

IEG4 Limited G-Cloud 15

Pricing



Contents

General Information	3
Digital Experience Platform	5
Customer Portal	5
Customer Portal Options	6
Additional Integrations	7
Customer Relationship Management (CRM)	8
Workflow	8
Website Content Management	9
Low Code Forms Designer	9
Low Code Forms Designer	9
Low Code Forms Designer Options	10
Digital Forms and Workflow for Revenues and Benefits	11
Digital Revenues	11
Digital Benefits	12
Other Prebuilt Forms	13
Digital Concessionary Travel System	14
Digital Concessionary Travel System : Blue Badge	14
Digital Concessionary Travel System :	14
Freedom Pass and Taxi Card	14
All Age Continuing Care (AACC) & Continuing Healthcare (CHC) Platform	15
Core Service	15
Additional Options	16
BACAS Nova	17

General Information

These prices are for Services contracted through G-Cloud 15 for the standard 48 month term. Invoicing is annually in advance.

All IEG4 services are delivered on a Software-as-a-Service (SaaS) basis with a subscription price that includes all of the following:

- Access to the software
- All hosting within the agreed conditions
- Support and Maintenance
- Service desk access including 24*7 access to the Support Portal
- All Service upgrades – typically applied without requiring end user down time
- All enhancements for statutory and legislative changes
- Fair use policy applies
- Standard end of contract data extraction
- Onboarding implementation services including:
 - Project management
 - Data Import and testing
 - Integration Consultancy (integration with existing APIs)
 - Configuration consultancy and set up
 - Initial training services

Please note some activities e.g. data migration, integration and non-standard data extraction may require additional support and associated charges.

Most Services are priced in bands based on the type and size of local authority by population at the time of contract, as follows:

Band	Council Type	Population
1	District Council	Less than 90,000
2	District Council	Between 90,000 and 150,000
3	District Council	Greater than 150,000
4	Unitary and County Council	Less than 150,000
5	Unitary and County Council	Between 150,000 and 300,000
6	Unitary and County Council	Between 300,000 and 500,000
7	Unitary and County Council	Between 500,000 and 1,000,000
8	Unitary and County Council	Between 1,000,000 and 1,500,000
9	Unitary and County Council	Greater than 1,500,000

There are exceptions in the cases of the

- Digital Concessionary Travel System (Blue Badge / Freedom Pass & Taxi Card)
- BACAS Nova for the management of Cemeteries, Crematoria and Bereavement services
- All Age Continuing Care (AACC) & Continuing Healthcare (CHC) Platform for the NHS Service.

Please see the respective entries for each of these for full details of the pricing structure.

All pricing is exclusive of VAT which is chargeable at the rate applicable at the time of purchase.

Where appropriate, the standard pricing may have discounts applied based on any one or more of volume, sharing of services, complexity, and early adoption of technology.

Digital Experience Platform

Digital Experience Platform SaaS pricing: £ per annum (banded)									
Service	1	2	3	4	5	6	7	8	9
Digital Experience Platform	139,000	164,000	220,000	195,000	283,000	402,000	434,700	514,800	574,200

Notes:

1. The Digital Experience Platform incorporates:
 - a. Customer Portal
 - b. Customer Relationship Management (CRM)
 - c. Workflow
 - d. Website Content Management
 - e. Low Code Forms Designer

Details of the components included with each of these elements are provided in the following sections.

Customer Portal

Customer Portal SaaS pricing: £ per annum (banded)									
Service	1	2	3	4	5	6	7	8	9
Customer Portal	45,000	50,000	65,000	60,000	90,000	132,000	160,000	190,000	230,000

Notes:

1. The quoted price for Customer Portal includes:
 - a. Up to six Customer Portal back-office/service integrations

- b. Powerful reporting that leverages the power of Microsoft's enterprise grade Power BI Service
- c. The Customer Portal EasyDataFeeder API

Customer Portal Options

Customer Portal Options SaaS pricing: £ per annum (banded)									
Service	1	2	3	4	5	6	7	8	9
Broadcast	22,000	27,000	35,000	25,000	40,000	55,000	65,000	80,000	90,000
Social Prescriber	22,000	27,000	31,000	35,000	38,000	41,000	80,000	95,000	115,000

Notes:

1. Social Prescriber includes Place-based Directory of Services as standard.

Additional Integrations

Additional Integrations									
SaaS pricing: £ per annum (banded)									
Service	1	2	3	4	5	6	7	8	9
Each Existing Integration	12,000	12,000	12,000	12,000	12,000	12,000	12,000	12,000	12,000
Each New Integration	22,000	22,000	22,000	22,000	22,000	22,000	22,000	22,000	22,000

Notes:

- Details of existing integrations are given in the table below. This table will expand over time with new integrations added to the list as they are developed.

Back-office Silo Integration Options available		
MRI Council Tax	NEC Benefits	Tascomi - Licensing
MRI Benefits	NEC Council Tax	IDOX Uniform - Landlords
MRI Business Rates	NEC Business Rates	Yotta Alloy - Waste
Capita Landlords	NEC Housing Rents	Yotta Mayrise - Waste
Civica Benefits	NEC Housing Repairs	Bartec - Waste
Civica Council Tax	Orchard Housing Rents	Whitespace - Waste
Civica Business Rates	Orchard Housing Repairs	
Civica Landlords	Tascomi - Environmental Health	

Customer Relationship Management (CRM)

Customer Relationship Management (CRM) SaaS pricing: £ per annum (banded)									
Service	1	2	3	4	5	6	7	8	9
Customer Relationship Management (CRM)	17,000	23,000	35,000	30,000	45,000	65,000	78,000	90,000	110,000

Notes:

1. Customer Relationship Management is provided for an unlimited number of users subject to fair usage.

Workflow

Workflow SaaS pricing: £ per annum (banded)									
Service	1	2	3	4	5	6	7	8	9
Workflow	17,000	23,000	35,000	30,000	45,000	65,000	78,000	90,000	110,000

Notes:

1. Workflow is available as an additional option with purchases of the Customer Portal or Low Code Forms Designer. The module includes the following additional components at no extra cost:
 - a. Open Process Flex
 - b. Pen Process Data Export
 - c. EasyDataFeeder API
 - d. Open Process - EDMS
 - e. Open Process - APIs and RESTFUL Steps

Website Content Management

Website Content Management SaaS pricing: £ per annum (banded)									
Service	1	2	3	4	5	6	7	8	9
Website Content Management including Elastic Search	30,000	33,000	35,000	33,000	38,000	45,000	52,000	62,000	66,000

Notes:

1. The Website Content Management is provided with entry level Elastic Search capabilities at no additional fee.

Low Code Forms Designer

Low Code Forms Designer

Low Code Forms Designer SaaS pricing: £ per annum (banded)									
Service	1	2	3	4	5	6	7	8	9
Low Code Forms Designer	30,000	35,000	50,000	42,000	65,000	95,000	115,000	140,000	165,000

Notes:

1. The Low Code Forms Designer is provided with the following components for no additional fee:
 - a. Integration with Microsoft Bookings.
 - b. EMapper XML file integration.
 - c. Workflow and Case Management API.
 - d. GeoPack.

- e. Access to IEG4's LGaap 'Council in a box' library (over 1,200 forms currently and growing).

Low Code Forms Designer Options

Low Code Forms Designer Options SaaS pricing: £ per annum (banded)									
Service	1	2	3	4	5	6	7	8	9
Payment Integration	8,000	10,000	12,000	10,000	15,000	20,000	23,000	27,000	33,000

Digital Forms and Workflow for Revenues and Benefits

Digital Revenues

Digital Revenues SaaS pricing: £ per annum (banded)									
Service	1	2	3	4	5	6	7	8	9
Digital Revenues	50,000	65,000	95,000	52,000	80,000	105,000	150,000	190,000	n/a
LCTS as a Discount	25,000	27,000	30,000	27,000	30,000	35,000	40,000	55,000	n/a
Request a Refund	10,000	11,000	12,000	13,000	15,000	18,000	24,000	35,000	n/a
SPARS	22,000	25,000	27,000	29,000	35,000	42,000	55,000	80,000	n/a
Open Banking for SPARS	15,000	15,000	15,000	15,000	15,000	15,000	15,000	15,000	n/a

Notes:

- Pricing includes potential integration to your document management solution and your back-office Revenues application e.g. MRI, Civica or NEC
- Integration to the Council Tax application is available within these online forms:
 - Change of Address
 - Single Person Discount
 - Direct Debit
 - Discounts/Exemptions
- All the online forms described within the Digital Revenues section of the Digital Experience Platform Service Definition are included with a Digital Revenues purchase.
- Open Banking for SPARS also attracts an additional charge per click for each bank validation carried out. This is payable monthly in arrears with the applicable charge being determined at the time of purchase as will be determined by variable third party costs.

Digital Benefits

Digital Benefits SaaS pricing: £ per annum (banded)									
Service	1	2	3	4	5	6	7	8	9
Digital Benefits	35,000	45,000	60,000	45,000	72,000	95,000	140,000	175,000	n/a
RBV Integration	15,000	15,000	15,000	15,000	15,000	15,000	15,000	15,000	n/a
Housing Benefit Award Accuracy (HBAA)	8,000	10,000	12,000	10,000	15,000	17,000	20,000	25,000	n/a

Notes:

- Pricing includes potential integration to your document management solution and your back-office Benefit application e.g. MRI, Civica or NEC
- Integration to the Benefit application uses the national benefit schemas and is available within these online forms:
 - Housing Benefit and Council Tax Support Claim (eClaim)
 - Housing Benefit and Council Tax Support Changes in Circumstances (eChanges)
- All the online forms described within the Digital Benefits section of the Digital Experience Platform Service Definition are included with a Digital Benefits purchase.

Other Prebuilt Forms

Other Citizen-Facing Forms SaaS pricing: £ per annum (banded)									
Service	1	2	3	4	5	6	7	8	9
Report a Missed Bin Collection	10,000	11,000	15,000	11,000	15,000	19,000	23,000	27,000	32,000
Request a New Bin	10,000	11,000	15,000	11,000	15,000	19,000	23,000	27,000	32,000
Request Bulky Waste Collection	8,000	10,000	15,000	10,000	15,000	17,000	20,000	25,000	29,000
Temporary Event Notice Application	13,000	13,000	13,000	18,000	18,000	22,000	22,000	26,000	29,000
Taxi Licensing - Driver Renewal Service	13,000	13,000	13,000	18,000	18,000	22,000	22,000	26,000	29,000
Taxi Licensing - Vehicle Application	13,000	13,000	13,000	18,000	18,000	22,000	22,000	26,000	29,000
Social Care Financial Assessment	n/a	n/a	n/a	15,000	22,000	29,000	35,000	41,000	48,000
Garden Waste	13,000	15,000	22,000	18,000	26,000	38,000	45,000	55,000	65,000

Digital Concessionary Travel System

Digital Concessionary Travel System : Blue Badge

There are specific pricing bands for this product, based upon caseload, with a specific band for London Boroughs. Other than London Boroughs, the pricing is based upon the caseload for the previous financial year.

Band	Caseload Range	SaaS pricing: £ per annum
A	Up to 2,000	35,000
B	Between 2,001 and 4,000	40,000
C	Between 4,001 and 10,000	45,000
D	Above 10,000	50,000
London Boroughs	Not Applicable	55,000

Notes:

1. Price for London Boroughs includes Freedom Pass and Taxi Card.

Digital Concessionary Travel System : Freedom Pass and Taxi Card

Band	Caseload Range	SaaS pricing: £ per annum
A	Up to 2,000	10,000
B	Between 2,001 and 4,000	15,000
C	Between 4,001 and 10,000	18,000
D	Above 10,000	22,000

All Age Continuing Care (AACC) & Continuing Healthcare (CHC) Platform

The service is priced based on the number of ICB places. There is a core Service price for the first place and then an incremental price for each additional place.

Core Service

Pricing Unit	AACC & CHC Platform SaaS pricing: £ per annum
Core Service (1 Place)	100,000
Price For First Additional Place	50,000
Price For Each Subsequent Place	50,000

Notes:

1. Pricing for any automated data migration services for the AACC & CHC Platform will be subject to scoping and specification.
2. The definition of a "Place" in this context is based upon the number of locations within an ICB geographical area. As a worked example, the NHS Coventry and Warwickshire Integrated Care Board (ICB) has a total of 4 places based upon the following localities:
 - Coventry
 - Rugby
 - South Warwickshire
 - Warwickshire North
3. The pricing model assumes the ICB contracts for all places at the same time and that all places are implemented as part of the same project.

Additional Options

Additional options are available for expansion of the core All Age Continuing Care (AACC) & Continuing Healthcare (CHC) Platform. As pricing for these will be determined by the specific circumstances for deployment, each of these is priced on application. The optional extras are:

- AI Transcribe, priced between £50,000 and £80,000 linked to number of MDT Meetings and minutes recorded
- Enhanced Analysis including Predictive Reporting, priced at £50,000 per annum
- Digital Referral and Workflow / Case Management System for Learning Difficulties and Autism Admission Avoidance and Discharge (POA)

BACAS Nova

This service is priced on a combination of three factors:

- Population
- Total number of cemeteries
- Total number of crematoria

Each buyer will be assessed against each of these factors and the price payable shall be the cumulative total drawn from each of the tables below.

Population

Population Served	Price per annum (£)
Greater than 500,000	20,000
350,000 to 500,000	15,000
300,000 to 349,999	12,000
250,000 to 299,999	10,000
Up to 249,999	9,000

Total Number of Cemeteries

Number of Cemeteries	Price Per Annum (£)
5 or more	15,000
5	12,000
3	10,000
2	8,000
1	6,000

Total Number of Crematoria

Number of Crematoria	Price Per Annum (£)
4 or greater	15,000
3	12,000
2	10,000
1	6,000

Notes:

1. As a worked example a Buyer with a population of 301,000, one cemetery and two crematoria would be charged £28,000 per annum broken down as
 - a. Population price £12,000
 - b. Cemetery price £6,000
 - c. Crematoria price £10,000
2. Pricing for any automated data migration services for BACAS Nova will be subject to scoping and specification.
3. Additional options are available for expansion of the core BACAS Nova product. As pricing will be determined by the specific circumstances for deployment, each of these is priced on application. The optional extras are:
 - Mobile working
 - Mapping (or mapping integration)
 - Online booking portal
 - Genealogy
 - Memorials