

Lot 2 Issue Management (Resolve) Service

G-Cloud 15 Cloud Software
Pricing Document

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tlmNexus Issue Management Cloud Software Service Pricing

1. Introduction

This document is the tlmNexus Issue Management Service Pricing in relation to the G-Cloud 15 Cloud Software service. This Pricing is associated with the tlmNexus Issue Management Cloud Software Service Definition document available through the G-Cloud 15 Framework.

2. Generic Pricing Principles

A tlmNexus service does not provide an End User licence.

The on-boarding price is listed for the service and is calculated based on a single asset type management team and the size of the user base. This will be followed by a monthly subscription for the service based on the size of the user base.

If a customer requires a specific configuration related to their unique business requirements or integration with other systems this can be ordered through the tlmNexus Lot 3 Cloud Support service priced in accordance with our SFIA Rate Table (see Pricing Document).

It is implicit within the service that the customer has a 'permit to use' the Service for the duration of the order. Please note in the event a customer wishes to off-board from the service a notice period of 30 working days is required and the service subscription remains payable during this time. Any non-standard off-boarding will be priced according to the volume and format of the data requirements on a case-by-case basis using the SFIA day rate card.

3. Service Level Description

This is detailed in the Issue Management Cloud Software Service Definition document.

4. Module Pricing Description

Issue Management Service pricing describes the price paid for onboarding and monthly service of the Issue Management Service for the management of a single asset type which may comprise multiple assets of the same type. The pricing structure is based on the number of business process modules in the service that are used by the customer. There is a wide range of business process modules that can be configured to meet customer requirements.

5. User Base Description

User Base	Description
Small	1-99 users
Medium	100-299 users
Large	300 to 599 users
Extra Large	600 or more users

6. Pricing Discounts

Discounts are available for multiple team orders according to the following table

No of Teams	Discount
1-10	0%
11-20	5%
21-30	10%
31+	15%

Discounted monthly service prices are available for multi-year contracts placed at the initial call-off according to the following table

Call-Off Term	1 Year	2 Years	3 Years	4 Years	5 Years	6 Years
Year 1 discount	0%	3%	6%	9%	12%	15%
Year 2 discount		0%	3%	6%	9%	12%
Year 3 discount			0%	3%	6%	9%
Year 4 discount				0%	3%	6%
Year 5 discount					0%	3%
Year 6 discount						0%

6. ISSUE MANAGEMENT

Monthly Service		
	ISSUE MANAGEMENT	READ ONLY (ARCHIVE)
SERVICE	£10,000	£500
NUMBER OF BUSINESS PROCESS MODULES		
LESS THAN 15	£5,000	-
15-25	£10,000	-
MORE THAN 25	£20,000	-
USER BASE		
SMALL	-	-
MEDIUM	£5,000	-
LARGE	£10,000	-
EXTRA LARGE	£20,000	-

On-boarding		
	ISSUE MANAGEMENT	READ ONLY (ARCHIVE)
ON-BOARDING FEE	£40,000	£15,000
NUMBER OF BUSINESS PROCESS MODULES		
LESS THAN 15	£15,000	-
15-25	£25,000	-
MORE THAN 25	£30,000	-
USER BASE		
SMALL	-	-
MEDIUM	£10,000	-
LARGE	£20,000	-
EXTRA LARGE	£40,000	-



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