

Cygnum Workforce Management and Resource Planning Software

Pricing Document

Lot 2b

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1 Pricing Overview

Cygnum is a modular digital workforce, resource planning, case management and financial management platform. It comprises a core solution and a wide range of optional modules that can be licensed individually, in combinations or as a complete suite. The modules a Buyer selects will depend on their operational processes, and most organisations combine functionality from multiple areas to achieve an end-to-end solution.

CACI consultants can advise on the modules required to match the Buyer's requirements. Software licence pricing covers access to the software, with additional user licences charged per user and subject to minimum volumes. Annual support and maintenance fees apply per module and per user.

Implementation, configuration, workflow design, data migration, testing and training are delivered as professional services and charged at the fixed day rates set out in this document. The effort required for implementation varies according to the modules selected, the size of the user population, data volumes, integration scope and the level of configuration required. CACI can create a tailored implementation package aligned to the Buyer's selected modules and project requirements.

The following table provides the prices for the available Cygnum cores, modules, user licences and support & maintenance:

	Units	Initial Licence	Support & Maintenance
Core Modules	1	£66,332	£30,710
Super Admin User	Per User (Min 2)	£1,500	£300
Web Access User	Per User (Min 25)	£375	£75
Portal Access User	Per User (Min 50)	£50	£10
Cygnum Mobile User	Per User (Min 50)	£500	£100
Optional Additional Workforce Management Modules			
Absence Management	1	£8,500	£1,700
Activity Planning	1	£8,500	£1,700
Event Management	1	£8,500	£1,700
Auto-Allocation	1	£8,500	£1,700
Auto-Scheduling	1	£8,500	£1,700
Demand Modelling	1	£8,500	£1,700
Task Management	1	£8,500	£1,700
Shift planning	1	£8,500	£1,700
Recruitment	1	£8,500	£1,700
Resource Planning	1	£8,500	£1,700
Staff Banked Hours	1	£8,500	£1,700
Staff Compliance	1	£8,500	£1,700
Shift Working Patterns	1	£8,500	£1,700
Timesheets	1	£8,500	£1,700
Optional Additional Case Management Modules			
Contact In/Out	1	£8,500	£1,700
Input Forms	1	£8,500	£1,700

	Units	Initial Licence	Support & Maintenance
Output Forms	1	£8,500	£1,700
Portal Engine	1	£8,500	£1,700
Workflow	1	£8,500	£1,700
Analytics Engine	1	£8,500	£1,700
Optional Additional Finance Management Modules			
Billing & Invoicing	1	£8,500	£1,700
Charging	1	£8,500	£1,700
Contract management	1	£8,500	£1,700
Expenses	1	£8,500	£1,700

A Cygnum Core licence is always required for a deployment. Cygnum Core includes the following modules:

- Indexing
- Wallchart Scheduling
- Business Rules Engine
- Operational Reporting
- Dashboard Reporting
- Interface Engine
- System Administration
- Two-Factor Authentication.

Optional services and enhancements may be purchased separately as needed. Any work outside the agreed scope or requiring bespoke development is available as a chargeable professional service.

2 Pricing Assumptions, Constraints and Dependencies

The total cost of a Cygnum deployment will depend on the specific combination of modules, user volumes, integrations, configuration requirements and data-migration activities selected by the Buyer. The level of implementation effort required is variable and is not included within software licence or support & maintenance charges. Professional services for implementation, configuration, data migration, testing, training and project management are charged at the fixed day rates set out in this document. Note all prices listed exclude VAT.

Cygnum deployments vary significantly because each organisation operates different business processes, data structures, workflow requirements and organisational models. Buyers typically combine several module areas to create a complete end-to-end solution. Minimum licence volumes, mandatory modules and/or dependencies are highlighted in the pricing tables. Annual support and maintenance charges apply to all licensed modules and users for the duration of the contract.

The following activities are not included within standard licence or support fees and are available as chargeable services at the fixed day rates published in this document:

- bespoke configuration or development
- integrations or API development
- data migration and data-quality remediation
- additional environments (e.g., training or pre-production)
- tailored, remote or onsite training

- enhanced or extended support models.

Annual support, maintenance and professional services day rates may be subject to an annual uplift in line with the Retail Prices Index (RPI) or equivalent UK government inflation measure, unless alternative terms are agreed at call-off.

Cygnus includes standard support and maintenance per the main G-Cloud listing. Enhanced or extended SLA models, including 24x7 support or reduced response times, can be provided as chargeable options.

3 Implementation & Professional Services

Cygnus implementations vary depending on Buyer organisation size, module selection, configuration complexity, workflow requirements, data volumes and integration scope. Software licences provide access to the platform only; all implementation, configuration and deployment activities are delivered as professional services.

CACI delivers implementations using a structured approach informed by the Create and Utilise phases of our proprietary FUSION delivery framework. FUSION combines established best practices in digital transformation, project governance, solution design and change management. Its proven structure enables CACI to shape configuration, build the required solution components, and prepare organisations for effective utilisation of the platform.

Implementation activities may include:

- solution configuration based on the Buyer's processes
- workflow and rules-engine setup
- data migration planning, cleansing and import
- integration design and testing
- user acceptance testing support
- training and enablement for administrators and super users
- preparation for deployment and early-life support

As each Buyer's requirements and operating model differ, the level of effort required will vary accordingly. CACI will advise the Buyer on the number of professional services days required based on the selected modules, configuration scope, data-migration needs and organisational readiness. Buyers may procure any number of professional services days under the framework.

Implementation, configuration, migration, testing, training and project management are charged at the fixed day rates published below:

Skills for Information Age Definition	Strategy and architecture	Change and Transformation	Development and implementation	Delivery and Operation	People and skills	Relationships and engagement
1. Follow	£770	-	£770	£770	-	£770
2. Assist	£828	£828	£828	£828	-	£828

3. Apply	£885	£885	£885	£885	-	£885
4. Enable	£1,001	£1,001	£1,001	£1,001	-	£1,001
5. Ensure or advise	£1,117	£1,117	£1,117	£1,117	-	£1,117
6. Initiate or influence	£1,175	£1,175	£1,175	£1,175	-	£1,175
7. Set strategy or inspire	£1,233	£1,233	£1,233	£1,233	-	£1,233

Note: CACI will allocate the most appropriate resource profiles for the Buyer's project. Implementations typically require senior or lead-level consultants due to the complexity of Cygnum's configuration, workflow and business-rules engine.

4 Training

Training is also available as a professional service and priced at fixed day rates. Buyers may select the training appropriate for administrators, end users or super users. Additionally, the Buyer can opt to purchase a Cygnum training environment, a chargeable component, to support safe practice and ongoing training needs.

5 Optional Services

Optional services, including integration development, workflow enhancement, reporting customisation, additional environments and other specialised support, are available as chargeable professional services at the fixed day rates listed in this document.

6 Exit / Offboarding

Customers may extract their data at any time using the standard export tools included with the service. Where a Buyer requires CACI to support, perform or customise data extraction or transition activities, or document a formal exit plan, these services are chargeable at the fixed day rates set out in this document.