



**G-CLOUD 15
CASE MANAGER: VULNERABLE PERSONS,
INCOME, MONEY AND HOUSING SUPPORT**

**IIZUKA SOFTWARE TECHNOLOGY LTD
LOT 2B CLOUD SOFTWARE**

IIZUKA Case Manager is charged on a licence fee basis, per user, per month.

While the base technology and hosting service are the same for all customers, we have three editions to suit the features requirements of different customers.

There are no additional charges for initial business analysis support, implementation, configuration or 'train the trainer' service for the core Case Manager service, up to go live in your organisation.

To find out how much Case Manager would cost for your organisation, select which edition you need and check the cost per user per month against the pricing chart below. These costs include initial business analysis support, implementation, configuration and 'train the trainer' training up until the system goes live in your organisation. The costs per user per month are invoiced when the contract is signed and payable within thirty days of that date. For clarity, this means that the service is chargeable from project commencement, which is prior to system go live.

Feature	Team	Growth	Enterprise
Mirrors your work processes	Y	Y	Y
Access the data needed for simple reporting	Y	Y	Y
Access via Single Sign On	Y	Y	Y
Customisable data fields	Y	Y	Y
Manage workflows	Y	Y	Y
Access to our expert customer support team	Y	Y	Y
Integrates with Microsoft 365	Y	Y	Y
Create your own data and statistical reports	Y	Y	Y
Office hours email and phone support	Y	Y	Y
Custom dashboards, management information and reporting	Y	Y	Y
Business analysis support to identify and map processes	N	Y	Y
Fully-managed implementation right through to business as usual	N	Y	Y
Ability to manage complex workflows and automations	N	Y	Y

Feature	Team	Growth	Enterprise
Inbound and outbound SMS	N	Y	Y
Integrates with web-based forms	N	Y	Y
Fully customisable roles based permissions model	N	Y	Y
Advanced data and statistical reporting capabilities	N	Y	Y
Security-cleared staff well experienced in managing confidential information	N	Y	Y
A partnership approach to problem-solving, process-mapping and business analysis	N	N	Y
Multi agency and third party restricted/limited access	N	N	Y
Integration with third-party APIs	Y	Y	Y
Bespoke onboarding and adoption guidance and training	N	N	Y
24/7/365 support (for critical incidents)	N	N	Y

Price per user per month

	Team Edition	Growth Edition	Enterprise Edition
Customer type			
Non-Charity	£70	£100	£120
Charity	£45	£50	£100

Enterprise style deals & time limited discounts may be available.

Individual Prices may increase during the contract as per CCS guidelines at call-off level, where reviews have been agreed by both parties prior to the contract award.

Post go-live services

There are also a range of additional, post go live services for which charges apply. These are based on the time taken to complete the work and the specialism required using the day rates set out below.

Role	Price per day
Lead Architect	£1,200
Project Manager	£950
Developer	£950

Configuration/Client Services	£850
Data analyst and migration specialist	£850
Testing specialist	£850
Trainer	£750
Out of hours support	£750

Pricing for specific services is difficult, as each request will be different, but we provide examples as follows, based on the different editions of Case Manager outlined above and other assumptions as detailed:

Data migration

Costs of migrating data from a previous case management system, or other database/spreadsheets:

Simple: Customer mapping and import of data in IIZUKA defined CSV format: £5,000

Medium: Customer mapping and import of data in customer or source system CSV format, with training on configuration of the Case Manager Data Import Tool: £25,000

Complex: Custom data import with assistance from IIZUKA to extract, map and format source data for import: £100,000

API Integration

We provide a public API free of charge which supports read and write access and can be used by your development team, or third party developers, to integrate your system(s) with Case Manager, subject to our fair usage policy.

Event Stream Integration

Activity in Case Manager generates events which can be streamed to an Event Bus for consumption by your authorised integrated system. In combination with the API Integration this allows your development team, or third party developers, to develop integrations with your systems that are driven by Case Manager.

Set up cost: £5,000

Ongoing cost:

- First 100,000 events free of charge
- Then £10,000 per 100,000 events

Bespoke Integration

Where a customer asks IIZUKA to undertake integration work for them, we will charge for this based on the time taken, at the rates set out in this document.

Here are some examples of different types of integrations, based on work undertaken for our customers, with associated costs:

Simple integration example: Providing data look-up from a third party system and pulling that data into Case Manager - £5,000

Custom web form or portal example: Integration of self service online forms or a customer portal with Case Manager - £15,000

Complex integration example: Multi-directional syncing of data between Case Manager and third party systems - £30,000

Data Warehousing

IIZUKA can deliver a fully managed, secure Case Manager BI Data Warehouse as a Service that consolidates data from your Case Manager system into an Azure SQL Database. The service exposes curated tables and views for analytics, reporting, planning, and data science use cases. This enterprise-level solution empowers data analysts and decision-makers with fast, flexible and secure access to their data – all without impacting live system performance.

The price (excluding VAT) for the Data Warehouse service vary by the number of cases.

Set up includes discovery, backfill, initial model, hardening and initial hypercare (up to five days).

Monthly subscription costs include hosting, monitoring, routine maintenance and standard support from the 'go live' date.

Number of cases	Set up cost	Monthly subscription
Up to 150,000	£3,000	£2,000
150,001 - 500,000	£3,000	£4,000
500,001 - 1 million	£3,000	£6,000
1 - 2 million	£3,000	£8,000*
2 million plus	£3,000	£10,000*

*Also includes regular review and optimisation service.

Training in addition to the 'train the trainer' service incorporated in the base licence fee.

We can provide a trainer to support your in-house training activities based on the day rates set out above. This could include supporting the production of your in-house training materials and manuals. We can also provide online learning materials for you to use with your caseworkers.

Offboarding

We provide a standard offboarding service free of charge. This provides you with a copy of all the data held in Case Manager in CSV format at the end of your contract.

Additional offboarding services are available based on the day rates set out in the pricing document. These will typically require the input of the Lead Architect, Project Manager, Data Analyst and Testing personnel.