMS service requests during the AMS term – the additional Price consists the following: - On-Call Fees per hour; and - If activated by the Buyer, hourly Fees will be payable, with a minimum of 4 hour blocks for each critical AMS service request.	- On-Call Price: £65 per hour; and - Hourly Fees: £180 per hour.

4. Pricing for optional Modules for Attekus Bookable

The Buyer will at any time during the term of Agreement be entitled to purchase additional optional Products and Modules for Attekus Bookable for the Price set out in the table below:

Attekus Bookable - Optional Products and Modules *	Band 1 – Optional Product/Module Price (£) / Year (Excl. VAT)**	Band 2 – Optional Product/Module Price (£) / Year (Excl. VAT)**	Band 3 – Optional Product/Module Price (£) / Year (Excl. VAT)**	Band 4 – Optional Product/Module Price (£) / Year (Excl. VAT)**
PRODUCT – Bookable Core				

Attekus Academy (1-5 named users)	£2,000	£3,350	£5,000	£7,500
Attekus Academy (6-10 named users)	£4,000	£6,500	£10,000	£12,500
PRODUCT – Bookable Bookings				
Optional - Accommodation/Equipment Hire	£750	£1,250	£1,875	£2,500
Optional - Microsoft Calendar Sync	£1,000	£1,650	£2,500	£3,000
PRODUCT – Bookable Event Management	£10,000	£16,500	£24,500	£32,500
Major Venues	Included	Included	Included	Included
Event Applications	Included	Included	Included	Included
Enquiries & Pipelines	Included	Included	Included	Included
Proposals & Contracts	Included	Included	Included	Included
Run Sheets & Event Orders	Included	Included	Included	Included
PRODUCT – Bookable Event Registration & Ticketing	£12,000	£18,500	£27,500	£35,000
Events, Courses & Classes	Included	Included	Included	Included
Registration, Ticketing & Attendance	Included	Included	Included	Included
Check In	Included	Included	Included	Included
Waitlists	Included	Included	Included	Included
Event Pricing	Included	Included	Included	Included
Optional - Allocated Seating	£1,000	£1,650	£2,500	£3,000
Optional - Gift Cards	£750	£1,250	£1,875	£2,500
Optional - Digital Wallet	£750	£1,250	£1,875	£2,500
PRODUCT – Bookable Integrations				
Optional - POS Integration	£1,500	£2,500	£3,750	£5,000
Optional - Customer Identity Access Management Integration	£750	£1,250	£1,875	£2,500
Optional - CMS Integration	£750	£1,250	£1,875	£2,500
Optional - Remote Access Control Integration	£750	£1,250	£1,875	£2,500

Optional - Custom Domain Names	£750	£1,250	£1,875	£2,500
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* Buyers are entitled at any time during an annual period to purchase any of the above additional optional products or modules of Attekus Bookable, calculated on a pro rata basis for the remainder of the then current annual period and each annual period thereafter for the remainder of the Call-Off Contract Period. When purchased separately after the initial implementation and Onboarding Services, the additional optional products and modules will be implemented at the rates for Project Services (see 3(i) above).

** Pricing for each column is based on the applicable Pricing Band (Pricing Band 1 - Band 4) for Standard Attekus Bookable set out in 1 above, which corresponds with what the Buyer has purchased in a Call-Off Contract.

Discounts for Attekus Bookable

Standard Attekus Bookable Pricing Discounts*	Discount %	Discount Terms
(i) Call-Off Contract Award Discount		
Call-Off Contract awarded to Supplier and signed by Buyer within discount period	7.5%	Buyer qualifies for the discount when the Call-Off Contract is awarded to Supplier and signed by Buyer within the discount period specified in the Supplier tender to Buyer.
(ii) Contract Period Discount		
Initial Contract Period		Buyer qualifies for % discount which corresponds with the length of period of the Initial Contract Period or Contract Extension Period, as appropriate. Discount applies to the annual Standard Attekus Bookable Pricing each Contract Year of the Initial Contract Period or Contract Extension Period, as appropriate. For example, where the initial Contract Period, at the time of the initial Call-Off Contract award, is 4 years, then a discount of 4% will apply to the standard Attekus Bookable Pricing for each Contract Year; and where a Buyer agrees to a further 2 year extension extending the total Contract Period to 6 years, then for the period of the Contract Extension Period the Buyer will qualify for a 5% discount of the standard Attekus Bookable Pricing for each year of the Contract Extension Period.
1 Year	0.0%	
2 Year	1.5%	
3 Year	3.0%	
4 Year	4.0%	
Contract Extension Period		
5 Year	5.0%	
6 Year	5.0%	

(iii) Optional Module Purchase Discount		
Combined initial purchase of more than one product being Standard Attekus Bookable plus one or both of Event Management and Event Registration & Ticketing.	5.0%	Buyer qualifies for the discount when the Buyer purchases, at the initial Call-Off Contract award stage, both the Standard core Attekus Bookable Product as set out in clause 1 (Pricing for Local Authorities) above, together with the Bookable Events Products set out clause 4 (Pricing for optional Modules for Attekus Bookable) above, consisting of either or both of the following: PRODUCT – Bookable Event Management PRODUCT – Bookable Event Registration & Ticketing
(iv) Publicity Discount		
Buyer agrees to the standard 'Publicity' provision as set out in the Supplier Terms	2.5%	

** The discounts apply to the annual price for Attekus Bookable for each Contract Year, and the discounts (i)-(iv) above are cumulative, entitling a Buyer to qualify for any one or all of the (i)-(iv) discounts, and they supplement any Framework Discount which may also be applicable for a Call-Off Contract.*



About Attekus

Attekus is an Australian-founded technology company specialising in the design, delivery and operation of Software as a Service (SaaS) solutions for public sector, local government and education organisations. Since 2017, Attekus has delivered reliable, enterprise-ready platforms supporting complex, high-volume service delivery for councils, education providers and government agencies.

Attekus' SaaS platforms are used by more than 120 organisations across Australia and New Zealand to deliver community-facing services at scale. The company applies a disciplined implementation and service management approach, enabling predictable delivery, configuration aligned to organisational requirements, and stable ongoing operations. Reliability, security and ease of use are embedded by design, supporting long-term service continuity and operational assurance.

Through its G-Cloud 15 offering, Attekus provides the UK public sector, local government and education organisations with a proven, low-risk solution delivering controlled implementation and reliable service outcomes.

Experience starts here.

attekus.com.au