

Pricing

Pricing

The pricing outlined represents indicative fees for discussion with each client. There is also an elaboration of set price options, capped at 5,000 units beneath.

The rates identified in this table are valid for the duration of the term of G-Cloud 15. Costs are exclusive of VAT.

1. Annual Fees

<u>Item</u>	<u>Description</u>	<u>Rate / Term</u>	<u>Notes / Conditions</u>
Default SaaS Pricing	Standard PfP platform charge	£1.50 per unit per week	Standard rate for all customers
Discounted Offer	Contracted rate for Indicative Housing Group	£1.30 per unit per week	Base rate applied under this Agreement
Early-Commitment Incentive	Sign-up before 30 June 2025	£1.25 per unit per week	Applies if Agreement executed by [agreed date]
Long-Term Commitment Incentive	5-year term with 3-year break clause and annual unit refinement	£1.20 per unit per week	Applies if Customer enters into 5-year term structure
Price Hold	Per-unit charge freeze	Fixed for each full Contract Year	Any later increase subject to mutual agreement
Training Provision	Monthly training for all managing agents	Included (no charge)	Group sessions, once per quarter
Service Review Meetings	Regular operational review	Included (no charge)	Quarterly meeting between Supplier & Customer
New Modules	Inclusion of future product modules	Included (no charge)	Automatic access to all future Modules released
Product Roadmap Engagement	Participation in PfP development backlog	Included	Customer invited to provide roadmap input
Pass-Through Rights	Ability to allocate licensing costs to managing agents	Permitted	Customer discretion, provided compliance with Agreement

Third-Party Participation Incentive	Managing Agents using PfP for non-Indicative units	£1.45 per unit per week	Charged to agent; £0.25 per unit per week rebate to Indicative
Annual Review	Review of unit numbers, pricing & module adoption	Once per year	Adjustments made in good faith

1.2 Additional Units

Where the number of units exceeds 1,000, an additional fee of £4,500 (four thousand five hundred pounds) plus VAT shall apply for each additional block of 200 units (or part thereof). The Supplier shall invoice for such additional amounts upon the Customer exceeding the relevant unit threshold as from each new annual effective date anniversary.

The same pro-rata increases will be applied up to 5,000 units on the platform at an annual rate of £112,500 and then the licence fee will be capped for any number of additional units.

1.3 Indexation and Increases

- Notwithstanding any other provision of this Schedule, the Licence Fee and Support Fee shall not be subject to any increase during the first five (5) Contract Years, provided that the Customer has paid all applicable fees in full by 30 December 202X.
- Thereafter, from and including the sixth (6th) Contract Year, the Supplier may increase the Licence Fee and/or Support Fee no more than once in any twelve (12) month period by an amount calculated by reference to the percentage increase in the UK Consumer Prices Index (including owner occupiers' housing costs) ("CPIH"), as published by the Office for National Statistics, plus two per cent (2%), based on the Index last published before the date of the Supplier's notice of increase.
- In the event that any Key Service Provider to the Supplier increases its charges to the Supplier by a percentage which exceeds, or is reasonably likely (in the Supplier's reasonable and good faith opinion) to exceed, the increase referred to in clause 1.3(b), the Supplier may make a fair and reasonable further adjustment to the Licence Fee and/or Support Fee to reflect such additional costs, provided that the Supplier gives the Customer at least thirty (30) days' prior written notice and provides reasonable supporting evidence of such increase. The provisions of Clause 8.5 of the Agreement shall apply in such circumstances.

2. Support Fees

2.1 The Customer shall pay to the Supplier the following Support Fees in respect of the Agreed Level of Support:

Contract Year	Annual Support Fee	Notes
Year 1	Included in the Annual Licence Fee	For agreed support level
Years 2–5	Included in the Annual Licence Fee	Support level maintained throughout

2.2 The Support Fee includes:

- A. Quarterly service review meetings;
- B. Ongoing support and maintenance;
- C. Once-per-quarter training sessions open to all Managing Agents wishing to attend.

3. Additional Services and Fees

3.1 Additional Training

If the Customer requests additional training beyond the included quarterly sessions, the Supplier may provide such training at an additional fee agreed in writing between the parties via a Purchase Order.

3.2 Additional Locations

Providing access to the Services at any location other than the Agreed Locations shall be subject to an additional fee, to be agreed in a Purchase Order.

3.3 Additional Concurrent Users

If the Customer wishes to increase the number of Concurrent Authorised Users beyond the then-current Agreed Maximum (200), the Supplier will use reasonable endeavours to accommodate such request, subject to a reasonable additional fee agreed via a Purchase Order.

3.4 Change Requests and Professional Services

For any change requests or additional professional services required by the Customer under Clause 8 of the Agreement, the Supplier will provide a cost estimate based on its then-current professional services rates. Such services shall be subject to a Purchase Order.

4. Additional Commercial Provisions

4.1 The Supplier shall include, at no additional cost, ongoing access to new modules developed for the Properties Portal Platform during the term of this Agreement, provided the Customer elects to use such modules.

4.2 The Customer shall be entitled to participate in the Supplier's product roadmap and contribute feedback, requirements, and prioritisation input into the Supplier's development backlog.

4.3 The Customer acknowledges that [CUSTOMER] may, at its sole discretion, determine how it passes on or allocates the Licence and Support Fees to its Managing Agents. Such allocation or internal recharging arrangements shall not affect the Customer's liability to the Supplier for payment of the Fees.

5. Payment Terms

5.1 All amounts are stated exclusive of VAT, which shall be payable at the prevailing rate.

5.2 The Customer shall pay each undisputed invoice within thirty (30) days of the date of invoice, by electronic bank transfer to the account specified by the Supplier.

5.3 Time for payment shall be of the essence. In the event of late payment, the Supplier reserves the right to charge interest under the Late Payment of Commercial Debts (Interest) Act 1998, as amended.