



G-CLOUD 15

Perito
Public Sector Case Management
Pricing

its.



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CITIZEN SERVICES FOR A
○ BETTER FUTURE.

Perito Public Sector Case Management

1. Service pricing

Perito License Details

- Includes a Production environment and a Non-production environment for all licensed users.
 - Production environment – Available 24 x 7
 - Non-production environment – Available Monday to Friday 9.00am – 5.00pm
 - Availability excludes agreed maintenance windows
 - Additional environments are available upon request.
- Includes hosting on Microsoft Azure.
 - Other cloud hosting options are available upon request.
 - Additional servers &/or storage may be needed, depending upon individual requirements.
- Includes Frequent Product Updates.
- Backups are retained for 30 days. Resilience is included as standard, however, if further Disaster recovery is required, this will be priced based on requirements.
- Logs are retained for 12 months.



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Perito Public Sector Case Management

1. Service pricing

Perito License Details

- Includes 1TB of data storage (approximately 100,000 – 250,000 cases – depending upon case complexity). Additional storage can be purchased upon request.
- Includes 1TB of Document storage. Additional Document storage can be purchased upon request. Alternatively, Perito can integrate with the Authority's existing Document Management solution. This is additional to the standard offering and prices are calculated based on the Authority's requirements.
- Day rates for services will be based on the ITS additional services rate card.
- Solution implementation and change control activities are carried out by UK and offshore resources. Offshore resources will have no access to Authority data and no data will be accessed from outside the UK.
- Support and Service Management is carried out by UK based resources.
- Pricing is based on a monthly charge based on License fees and additional services at the ITS additional services rate card.



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2. Perito Licensing

Perito Case is licensed per named user per month. A single license provides all functionality, which can be reduced by using the flexible role-based security. For example, Administrators are charged at the same rate as a Basic end user, at no additional cost.

A longer term committed contract allows ITS to fix prices and pass on savings to the Authority, therefore license prices reduce based on committed contract term.

License prices are based on a minimum of 50 initial named users. Additional users are priced at a discounted rate as shown on the following page.

Perito includes an inbuilt user management model as standard. Additional authentication methods such as single sign on (SSO) or multi factor authentication (MFA) are available at an optional cost, depending upon requirements.

License fees are payable in whole years. Where termination for convenience is invoked, the outstanding license fees for the applicable 12-month period will be payable.



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2. Perito Licensing

Initial 50 Users

Contract Term	Price (Per named user, per month)
One Year Contract	£252.00
Two Year Contract	£241.00
Three Year Contract	£237.00
Four Year Contract	£234.00

Additional Users

Price (Per named user, per month)					
1 – 25	26 – 50	51 – 75	76 – 100	101 – 150	151+
(51 st – 75 th user)	(76 th – 100 th user)	(101 st – 125 th user)	(126 th – 150 th user)	(151 st – 200 th user)	(201 st + user)
£175.00	£150.00	£125.00	£100.00	£75.00	£50.00

Perito Portal

Perito Portal is an additional module which can be added to a Perito Case Management Solution. The Solution must include the Perito Case Management as above in order to avail of Perito Portal. Perito Portal is licensed per instance.

Perito Portal is priced at **£30,000.00** per annum.

A configuration fee of **£28,500.00** is required to implement the initial portal, which includes 30 days professional services to configure initial branding, landing pages, forms and dashboards.

4. ITS Additional Services Rate Card

Maximum Day Rate	
Professional Services (Consultancy, Configuration and Change Control)	
Business Analysis	£1,350
Development	£1,150
Project Management	£1,350
Solution Architecture	£1,350
Testing	£1,150
Maintenance (Support, Service and Continuous Improvement)	
Compliance and Risk	£1,350
Software Support	£1,350
Service Management	£1,500
Technical	£1,350



5. Services

Consultancy and Configuration Services

Consultancy and configuration services for initial consultancy, implementation and subsequent change control will be based upon your requirements and complexity of solution. The price will be calculated based on the ITS additional services rate card and in line with our pricing standards below.

Support and Service Management Services

Our Perito License Fee includes standard Support and Service Management. At ITS we pride ourselves on offering flexibility all round, whether it be in your solution or your service. Our Support and Service management can be tailored around your needs and priorities. These are priced as cost effectively as possible to ensure you are not just paying boxed in prices for elements which are not required by you as an organisation.

As a minimum, our Support and Service management includes:-

- ✓ Dedicated Account Managers
- ✓ ITIL v4.0 Service Management
- ✓ ISO 20000 Accredited
- ✓ ISO 27001 Accredited
- ✓ ISO 9001 Accredited
- ✓ ISO 14001 Accredited

The price for Support and Service management services are based upon your requirements and complexity of solution. The price will be calculated based on the ITS additional services rate card and in line with our pricing standards below.

Training

The price for Training will be based upon your requirements and complexity of solution. The price will be calculated based on the ITS additional services rate card and in line with our pricing standards below.



6. Services Pricing Standards

Standard Working and Support Desk Hours

Monday to Friday – 9.00am – 5.00pm - *Excluding UK Bank and Public Holidays.*

Out of Hours

- Requested and scheduled via Change Control.
- Out of Hours factors:-
 - Working Week
 - 17:00 to 00:00 – Factor 1.5
 - 00:00 to 09:00 – Factor 2
 - Saturday
 - 09:00 to 00:00 – Factor 2
 - 00:00 to 09:00 – Factor 3
 - Sunday/Public Holiday
 - 09:00 to 17:00 – Factor 2
 - 17:00 to 00:00 – Factor 2.5
 - 00:00 to 09:00 – Factor 3

Expenses

- £250/night - overnight stay (London)
- £150/night - overnight stay (outside of London)
- Mileage - £0.45/mile
- Train, airfare, car-parking, car hire – at cost

Change Control

Change Control customisations will incur an additional support fee equal to 20% of the total change control price. This will be added to any existing recurring Support and Service Management fees.

Invoicing and Payments

Please refer to the Perito Case Management Service Description – Invoicing and Payments



7. Customer responsibilities

Customers shall be responsible for providing all agreed information and data to enable ITS to perform its obligations under this Agreement.

In order that ITS can discharge its obligations under this Agreement; customers shall provide ITS with access to appropriate members of staff as may reasonably be required subject to reasonable notice being given by ITS.



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The ITS logo consists of the lowercase letters 'its' in a white, sans-serif font, followed by a small yellow dot. The background of the entire page is a photograph of a person in a server room, with a yellow and blue Venn diagram overlaid on the right side.

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