Thinking Software
WORKFORCE MANAGEMENT SOLUTIONS

The Old Farm
Asthall Leigh
Witney
Oxfordshire
OX29 9PX
United
Kingdom

Tel: +44 (0) 1993 878 671

Musterd

Pricing Document

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1. Pricing overview

Musterd is provided as a subscription-based software-as-a-service (SaaS) solution. Pricing is designed to be transparent, scalable, and aligned to the size and requirements of each buyer.

The service uses a combination of:

- A recurring subscription charge, and
- A one-off implementation cost required to deploy the service.

Optional additional costs may apply where buyers choose to integrate Musterd with third-party systems or require additional services.

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2. Standard subscription pricing

The standard price for Musterd is:

£1 per person per month

- Minimum of **50 users**
- **No maximum user limit**
- Billed monthly
- Subscription operates on a rolling basis

Subscriptions may be cancelled at any time subject to a **90-day notice period**, as defined in the service terms.

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3. What is included in the standard subscription

The standard subscription price includes:

- Access to the Musterd cloud-hosted service
- Core emergency evacuation and mustering functionality
- Mobile application access for roll calls and incident management
- Desktop administration interface for configuration and oversight
- Real-time personnel status visibility during incidents

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- Standard reporting and data export features
- Standard support via email, online ticketing, and telephone during UK business hours (including UK bank holidays, excluding Christmas Day)

There are no additional charges for standard service usage once the service is live.

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4. Implementation and onboarding costs (mandatory)

A **one-off implementation cost applies to all buyers** as a standard requirement for adopting the Musterd service. This cost covers the activities required to configure and deploy the service successfully.

Implementation pricing **scales based on organisation size and deployment complexity**, including employee numbers. Implementation for Musterd is typically shorter in duration than other services but remains mandatory.

Implementation activities include:

- Initial system setup
- Configuration of sites, muster points, and zones
- User and role setup, including safety roles
- Configuration of evacuation workflows
- Remote onboarding and service handover

The implementation fee is charged once at the start of the service and is **separate from the ongoing subscription cost**. The applicable implementation cost is agreed with the buyer prior to contract award.

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5. Integrations and add-on services (optional)

Integration with third-party systems is **optional** and applies only where a buyer chooses to connect Musterd to external services.

Optional integrations and add-ons may include:

- Access control systems
- Visitor management systems
- Other third-party data sources

Integration pricing scales based on:

- The number of employees supported
- The systems involved

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- The complexity of the integration

All integration and add-on costs are discussed and agreed with the buyer in advance. Buyers are not charged for integrations unless they are explicitly requested.

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6. Pricing flexibility

As the owner of the Musterd platform, the supplier may offer pricing adjustments based on factors such as:

- Contract duration
- Number of users
- Scope of deployment
- Nature of required integrations

Any pricing variations are applied in line with G-Cloud framework rules and are transparently communicated to the buyer.

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7. Pricing transparency

All pricing is provided to buyers prior to contract award. Buyers receive a clear breakdown of:

- Subscription costs
- Implementation costs
- Any optional integration or add-on costs

There are no hidden fees or unexpected charges. Pricing aligns with the information published on the Digital Marketplace and the agreed contract terms.

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8. Changes to pricing

Pricing remains fixed for the duration of the agreed subscription period, subject to the contract terms. Any future changes to pricing are communicated to buyers in advance and applied in accordance with G-Cloud framework requirements.

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