How to price your Totara Learn Lot 2b service

The overall service that we provide to you, and the prices we charge, are called the Plan in our terms and conditions.

Initial contracting – new customers

1. Look at Table 1 overleaf and find the correct User Tier for your contract.
    a. Generally this will be the user tier sufficient for the number of staff employed in the organisation you're contracting for. A typical assumption is that all staff will use a compliance-focused learning management system.
    b. Note that an "active user" is "an individual logging in to use the system, in a contract year". Please see our terms and conditions for the definition of an active user for price banding purposes. Individual user accounts are not recycled, so organisations with high staff turnover may require a higher user band.
2. Select your overall software package – Base, Premium or Ultimate – based on the overall type of features you plan to use. Refer to our service definition document for information about the differences in these software packages.
3. Your selected User Tier and software package from table 1 gives you a **Core Service** annual price. We use this Core Service price as a baseline to calculate the price of additional services that you select.

Existing customers who already hold an active Totara subscription should review our "Renewal only" GCloud 15 service, which may be more economically advantageous with access to some alternative pricing options.

Table 1: User Tier and Software levels (including Typical-use hosting)

	Annual prices per contract year		
	Software Package		
User Tier	**Totara Base**	**Total Premium**	**Total Ultimate**
500	£ 21,300	Not available	
1,000	£ 26,200	£ 33,500	£ 44,000
2,000	£ 29,300	£ 36,600	£ 47,100
3,000	£ 32,500	£ 39,800	£ 50,300
5,000	£ 44,400	£ 51,700	£ 62,200
10,000	£ 57,300	£ 68,300	£ 83,900
15,000	£ 71,900	£ 87,900	£ 107,700
20,000	£ 84,400	£ 102,200	£ 125,700
30,000	£ 96,900	£ 117,600	£ 144,500
40,000	£ 108,500	£ 132,900	£ 163,000
50,000	£ 116,400	£ 142,900	£ 175,700
60,000	Not available	£ 159,800	£ 197,300
75,000		£ 185,300	£ 230,700
100,000		£ 208,500	£ 256,400
150,000		£ 255,900	£ 310,900
250,000		£ 310,000	£ 380,000
500,000		£ 620,000	£ 760,000

High-use Hosting option

Our terms and conditions document contains clauses relating to hosting. Unless we have had specific data or discussions with you to change the approach, we start all Totara customers on our "Standard Use" Hosting Tier which is included in our Core Service prices. We'll monitor your use for the first 60 days and based on the data collected we will agree whether to stay on standard hosting, or move to our High Use Tier for the remainder of the first contract year.

Table 2a: Network and storage caps for our hosting services.

Hosting Tiers:	Standard-use			High-use		
User Tier	Traffic limit GB/month	Dataroot Storage limit GB	Database Storage limit GB	Traffic limit GB/month	Dataroot Storage limit GB	Database Storage limit GB
500	50	15	8	100	30	15
1,000	100	23	15	200	45	30
2,000	150	30	23	300	60	45
3,000	200	38	30	400	75	60
5,000	250	45	38	500	90	75
10,000	300	53	45	600	105	90
15,000	400	68	60	800	135	120
20,000	500	83	75	1,000	165	150
30,000	750	120	115	1,500	240	225
40,000	1,000	150	150	2,000	300	300
50,000	1,250	188	188	2,500	375	375
60,000	1,563	235	235	3,125	470	470
75,000	1,875	285	285	3,750	565	565
100,000	2,500	375	375	5,000	750	750
250,000	6,250	940	940	12,500	1,875	1,875
500,000	12,500	1,875	1,875	25,000	3,750	3,750

If you exceed these caps at any time during the year, then we'll talk to you about upgrading to our High-use hosting, which has the following additional price per year, depending on your User Tier. The mechanism for discussing and agreeing the hosting use and tiers is described in our terms and conditions.

Table 2b: additional fees, per user tier

Hosting Tiers:	**Standard**	**High**
User Tier	***Included in Core Service***	***Additional price per year***
500		£28,980
1,000		£32,610
2,000		£36,230
3,000		£39,860
5,000		£50,720
10,000		£61,590
15,000		£70,650
20,000		£79,700
30,000		£90,570
40,000		£96,000
50,000		£101,430
60,000		£110,490
75,000		£119,540
100,000		£137,660
250,000		£239,090
500,000		£335,010

Additional Services

You can now add more items to your order. These are called Additional Services in our terms and conditions.

Support Packages

First, select your support package from table 3. It's mandatory to select a support package. The price of your support package is added to your annual charges.

Table 3: Support Packages

	Support packages can be added to any Core Service level		
	Bronze	**Silver**	**Gold**
Price per contract year	£3,900	£7,800	£13,000

Additional Services – Bundles and Modules

Next, select your optional added service bundles (for example talent management, professional accreditation module). Service bundle prices are shown in table 4, and are calculated as a percentage of your Core Service price.

Table 4: Additional Services – Bundles and Modules

Bundles are groups of Modules as described in Service Definition documentation

	Figures in this table are the percentage to add to Core Service price, per year		
	Base	**Premium**	**Ultimate**
Professional Accreditation Bundle	Not available	25%	Included
Talent Management Bundle		25%	Included
Healthcare Integration Bundle		15%	10%
Healthcare Functionality Bundle		15%	10%
Loop 360 feedback module	Not available	15%	Included
Link coaching and mentoring module		15%	Included
NMC Revalidation module		10%	5%
Supervision module		10%	5%
Advanced practitioner module		10%	5%

Tables 5 – Additional Services

Extended Services

	Figures in this table are the percentage or amount to add to Core Service price, per year		
	Base	**Premium**	**Ultimate**
E-commerce service	Not available	60%	40%
Security-cleared support services	25%	22.5%	20%
Additional workflows (per workflow)	Not available	£2,500	£2,500

e-learning content

Total duration of courses purchased	Per 10 learners	Per 1,000 learners
Per every 60 minutes	£10/year	£500/year

Totara Perform

User Tier	**Additional cost per year (the same for all Core Services**
500	£ 1,500
1,000	£ 2,800
2,000	£ 2,900
3,000	£ 3,100
5,000	£ 3,700
10,000	£ 4,800
15,000	£ 4,500
20,000	£ 5,000
30,000	£ 7,400
40,000	£ 9,900
50,000	£ 11,900
60,000	£ 12,600
75,000	£ 13,300
100,000	£ 14,600
150,000	£ 15,700
250,000	£ 18,000
500,000	£ 25,000

Medical Devices and Equipment

Active User Cap – Medical Devices and Equipment Scope	Additional cost per year (the same for all Core Services
500	£20,000
1,000	£32,000
2,000	£52,000
3,000	£66,000
5,000	£80,000
10,000	£100,000
15,000	£135,000
20,000	£170,000
30,000	£232,500
40,000	£290,000
50,000	£337,500
60,000	£384,000
75,000	£450,000
100,000	£550,000
150,000	£712,500
250,000	£1,000,000
500,000	£1,900,000

Active users for Medical Devices and Equipment service may be lower than the Active users for the Core Service, as we understand that not all corporate LMS learners will be using medical/clinical devices and equipment.

Learner Record Store (LRS)

User Tier	Additional cost per year (the same for all Core Services
500	£29,100
1,000	£31,200
2,000	£33,700
3,000	£35,000
5,000	£39,600
10,000	£47,500
15,000	£55,400
20,000	£60,600
30,000	£75,400
40,000	£90,300
50,000	£100,300
60,000	£112,900
75,000	£125,600
100,000	£150,900
150,000	£216,000
250,000	£281,100
500,000	£421,700

LRS can be used with multiple LMS platforms concurrently. Active User Cap here is the sum of all active users across all connected LMS platforms, which are supplying the LRS with xAPI statements.

Learning Content Management System (LCMS)

User Tier	Additional cost per year (the same for all Core Services
500	Not available at this User Tier
1,000	
2,000	
3,000	
5,000	£81,600
10,000	£108,800
15,000	£124,800
20,000	£133,800
30,000	£158,800
40,000	£184,000
50,000	£199,400
60,000	£216,800
75,000	£234,400
100,000	£260,400
150,000	£301,000
250,000	£341,800
500,000	£420,200

LCMS can be used with multiple LMSs concurrently, as one of its main purposes is to allow LMSs to share common content. The Active User Cap in this pricing table is the sum of all active users across all connected LMS platforms.

Implementation Fees

Add in any relevant fixed-price core Implementation Fees from table 6, related to the services you've selected. These Implementation Fees are charged once, not annually.

Table 6: Implementation Fees

	Initial one-off core implementation fee		
	Base	**Premium**	**Ultimate**
Totara Learn LMS	£9,500	£14,500	£19,000
e-commerce	Not available	£12,500	£12,500
	One price, irrespective of Core Service selected		
Healthcare Integration Bundle	£7 500		
Healthcare Functionality Bundle	£7 500		
Professional Accreditation Module	£7 500		
Loop 360 feedback module	£5 000		
Link coaching and mentoring module	£5 000		
NMC Revalidation module	£3 000		
Supervision module	£3 000		
Advanced practitioner module	£3 000		
Medical Devices and Equipment service	£15 000		
LRS service	£30 000		
LCMS service	£30 000		
SSO authentication integration (per provider)	£1 750		
BI integration	£3 000		
Upgrading from Base to Premium	£5 000		
Upgrading from Base to Ultimate	£9 500		
Upgrading from Premium to Ultimate	£4 500		

How to add services mid-contract

There are two main ways in which your services, and hence prices, may change after initial contract agreement:

1. Usage level increases
    a. We monitor your usage against your agreed User Tier regularly. If you exceed your agreed User Tier we'll contact you to inform you of this, and to agree a top-up invoice from the date you exceeded the agreed User Tier, through to the end of the current contract year, in line with the user tier that you move into.
    b. Similarly if you exceed your contracted hosting package levels ("Hosting Cap" in our terms and conditions), we'll contact you to discuss options. Your options to are to either pay for a "burst" level for a 3 month period, or to move to a higher Hosting Tier for the current contract year.
    c. Many of our support packages include a certain number of hours which we draw down to provide advice, information and guidance to you. These hours do not, if unused, get rolled over to following contract years. If you run short of hours in a contract year, we'll contact you to discuss a top-up.

    It's possible to move up multiple times through user, hosting and support packages in one contract year.

2. Selection of Additional Services
    a. You can add services to your contract at any time, by contacting your allocated account manager. Services accrue costs from the date of activation, and if added mid-way through a contract year, will be charged pro-rata based on the number of days remaining from activation to end of contract year. Implementation Fees are generally incurred for Additional Services too, please see our service definition documentation and Implementation Fees tables.
    b. Many of our Additional Services are best combined with some additional consultancy and training to help you to make the most of them. This is optional, but we'd recommend discussing with your account manager and then procuring time from us separately for these.

Removing services

Any additions to services mid-contract, whether because of usage and hosting levels or from purchasing additional bundles, modules and services, are fixed for the contract year in which they are added. We'll contact you in the final months of each contract year

to discuss your needs for the next year. If you wish to remove services you can do so by notifying us in writing at least 60 days before the end of each contract year.