Pricing Document

AI-Augmented Compliance Platform

For Governmental and Non-Governmental Organizations

Supplier Name:	**Cybernetic Labs (Zekoder Ltd)**
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1. Service Description

Audit Ally is a cloud-based SaaS solution that helps organizations achieve and maintain compliance with security and regulatory standards. The platform uses artificial intelligence to automate compliance workflows including:

- Automated evidence collection from organizational documents
- AI-powered gap analysis and compliance assessment
- Intelligent control mapping across multiple frameworks
- Policy and procedure document generation
- Continuous compliance monitoring and reporting
- Centralized compliance documentation repository
- Audit preparation and management tools

The platform supports compliance with major standards including ISO 27001, SOC 2, GDPR, Cyber Essentials, PCI DSS, and other governmental and industry frameworks.

2. Pricing Model Overview

Our pricing structure consists of the following components:

Component	Description
Base Platform Subscription	Monthly or annual fee based on employee count. Includes GDPR and GDPR-UK modules.
Compliance Modules	Additional compliance standards (ISO 27001, Cybersecurity Essentials, etc.) priced per module based on industry and employee count.
Document Storage	First 100MB included free. Additional storage charged per GB.
AI Token Utilization	Usage-based pricing for AI-powered features (evidence extraction, gap analysis, policy generation).
Education Platform	Per-seat annual licensing for compliance training and education.
Security Plugins	Optional integrations and security enhancements.
Guided Consultant Services	Optional professional consulting support, priced per module and organization tier.

Billing Frequency

Subscriptions can be paid monthly or annually. Annual subscriptions receive a 15% discount.

3. Base Platform Subscription

The base platform subscription is tiered according to organization size (number of employees). All tiers include GDPR and GDPR-UK compliance modules as standard

3.1 Subscription Tiers

Tier	Employee Count	Monthly Price	Annual Price (15% discount)
Micro	1-25 employees	£350	£3,570
Small	26-100 employees	£750	£7,650
Medium	101-250 employees	£1,500	£15,300
Large	251-500 employees	£2,500	£25,500
Enterprise	501-1,000 employees	£4,000	£40,800
Government/Major	1,000+ employees	Custom pricing	Contact for quote

3.2 Base Subscription Includes

- Unlimited user accounts within the organization
- GDPR compliance module (full)
- GDPR-UK compliance module (full)

- Core AI-powered compliance features
- Document repository (up to 100MB)
- Standard AI token allocation (see Section 7)
- Email and portal support
- Regular platform updates and feature releases
- Data encryption and security controls
- Multi-user collaboration tools
- Compliance dashboard and reporting
- API access for integrations

4. Compliance Module Pricing

Organizations can add compliance modules for additional standards beyond GDPR/GDPR-UK. Module pricing is based on the number of employees assigned to that compliance program.

4.1 Standard Module Pricing (General Industry)

Module/Standard	1-25 emp	26-100 emp	101-250 emp	251-500 emp	501+ emp
ISO 27001	£400	£800	£1,400	£2,200	£3,500
SOC 2 Type I	£450	£900	£1,600	£2,500	£4,000
SOC 2 Type II	£550	£1,100	£2,000	£3,200	£5,000
Cyber Essentials	£250	£500	£900	£1,400	£2,200
Cyber Essentials Plus	£350	£700	£1,200	£1,900	£3,000
PCI DSS	£600	£1,200	£2,200	£3,500	£5,500
NIST CSF	£500	£1,000	£1,800	£2,800	£4,500

Note: Prices shown are monthly subscription rates. Annual payments receive a 15% discount. Pricing is per module, per month, based on total employees assigned to that compliance program.

4.2 Multi-Module Discounts

Organizations subscribing to multiple compliance modules receive cumulative discounts:

Number of Active Modules	Discount on Module Fees
2 modules	5% discount on each module
3 modules	10% discount on each module
4 modules	15% discount on each module
5+ modules	20% discount on each module

Note: GDPR/GDPR-UK (included in base subscription) count toward module count for discount purposes.

5. Industry-Specific Module Pricing

Compliance modules are priced differently based on industry sector to reflect varying complexity, control requirements, and regulatory scrutiny. Below are pricing multipliers applied to the standard module pricing in Section 4.

Industry Sector	Pricing Multiplier	Example: ISO 27001 (Small org)
Government & Public Sector	1.3x	£800 × 1.3 = £1,040/month
Financial Services	1.4x	£800 × 1.4 = £1,120/month
Healthcare & Life Sciences	1.35x	£800 × 1.35 = £1,080/month
Critical Infrastructure	1.3x	£800 × 1.3 = £1,040/month
Software & Technology	1.0x (standard)	£800 × 1.0 = £800/month
Professional Services	0.95x	£800 × 0.95 = £760/month
Education & Non-Profit	0.85x	£800 × 0.85 = £680/month

Industry Selection

Industry sector is self-declared during onboarding and verified through organizational documentation. Organizations operating across multiple sectors are classified based on their primary regulated activity.

6. Document Storage Pricing

The platform provides secure cloud storage for compliance documentation, evidence, and audit artifacts.

6.1 Storage Allocation

Storage Tier	Included Storage	Overage Pricing
All Base Subscriptions	First 100MB	£0.50 per GB per month
With 1-2 modules	First 250MB	£0.45 per GB per month
With 3-4 modules	First 500MB	£0.40 per GB per month
With 5+ modules	First 1GB	£0.35 per GB per month

6.2 Storage Billing

- Storage is measured monthly and billed in arrears
- Partial GB usage is rounded up to the nearest GB
- Minimum billing increment: 1GB
- Storage includes all file types: documents, images, PDFs, spreadsheets, etc.
- Deleted files are retained for 30 days for recovery, then permanently removed
- All storage is encrypted at rest and in transit

- Geographic storage location: UK/EU data centers (configurable)

6.3 Storage Example Calculation

Description	Cost
Small org base subscription (includes 100MB)	Included in £750/month
Actual storage used: 3.2GB	3.2GB - 0.1GB = 3.1GB overage
Overage rounded to 4GB	4GB × £0.50 = £2.00
Total monthly storage cost	£2.00

7. AI Token Utilization Pricing

Transparent, Scalable Compliance Automation

7.1. Overview

Audit Ally leverages advanced AI to automate evidence extraction, gap analysis, policy generation, and compliance assessments. Our usage-based pricing ensures you only pay for the AI services you consume, with generous monthly allocations designed to cover typical compliance workloads.All AI usage is measured in tokens and billed transparently based on consumption.

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7.2. Token Allocation by Subscription Tier

Organization Size	Employees	Monthly Token Allocation	Additional Usage Rate
Micro	1-25	2,000,000 tokens	£2.00 per 100,000 tokens
Small	26-100	5,000,000 tokens	£1.90 per 100,000 tokens
Medium	101-250	10,000,000 tokens	£1.80 per 100,000 tokens
Large	251-500	18,000,000 tokens	£1.70 per 100,000 tokens

Enterprise	501-1,000	30,000,000 tokens	£1.60 per 100,000 tokens
Government/Major	1,000+	Custom allocation	£1.50 per 100,000 tokens

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7.3. What Your Token Allocation Covers

Micro Tier (2M tokens/month)

- **2-3 complete certification projects** per month
- One major framework (ISO 27001, GDPR, SOC 2) plus ongoing compliance monitoring
- Ideal for: Growing startups, small consultancies, single-department implementations

Small Tier (5M tokens/month)

- 5-7 certification projects or multiple simultaneous frameworks
- Continuous compliance monitoring across multiple standards
- Ideal for: Mid-sized organizations, multi-client consultancies, cross-functional teams

Medium Tier (10M tokens/month)

- 10+ projects or enterprise-wide compliance programs
- Ongoing audits, policy refresh cycles, and vendor assessments
- Ideal for: Large organizations, compliance-heavy sectors, regional operations

Large Tier (18M tokens/month)

- Multi-site operations with **continuous compliance automation**
- Multiple departments, annual recertifications, extensive documentation needs
- Ideal for: Multi-national operations, complex regulatory environments

7.4. Predictable, Transparent Billing

How It Works

1. **Monthly Allocation**: Your subscription includes a generous token allocation designed to cover typical compliance workloads

2. **Real-Time Dashboard**: Track consumption in real-time through your account portal
3. **Usage Alerts**: Receive notifications at 75% and 90% of monthly allocation
4. **Additional Usage**: Only pay for tokens beyond your monthly allocation at discounted rates
5. **No Surprises**: Clear, itemized billing with full usage breakdowns

8. Education Platform Licensing

The Education Platform provides compliance training, certification courses, and knowledge base resources. Licensing is per seat (unnamed) and paid annually.

8.1 Education Seat Pricing

Number of Seats	Annual Price per Seat	Total Annual Cost
1-10 seats	£150 per seat	£150 - £1,500
11-25 seats	£135 per seat	£1,485 - £3,375
26-50 seats	£120 per seat	£3,120 - £6,000
51-100 seats	£105 per seat	£5,355 - £10,500
101+ seats	£95 per seat	Quote for volume

8.2 Education Platform Includes

- Access to full compliance training library (100+ courses)
- Framework-specific certification programs
- Interactive learning modules and assessments
- Progress tracking and completion certificates
- Downloadable resources and templates
- Regular content updates as standards evolve
- Mobile access via web browser
- Seats are unnamed and can be reassigned as needed
- Unlimited concurrent learners (within seat count)
- Reporting on team training completion and competency

8.3 Education Platform Billing

- Billed annually in advance
- Seats can be added mid-term (pro-rated)
- Seat count adjustments at renewal
- No monthly payment option (annual only)
- Automatic renewal unless cancelled 30 days before anniversary
- Volume discounts apply automatically based on total seat count

9. Optional Guided Consultant Services

Organizations can optionally engage certified compliance consultants to provide guided support through their compliance journey. Consultant services are priced per engagement based on the module and organization tier.

9.1 Consultant Service Pricing

Module	Micro (1-25)	Small (26-100)	Medium (101-250)	Large (251-500)	Enterprise (501+)
ISO 27001	£4,500	£8,500	£14,000	£22,000	£35,000
SOC 2 Type II	£6,000	£11,000	£18,000	£28,000	£45,000
Cyber Essentials	£2,500	£4,500	£7,000	£11,000	£18,000
PCI DSS	£7,000	£13,000	£21,000	£33,000	£52,000
Additional Modules	Contact for quote	Contact for quote	Contact for quote	Contact for quote	Contact for quote

9.2 Consultant Services Include

- Initial compliance gap assessment and readiness review
- Customized compliance roadmap and implementation plan
- Guided support through evidence collection and documentation
- Policy and procedure review and optimization
- Pre-audit preparation and readiness assessment
- Support during external audit (up to 16 hours)
- Post-certification guidance and remediation planning
- Access to consultant via email, phone, and video calls
- Typical engagement duration: 8-16 weeks depending on organization readiness
- Platform subscription required for duration of consultant engagement

9.3 Consultant Payment Terms

- One-time fixed fee per module engagement
- Payment structure: 50% upon engagement start, 50% upon certification achievement
- Alternative payment: 3 monthly installments
- Government organizations: Net-30 payment terms with approved purchase order
- If certification not achieved due to organization factors, balance still due
- If consultant services inadequate, balance waived (at platform discretion)

9.4 Industry-Specific Consultant Pricing

The same industry multipliers from Section 5 apply to consultant services:

Industry	Base Price (Small Org ISO 27001)	Industry-Adjusted Price

Government	£8,500	£8,500 × 1.3 = £11,050
Financial Services	£8,500	£8,500 × 1.4 = £11,900
Education/Non-Profit	£8,500	£8,500 × 0.85 = £7,225

11. Complete Pricing Examples

The following examples illustrate total monthly costs for different organization scenarios:

Example 1: Small Charity (75 employees)

Component	Monthly Cost
Base subscription (Small tier, annual 15% discount)	£637.50
ISO 27001 module (Small tier × 0.85 charity discount)	£646
Document storage (500MB = 0.4GB overage)	£0.20
AI tokens (within included allocation)	£0
Education platform (15 seats)	£168.75 (£2,025/12 months)
Security plugin: None	£0
TOTAL MONTHLY COST	**£1,452.45**

Optional Guided Consultant: £7,225 one-time (ISO 27001, Small org, charity discount)

Example 2: Government Agency (350 employees)

Component	Monthly Cost
Base subscription (Large tier, annual 15% discount)	£2,125
ISO 27001 module (Large × 1.3 govt multiplier × 10% multi-module discount)	£2,574
Cyber Essentials Plus (Large × 1.3 × 10% multi-module discount)	£2,223
Document storage (15GB overage)	£7.50
AI tokens (2M overage @ £0.12 per 100k)	£24
Education platform (50 seats)	£500 (£6,000/12)
SIEM Integration plugin	£300
Advanced Analytics plugin	£400
TOTAL MONTHLY COST	**£8,153.50**

Optional Guided Consultants: £28,600 (ISO 27001) + £24,700 (Cyber Essentials Plus) = £53,300 one-time

Example 3: Tech Startup (120 employees)

Component	Monthly Cost
Base subscription (Medium tier, monthly billing)	£1,500
SOC 2 Type II module (Medium tier, 1.0× standard)	£2,000
Document storage (2GB overage)	£1.00
AI tokens (1M overage @ £0.13 per 100k)	£13
Education platform (25 seats)	£281.25 (£3,375/12)
API Rate Limit Increase plugin	£100
Compliance Chatbot plugin	£150
TOTAL MONTHLY COST	**£4,045.25**

Optional Guided Consultant: £18,000 one-time (SOC 2 Type II, Medium org)

12. Payment Terms and Billing

12.1 Billing Frequency

- Base subscription: Monthly or annually (15% discount for annual)
- Compliance modules: Monthly or annually (15% discount for annual)
- Document storage: Monthly in arrears
- AI tokens: Monthly in arrears
- Education platform: Annually only
- Security plugins: Monthly or annually (15% discount for annual)
- Guided consultant services: Per engagement (50/50 split or 3 installments)

12.2 Payment Methods

- Credit/Debit Card (Visa, Mastercard, American Express)
- Direct Debit (UK bank accounts) - recommended for recurring subscriptions
- Bank Transfer - available for annual subscriptions and government organizations
- Purchase Order - government and large organizations only (subject to credit approval)

12.3 Invoicing

- Invoices generated on 1st of each month for recurring subscriptions
- Usage-based charges (storage, tokens) invoiced monthly in arrears
- All invoices include detailed breakdown by component
- Invoices delivered electronically via email and platform portal
- VAT charged at prevailing UK rate (currently 20%) where applicable
- Payment due within 14 days of invoice date (monthly billing)
- Payment due within 30 days for government purchase orders

12.4 Late Payment

Accounts overdue by more than 30 days may be subject to:

- Late payment interest at 1.5% per month (18% per annum)
- Service suspension after 45 days of non-payment (with 7 days notice)
- Account termination after 60 days of non-payment
- Referral to collections agency for amounts exceeding £1,000

12.5 VAT

All prices shown in this document are exclusive of VAT. Value Added Tax will be charged at the prevailing UK rate (currently 20%) for UK customers. Customers must provide

valid VAT registration details. Export sales to non-UK customers may be zero-rated subject to appropriate evidence.

13. Support Levels

Support is provided based on subscription tier and is included in the base subscription price.

Support Level	Included For	Response Time	Channels	Hours
Basic	Micro tier	Best effort	Email, Portal	Business hours
Standard	Small, Medium tiers	24 hours	Email, Portal, Phone	Business hours
Priority	Large, Enterprise tiers	8 hours	Email, Portal, Phone, Chat	Extended hours
Premium	Government tier, Available as add-on: £500/month	4 hours (2 hours critical)	All channels + Dedicated engineer	24/7

Business Hours: Monday-Friday, 08:00-18:00 GMT excluding UK bank holidays
Extended Hours: Monday-Friday, 06:00-22:00 GMT
24/7: Round-the-clock support including weekends and holidays

14. Service Level Agreements

14.1 Platform Availability

We guarantee 99.5% uptime measured monthly, excluding scheduled maintenance windows announced at least 7 days in advance.

Monthly Uptime	Service Credit
99.5% - 99.0%	10% of monthly subscription fees
< 99.0% - 98.0%	25% of monthly subscription fees
< 98.0% - 95.0%	50% of monthly subscription fees
< 95.0%	100% of monthly subscription fees

14.2 Service Credit Claims

- Service credits must be claimed within 30 days of the incident
- Claims submitted via support portal with incident details and time stamps
- Credits applied to following month's invoice
- Service credits are the sole and exclusive remedy for SLA breaches
- Maximum aggregate credits per month: 100% of monthly subscription
- Credits do not apply to issues caused by customer actions or third-party services

14.3 Data Security SLA

We commit to:

- ISO 27001 certified infrastructure
- Data encryption at rest (AES-256) and in transit (TLS 1.3)
- UK/EU data residency (data does not leave UK/EU regions)
- Daily encrypted backups with 30-day retention
- Security incident notification within 24 hours of discovery
- Annual penetration testing by independent third parties
- GDPR compliance for all data processing activities

15. Trial Period

All new customers are eligible for a 30-day free trial of the platform.

15.1 Trial Includes

- Access to full platform features
- Base subscription tier equivalent to organization size
- Choice of up to 2 compliance modules to trial
- 1GB document storage
- 1,000,000 AI tokens
- 5 education platform seats
- Email support
- No credit card required to start trial
- No obligation to continue after trial ends

15.2 Trial Limitations

- One trial per organization
- Cannot trial guided consultant services
- Cannot trial premium support level
- Cannot trial Government/Major tier (contact sales)
- Maximum 25 user accounts during trial
- Data retained for 30 days after trial end (then deleted unless converted to paid)

15.3 Converting to Paid Subscription

- At any time during trial, activate paid subscription
- All trial data and configuration preserved
- First invoice pro-rated based on remaining days in month
- Automatic conversion option available (opt-in during trial)
- Trial users can become full paid users seamlessly

16. Educational and Charity Discounts

Registered educational institutions and charitable organizations qualify for discounted pricing.

16.1 Eligibility

- Accredited educational institutions (primary, secondary, higher education, vocational)
- Registered UK charities with valid charity registration number
- Non-profit organizations with tax-exempt status
- Must provide proof of status during account setup
- Annual verification required to maintain discounted pricing

16.2 Discount Structure

Component	Discount
Base subscription	15% discount
Compliance modules	15% discount
Education platform	20% discount
Document storage	15% discount
AI tokens	Standard rates
Security plugins	15% discount

Note: Educational/charity discounts apply in addition to annual payment discounts and multi-module discounts. The industry multiplier for Education/Non-Profit (0.85x) already reflects these discounts for module pricing.

17. Termination and Refund Policy

17.1 Customer-Initiated Termination

- Monthly subscriptions: Cancel anytime with 30 days notice
- Annual subscriptions: Early termination incurs 25% fee on remaining value
- Education platform: Annual commitment, no mid-year cancellations
- Consultant engagements: Subject to engagement contract terms
- Notice period: Subscription ends at conclusion of paid period
- Automatic renewal can be disabled at any time
- Data export available for 60 days post-termination

17.2 Refund Policy

- Monthly subscriptions: No refunds for partial months
- Annual subscriptions: Pro-rated refund if cancelled within 30 days (minus 25% early termination fee after 30 days)
- Usage-based charges (storage, tokens): No refunds for consumed resources
- Consultant services: Refund policy per engagement contract
- Trial period: No charges, no refunds applicable
- Promotional credits: Non-refundable

17.3 Data Export and Retention

- Full data export available in CSV, JSON, and PDF formats
- Export includes all documents, assessments, policies, and reports
- Data retained for 60 days after subscription ends
- After 60 days, all data permanently deleted per GDPR requirements
- Customers responsible for exporting data before termination
- Data export service available for £250 if assistance needed

17.4 Supplier-Initiated Termination

We reserve the right to terminate service for:

- Non-payment exceeding 60 days
- Material breach of Terms of Service
- Fraudulent activity or misuse of platform
- Violation of Acceptable Use Policy
- Illegal activities conducted through the platform

30 days written notice will be provided except in cases of fraud, security violations, or illegal activity. Prepaid amounts for unused services will be refunded on a pro-rata basis.

18. Price Variation

We aim to provide stable and predictable pricing. Any price changes will be handled as follows:

18.1 Price Increase Notice

- Minimum 90 days advance written notice for all price increases
- Notice sent via email to primary account administrator
- Existing contract pricing honored through current term
- Annual subscribers: Pricing locked until renewal
- Monthly subscribers: New pricing effective after 90-day notice period
- Right to cancel without penalty within 30 days of price increase notice

18.2 Reasons for Price Adjustments

Prices may be adjusted to reflect:

- UK inflation (CPI) adjustments (typically annual)
- Significant new features or platform capabilities
- Changes in third-party service costs (AI models, cloud infrastructure)
- Regulatory compliance requirements
- Market conditions and competitive positioning

18.3 Price Decreases

If we reduce prices, existing customers on monthly subscriptions will automatically benefit from lower pricing at their next billing cycle. Annual subscribers will receive the new pricing at renewal.

18.4 G-Cloud Framework Pricing

Pricing published on the G-Cloud 15 Digital Marketplace will be reviewed and updated annually in accordance with Crown Commercial Service requirements. Current G-Cloud pricing remains valid for the duration of the framework agreement unless superseded by updated pricing with appropriate notice.

19. Contact Information

For pricing inquiries, quotations, trial requests, or technical support:

Sales Enquiries:	**sales@[yourcompany].co.uk**
Technical Support:	support@[yourcompany].co.uk
Billing & Accounts:	billing@[yourcompany].co.uk
General Enquiries:	hello@[yourcompany].co.uk
Telephone:	+44 (0) XXX XXX XXXX
G-Cloud Listing:	[Your G-Cloud 15 service URL]
Website:	www.[yourcompany].co.uk
Registered Office:	[Your registered office address]
Company Number:	[Companies House number]

Important Information

- This pricing document is part of our G-Cloud 15 service offering
- All services are subject to our Terms of Service and Acceptable Use Policy
- VAT Registration Number: [Your VAT number]
- Document version: 3.0
- Valid from: January 2026
- Prices subject to change per Section 18 (Price Variation)
- All prices exclude VAT unless explicitly stated

Quick Pricing Reference Summary

Component	Starting From
Base Platform Subscription (includes GDPR)	£350/month (£297.50 annual)
Compliance Modules	£250-£600/month per module
Document Storage	100MB free, then £0.35-£0.50 per GB
AI Token Utilization	500k-8M included, then £0.10-£0.15 per 100k
Education Platform	£95-£150 per seat/year
Guided Consultant Services	£2,500-£52,000 per engagement

End of Pricing Document

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