aws partner network

CITY TRAX



EDERA

The future of Information Request Management

Public Sector

Pricing Document

CONFIDENTIAL

Overview

EDERA is a comprehensive, cloud-based application developed by **City Trax** in collaboration with the public sector. It streamlines the management of information requests by replacing manual, time-consuming processes with intelligent automation—reducing administrative effort and error risk while improving efficiency, accuracy, and compliance.



The purpose of this document is to provide pricing for services required to implement and deliver EDERA with standard configurations.

SERVICE COSTS:

Item	Billing Frequency	Description & Inclusions
❑ Solution Deployment	One off	Standard configuration, options - SSO integration, two factor authentication (2FA)
❑ Subscription	Annual	Includes Premium Support, see additional support and maintenance tiers.
❑ Professional Services	Billable	When required, see rate card

PRICING

Item	Description	Cost

Solution Deployment:	**Standard:**
	• One off deployment- client's AWS cloud account, hosted in UK region meeting GDPR and data residency requirements.
	• Customisation, configuration, testing, and environment validation, plus documented security review.
	• Two train-the-trainer sessions for up to 6 attendees per session:
	  • 1 × User training session
	  • 1 × Administrator training session
	(for additional training requirements, see training options below)
		£6,000

Annual Subscription:	**Includes:** • Unlimited concurrent users. • 12-month **Premium Support** for Technical and Solution users *(up to 100),* plus solution maintenance. • Application updates, plus documentation aligned to version release. *(for advanced support and maintenance, see support tier options below)*	£9,600
	TOTAL	**£15,600**
Multi-Year subscriptions with *(upfront)* discount:	2 years: **10%** discount | 3 years: save **15%** | 3 plus years: **quotation**.	
Third Party:	Cloud services, as charged by third party supplier	
		All pricing is exclusive of VAT, chargeable at the current rate.

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ADDITIONAL TRAINING & MEDIA OPTIONS

City Trax offers a flexible and tailored training program designed to meet the diverse needs of each client. Training sessions can be customised for various user roles, including:

- End Users
- Super Users and/or Team Leaders
- Administrators
- User & Technical Support Personnel

Each session accommodates between 3 and 6 participants to ensure effective learning and engagement. While training is typically delivered online for convenience, on-site sessions are available upon request. In-person training incurs additional cost* as outlined in the City Trax Rate Card.

Profile	Description	Duration	Cost
User *up to 6 attendees.*	For contributors and collaborators working within a team whose objective is to manage information requests on behalf of a department and/or a type of information request.	1 – 2 hours	£600
Super Users *up to 5 attendees.*	For team leads with approval status and mange the approvals process. Super users have the rights and privileges to include new users when needed and/or one-off ad hoc users when required for subject matter expertise.	2 - 3 hours	£750
Administrators *up to 3 attendees.*	Administrators manage the entire solution estate. Includes solution settings, customisation, plus user rights and privileges.	Half day 3 – 4 hours	£850
User & Technical *up to 3 attendees*	Sessions are designed to provide attendees with the level of training required to support users across the organisation. Technical aspects of the training provide a solid understanding of solution architecture to enable independent build and/or integration.	Half day 3 – 4 hours	£950
Training Media Production	Personalised demo videos and explainers.	Per day / Quotation	£ 400 - 800

All pricing is exclusive of VAT, chargeable at the current rate.



* All reasonable travel, accommodation, and subsistence expenses incurred by City Trax in connection with the delivery of services will be billed to the Client at cost. All such expenses will be capped and pre-approved by the Client wherever practicable.

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PROFESSIONAL FEES

Our professional fees reflect the value, expertise, and flexibility we bring to every engagement. The following pricing structure outlines our standard rates for services, which may vary depending on the scope, complexity, and duration of the work. All fees are quoted exclusive of VAT and subject to our standard terms and conditions. Custom packages and volume discounts are available upon request.

Role	Description	Hourly Rate	Day Rate
Principal Solution Architect	Highly skilled and experienced software professionals that lead and manage developers ensuring code quality and architectural integrity across the development lifecycle.	£130	£1,040
Solution Architect	Combine hands-on software development with strategic system design. Responsible for crafting scalable, secure, and high-performance solutions.	£120	£950
Project Manager	Oversees the planning, execution, and delivery of projects, ensuring they are completed on time, within scope, and on budget.	£100	£800
Data / Business Analyst	Data insights, process mapping, user requirements, system alignment	£80	£640
Domain Specialists			
Subject matter expert (SME)	Technical specialists, AI model development and training, Data Science etc.	£180 - £220	

SUPPORT & MAINTENANCE TIERS

We offer three tiers of support to meet diverse client needs. **Premium Support** is included in the standard subscription and ensures reliable day-to-day assistance. **Advanced Support** provides faster response times and broader access to our team. **Enhanced Support** delivers expert-led guidance for complex issues, including direct access to senior engineers.

Tiers	Description		Premium	Advanced	Enhanced
Price	Per Month		£0 (included)	£250 p/m	£500 p/m
Submissions	Number of support ticket submissions per month.		30	50	unlimited
Health & Security	Advise and perform quarterly security reviews plus monitor upstream threats.		✓	✓	✓
Hours	Business Hours | Mon - Friday, 9am - 5pm		Email, response during business hours	Email, response during business hours	24/7 access, email and phone
Severity and Response Times	Outage -	Account impaired	48 Hours	< 24 Hours	< 4 Hours
	Important -	Potential for performance impact if not addressed	3 Days	< 48 Hours	< 8 Hours
	Informational -	Inquiry for information	4 days	3 days	2 Days

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PASS-THROUGH EXPENSES

The following expenses may be incurred by City Trax personnel when delivering services or attending on-site. These costs are recharged to the client **at cost** and supported by valid receipts. The thresholds below are provided for illustration and budget planning.

Expense Category	Description	Basis of Charge	Threshold (per person)	Notes
Travel (Public Transport)	Standard class rail, underground, bus, or equivalent	Pass-through at cost	Up to £120 per return journey	Advance purchase where possible
Mileage (Private Vehicle)	Personal vehicle use for business travel	HMRC-approved mileage rate	£0.45 per mile	Applies only where public transport is impractical
Accommodation	Overnight stay for travel requiring >2 hours each way	Pass-through at cost	Up to £150 per night (incl. VAT)	Mid-range business hotel, booked in advance
Subsistence – Meals	Meals when working away from home base	Pass-through at cost	Up to £40 per day	Includes breakfast, lunch, and dinner
Subsistence – Incidentals	Minor expenses (e.g. parking, refreshments)	Pass-through at cost	Up to £10 per day	Receipts required where available

PROCUREMENT ROUTES

How UK local authorities can procure quickly and compliantly.

Procurement	Description	Threshold
Direct Award	• Single or multi year subscriptions with discounts applied. • Used for pilots, PoCs, or justified under 'unique solution or 'best value' exemptions.	Under £25k - £50k
Frameworks & DPS	• G-Cloud, AI Marketplace. Enables direct award or mini-competition. No full tender required.	Where applicable
Innovation | Exemption Routes	• Regulation 32 allows direct award for unique or innovative AI. • Suitable for pilots demonstrating efficiency or compliance gains	

CITY TRAX Solution Library

EDERA - Information Request Management Solution

AURENET - Dynamic IoT Enriched Data Platform

NOVESCRIPT - AV Transcription & Intelligent Content Automation



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Contact Information

book a demo

email enquiries

or call us on +44 (0) 203 885 8281

www.citytrax.co.uk



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