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Crown Commercial Services

Pricing – Jadu Platform

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1 Jadu Pricing

We offer a simple four step model to determine the price of buying a Jadu Digital Platform Bundle:

1. Choose what type of organisation you are
2. Choose what functionality you are looking for
3. Choose what optional extras you need
4. Choose what level of implementation support you need

1.1 What type of organisation are you?

Our digital platform prices are determined in two ways. For local government, pricing is based on population banding. For other organisations, pricing is based on the anticipated demand from each organisation for our infrastructure and support services. To determine the most suitable pricing tier for your organisation, please refer to the tables below.

Table 1 - Local Government Bands based on Population

Band	Population from	Population to
Band 1	1	70,000
Band 2	70,001	100,000
Band 3	100,001	130,000
Band 4	130,001	150,000
Band 5	150,001	200,000
Band 6	200,001	275,000
Band 7	275,001	350,000
Band 8	350,001	450,000
Band 9	450,001	550,000
Band 10	550,001	650,000
Band 11	650,001	750,000
Band 12	750,001	1,200,000

Table 2 - Product Tiers for other Public Sector organisations

Product Tier size	Education	Health	Other Organisation Type
Small	School	GP	Less than 100 FTE
Medium	College	Hospital	101 - 250 FTE
Large	Multi-Academy	Trust	251 - 499 FTE
Enterprise	University	Acute Trust	Greater than 500 FTE

1.2 What functionality are you looking for?

We offer several unique packages for our customers that are aligned to their needs. Each element is described below, if you require a full functional matrix this is provided in the “Feature comparison” in section **Error! Reference source not found.**

Content Management: Use our no-code, secure and flexible web Content Management System to create, publish and manage accessible, user-first websites. Be a part of delivering accessible, responsive and award-winning websites.

Dynamic Forms: Build accessible online forms using no-code, to capture customer data ready for transfer to other systems for further storage and processing. Use branching rules and logic to lead the customer along different optimised journeys.

Case Management: Our case management and CRM solution is a web-based customer experience management service for customer case resolution and self-service. Jadu Connect lets your customers interact with you to solve their issues and provides tracking, updates and notifications about their case. Jadu Connect is suitable for handling different types of customer interactions such as complaints, disputes, requests, applications, subscriptions and more.

Galaxies: Our platform offers multi-site deployment, meaning self-contained, accessible microsites/websites called ‘Galaxies’ each with their own, secure content management interface. Users can create and manage separate sites in one place.

¹ please see our “Feature comparison” in section **Error! Reference source not found.** of this document for full details.

Agent-Ex: Search: Provides a fast, intelligent way for staff and website visitors to find the information they need, wherever it lives across the organisation. By combining search with natural-language understanding of intent, the service delivers comprehensive, trustworthy results with minimal effort. Agent-Ex: Search understands both written and spoken queries in a wide range of languages, even when your site’s content is primarily provided in English. The product automatically detects the user’s language, interprets their query and delivers a clear response back in that same language, translating the underlying content on the fly. This ensures residents can access, understand and act on information quickly, without needing specialist assistance or relying on English proficiency.

1.2.1 Core Platform Bundles Functionality

Table 3 - Comparison of Core Platform functionality

Functionality	Jadu Central Lite	Jadu Central	Jadu Connect	Jadu Digital Platform Lite	Jadu Digital Platform
Content Management	✓ Partial ¹	✓	✗	✓ Partial ¹	✓
Dynamic Forms	✓	✓	✗	✓	✓
Case Management	✗	✗	✓	✓	✓
Galaxies	✗	✓	✗	✗	✓



1.2.2 Core Platform² Pricing

For Local Government customers, the pricing per month is in the following table.

Table 4 - Local Government pricing by Band (per month)

Band	Jadu Central Lite	Jadu Central	Jadu Connect	Jadu Digital Platform Lite	Jadu Digital Platform	Agent-Ex: Search	Agent-Ex Search Included AI Units (per month)
Band 1	£3,950	£4,340	£1,525	£4,080	£5,865	£1,795	50,000
Band 2	£4,120	£4,530	£1,590	£4,255	£6,120	£2,485	125,000
Band 3	£4,290	£4,720	£1,660	£4,435	£6,380	£2,805	175,000
Band 4	£4,460	£4,915	£1,730	£4,610	£6,640	£3,060	225,000
Band 5	£4,635	£5,105	£1,800	£4,790	£6,900	£3,345	275,000
Band 6	£4,805	£5,295	£1,870	£4,970	£7,160	£3,820	375,000
Band 7	£4,980	£5,485	£1,940	£5,150	£7,420	£4,335	500,000
Band 8	£5,150	£5,675	£2,010	£5,325	£7,680	£4,605	650,000
Band 9	£5,320	£5,865	£2,075	£5,505	£7,940	£4,870	800,000
Band 10	£5,495	£6,055	£2,145	£5,680	£8,200	£5,125	950,000
Band 11	£5,665	£6,246	£2,215	£5,859	£8,458	£4,967	1,125,000
Band 12	£5,837	£6,437	£2,284	£6,037	£8,717	£5,125	1,550,000

² Core Platform Notes:

A subscription to any product containing Jadu Central includes:

- Gold hosting (single server infrastructure) for one LIVE and one NON-LIVE environment. If you add Jadu Connect to your platform this will be held on secure multi-tenant infrastructure.
- Standard support for Jadu Central
- Unlimited licensed users

- Access to online foundation training

A subscription to any product containing Jadu Connect includes:

- Secure multi-tenant infrastructure
- One NON-LIVE environment
- Unlimited licensed users

Please note:

- All subscriptions begin from the moment access is provided to any environment



For other organisations, once you have selected your organisation type and the functionality required, please use the table below to see our Core Platform pricing for your specific needs.

Table 5 - Pricing for Other Organisations by Tier (per month)

Product Tier size	Jadu Central Lite	Jadu Central	Jadu Connect	Jadu Digital Platform Lite	Jadu Digital Platform	Agent-Ex Search	Agent-Ex Included AI Units (per month)
Small	£3,947	£4,341	£1,523	£4,078	£5,863	£3,388	50,000
Medium	£4,327	£4,767	£1,675	£4,477	£6,437	£3,727	100,000
Large	£4,707	£5,177	£1,828	£4,867	£7,007	£4,100	150,000
Enterprise	£5,837	£6,437	£2,284	£6,037	£8,717	£5,125	200,000

1.2.3 Additional Items

Table 6 - Options for additional storage and AI Units

Item	Included	Increase included items	Overuse (one-off)
Storage	100GB	£85 (per month) per 100GB	£1.10 per 1GB
AI Units ³	(see Bands in table above)	£475 (per month) Per 250,000 units	£0.0029 Per unit

³ Note: AI unit typical usage:

- 50 per text search
- 10 per minute for Transcription
- 50 per minute for TTS Playback

2 What optional extras do you need?

2.1 Subscription Enhancements

The Jadu Digital Platform can be extended and enhanced in many ways, from infrastructure upgrades, to add-on modular software that deliver considerable business benefit. These enhancements are available for Jadu Central, Jadu Central Lite, Jadu Digital Platform and Jadu Digital Platform Lite Subscriptions.

2.2 Platform Enhancements

Table 7 - Pricing for optional Platform Enhancements (per month)

Optional Extras	Monthly Subscription
Add Jadu Gateway secure Intranet Access module A powerful and secure add-on product that enables secure, external access to an Intranet built on the Jadu Central Web Content Management System, providing employees and partners who have no corporate email address with secure access to Intranet content such as HR policies, Project information and digital services.	£1,350
Jadu Galaxies Microsite or full site deployment system Add the ability to design, build and deploy additional Web Content Management Systems and Microsites with Jadu Galaxies. This licence expansion enables more sites to be deployed in a multi-tenant architecture on a single instance of Jadu Central. Galaxies High Usage Licences (banded) for Live out of the box template Galaxies Sites (excluding customisations)	0-20 Galaxies £0 21-50 Galaxies £65 51-150 Galaxies £100 150+ Galaxies £130
Agent-Ex: Search A fast, intelligent way for staff and website visitors to find the information they need, wherever it lives across the organisation. By combining search with natural-language understanding of intent, the service delivers comprehensive, trustworthy results with minimal effort. The platform periodically crawls a website, indexing content from multiple data sources where required. Queries can be made in plain English, enabling citizens to search for services and find assistance without needing to know where the information is stored.	See Core Platform Pricing in section 1.2.2

2.3 Service / Infrastructure Enhancements

2.3.1 Infrastructure Tiers

Table 8 - Description of Infrastructure Tiers

Gold Environment	Platinum Environment
Single server environment	Multi-server ⁴ environment configured as High Performance (HP) OR High Availability (HA)

⁴ Jadu has two PLATINUM multi-server variant architecture on offer:

- High Performance (all servers in one data centre to ensure optimum performance)
- High Availability (servers spread across multiple data centres to provide optimum availability)

⁵ Where an optional DR implementation is purchased, this will match the chosen Live environment configuration (e.g. a GOLD Live infrastructure will result in a GOLD DR infrastructure, and a PLATINUM Live infrastructure will result in a PLATINUM DR infrastructure).

⁶ A non-live environment will contain the Jadu software and front-end templates but will not have any of the content that is contained in the Live environment.

Table 9 - Pricing for optional Infrastructure Enhancements (per month)

Optional Extras	Additional Subscription (per month)
Upgrade to Platinum hosting for LIVE environment ⁴	£1,653
Upgrade to Platinum hosting for NON-LIVE environment ⁴	£735
Add Gold DR environment ⁵	£475
Add Platinum DR environment ⁵	£1,250
Add Enhanced DDOS mitigation	£200
Additional NON-LIVE Gold environment - Jadu Central & Central Lite ⁶	£210
Additional NON-LIVE Gold environment - Jadu Connect ⁶	£265
Additional NON-LIVE Gold environment - Jadu Digital Platform and Digital Platform Lite ^{Error! Bookmark not defined.}	£450
Enhanced server processing capacity on GOLD (additional 4 vCPUs and 8GB memory) ⁷	£200
Enhanced server processing capacity on PLATINUM (additional 4 vCPUs and 8GB memory) ⁷	£550
Enhanced server storage capacity on GOLD (additional 100GB disk space) ⁸	£150
Enhanced server storage capacity on PLATINUM (additional 100GB disk space) ⁸	£300

⁷ Jadu uses the optimum hosting provider server instance types available at any given time so precise server specifications will change from time to time, but a GOLD server will typically have a maximum of 4 vCPUs and 8GB memory and PLATINUM architectures will have a combined maximum of 12 vCPUs and 24GB memory.

⁸ A GOLD & PLATINUM server will have 150GB of disk space available for content as standard. Any increases in storage capacity will need to be replicated to each of the PLATINUM server instances within the scaling group as well as the control node. File system backups will also incorporate this increase.

2.3.2 Additional Support Enhancements

Table 10 - Pricing for Optional Support Enhancements (per month)

Optional Extras	Additional Subscription (per month)
Add Premium Galaxies site support Named support access for individuals of a Galaxies site organisation, separate from the organisation providing the Jadu Platform ⁹	£525

⁹ Premium Galaxies site support provides additional users and support for Galaxies sites for Central and Central Lite and Full Digital Platform

2.4 Software Support for Jadu

Each of the subscription packages listed above includes our standard support service and up to 10 registrations for Jadu Central Foundation training. Additional support options are provided in our Enhanced package, available as an add-on.

Table 11 - Standard and Enhanced Software Support comparison

Standard	Enhanced Full Package
5 support users	12 support users
No retained service days	10 days of professional services per annum to be drawn down as desired
4 Deployments per annum during business hours	Deployments during business hours plus 6 out of hours deployments per annum
4 Deployments per annum to Jadu hosted environments	Deployments to Jadu hosted environments plus 6 deployments per annum to third-party hosted Non-Live environments
Included in Jadu Central subscription costs	Add-on to subscription costs: £1,365/month

2.4.1 Subscription enhancements available

Table 12 - Price for Additional Support (per month)

Optional Extras	Additional Subscription (per month)
Add additional Jadu support users (batch of 5)	£400

2.5 Premium Enhancements

As part of the Jadu platform, Premium Enhancements significantly extend the functionality and value to users. Premium Enhancements are pre-developed commercial applications, widgets, modules and integrations that have been user and accessibility tested to rapidly deliver value to how your organisation leverages the Jadu platform for delivery of digital self-service.

Note: implementation setup for Premium Enhancements vary depending on product. Pricing will be provided on request in line with the SFIA Rate Card in Section 6.

Table 13 - Pricing for Premium Enhancements

Description	Implementation Costs ¹⁰ (one-off)	Subscription (per connector, per annum)
Basic Enhancement (For example ¹¹ : OAuth Client Manager ¹² , Premium Integration Connectors (see below), basic portal-page widgets e.g. Jadu Spotlight Widget ¹³ etc.)	£POA	£2,000
Advanced Enhancement (For example ¹¹ : Jadu Enhanced Events Module, mygov.scot myaccount Single Sign-on etc.)	£POA	£6,000
Enterprise Enhancement (For example ¹¹ : Jadu AWS Bedrock AI and LLM suite, Brightly Siemens CONFIRM, Symology Asset Management, Veolia ECHO Waste Platform, Jadu Subscribe to Case, Jadu Signals Personalisation Engine module etc.)	£POA	£15,000

¹⁰ Year One Implementation Costs are based on a standard install. Additional cost may apply for non-standard install

¹¹ Listing not exhaustive

¹² The Jadu OAuth Client Manager is an additional feature within Jadu Connect that enables the creation and editing of additional OAuth clients within Jadu Connect for linking Jadu Connect

authentication with third party systems. If you have a subscription for another Jadu SSO integration then the OAuth client has no additional subscription charge.

¹³ Jadu Spotlight Global Content Management widget - Save time with smarter and dynamic content management - Enhance website consistency, personalisation and accessibility with the Jadu Spotlight Module. Requires approximately 4 to 5 days design services (see Lot 3). For a full list of back office system integrations available, please visit the Jadu website <https://www.jadu.net/integrations>.

2.5.1 Premium Integration Connectors

As part of the Jadu platform, standard integrations with common lines of business systems are developed and released as part of the core software platform. These become available to all customers to use. In some cases, professional services may be required for the implementation of an integration. Pricing will be provided on request in line with the SFIA Rate Card in Section 6.

Table 14 - Options for Premium Integration Connectors

Description - Jadu Premium Integration Connector (per connector)

Available Connectors include (but not exhaustive):

Jadu Lexbot¹⁴ Intelligent Chat
 Capita One Digital Portal Single Sign-On Connector
 NEC Software Solutions Housing Portal (HOL) Single Sign-On Connector¹⁵
 NEC Software Solutions Citizen Access Benefits (CA-B) and Citizen Access Revenues (CA-R) Single Sign-On Connector¹⁵
 Bartec Collective (v14+) Connector¹⁶
 Idox Cloud Integrations Hub Connector
 Capita Pay360 Integrations Hub Connector

Requiring additional Jadu HUBis subscription:

NEC Software Solutions M3PP / Assure Integrations Hub Connector¹⁷
 Whitespace Integrations Hub Connector^{18,17}
 Idox Uniform Integrations Hub Connector¹⁷
 Blue Prism Connector¹⁷

Full list of back-office system integrations: <https://www.jadu.net/integrations>

¹⁴ An AWS account is a prerequisite and is not included in the pricing of the LexBot. Jadu offers Professional Services and Digital Consultancy which we recommend to customers exploring options to leverage AI and Robotic Process Automation.

¹⁵ Annual support for NEC based SSO also provides access to the OAuth client manager. If you already have the OAuth Client Manager annual support then the relevant NEC integrations only have an initial set up charge.

¹⁶ Bartec integrations require an element of professional services to configure and test the

2.6 Optional Additional Applications

2.6.1 Jadu Hub Integration Server (HUBis)

The Jadu HUBis product is required in cases where the customer has an externally hosted and managed Jadu Central environment or has a Jadu Connect tenant space either of which requires to integrate with a back office hosted system. In such cases, HUBis provides a common interface for integrating with supported third-party products. Professional services will be required for setup of each HUBis. Pricing will be provided on request in line with the SFIA Rate Card in Section 6.

Table 15 - Pricing for optional HUBis (per month)

Description	Additional Subscription (per month)
Jadu HUB Integration Server: Hosted by Customer	£750
Jadu HUB Integration Server: Cloud hosted by Jadu	£1,200

The monthly cost above includes instances of the hub integration server for both live and test environments.

integration against your specific instance, as implementations of Bartec and the associated connector settings will vary between customers.

¹⁷ These connectors require an active Jadu HUBis subscription.

¹⁸ Whitespace integrations require an element of professional services to configure and test the integration against your specific instance, as implementations of Whitespace and the associated connector settings will vary between customers.

2.6.2 Jadu Payments Module (PayBridge)

Jadu PayBridge is a secure payment module for Jadu Central, Central Lite, Digital Platform Lite, and Digital Platform that integrates with leading back-office systems to provide a multitude of online payment facilities. Several adapters are available for PayBridge. Professional services can be quoted on request based on the rate card.

Table 16 - Pricing for PayBridge set-up

Description	Set up cost (one-off)	Subscription (per annum)
Jadu PayBridge Module including one payment adapter	£POA	£8,000
Additional PayBridge payment adapter	£POA	£2,000

2.6.3 Idox SinglePoint

You'll need an NLPG-based address lookup service for the digital customer platform. If you do not already use either SinglePoint / ESRI ArcGIS Enterprise/Server (using UK Data Loader), Jadu can provide SinglePoint via subscription.

Table 17 - Pricing for Idox SinglePoint set-up

Description	Initial Setup (one-off)	Support (per annum)
AddressBase Premium Full GB Annual service including 6-weekly change-only updates, all patch releases and upgrades and standard changes	£POA	£8,250
LLPG (hosted) Annual service includes either daily or weekly change-only updates, all patch releases and upgrades and standard changes	£POA	£4,125
Bundled AddressBase Premium Full GB and LLPG (hosted) Annual service including 6-weekly change-only updates for ABP and either daily or weekly change-only updates for LLPG, all patch releases and upgrades and standard changes	£POA	£11,000

3 What level of implementation services do you need?

At Jadu we recognise that ongoing success is often rooted in the approach taken at the time of implementation. To ensure you have the support your organisation needs to be successful, we offer a variety of implementation packages. These range from our basic package, which is designed for organisations that have the skills and capacity to do it themselves, all the way through to a managed service transformation implementation, where we do the heavy lifting for you.

Please note that all implementations require the Basic Implementation package as minimum.

¹⁹ An As-Is process is defined as a process that already exists in either an existing digital platform or as a clearly defined manual process that is configured on the Jadu Digital Platform in its current state.

²⁰ Process redesign uses process analysis workshops and service design techniques to improve the current process and optimise workflow. Where this option is not selected processes will be addressed as 'lift and shift' onto the Jadu Digital Platform.

²¹ Digital discovery, planning and prioritisation provides the expertise and support required to

3.1.1 Jadu Digital Platform and Jadu Digital Platform Lite implementation services

Table 18 - Comparison of implementation support packages for Jadu Digital Platform

Functionality	Basic (minimum)	Enhanced	Discovery	Full	Transformation
Implementation project management	✓	✓	✓	✓	✓
Products installed and configured	✓	✓	✓	✓	✓
Digital Platform training	✓	✓	✓	✓	✓
No. As-Is processes implemented ¹⁹	1	10	1	20	50
Process redesign ²⁰	✗	✗	✗	✓	✓
Digital discovery, planning and prioritisation ²¹	✗	✗	✓	✓	✓
Enhanced implementation change management ²²	✗	✗	✗	✗	✓

understand and define the optimum roadmap for implementing and maximising your use of the Jadu Digital Platform.

²² Enhanced implementation change management produces a tailored change and communications approach and detailed plans to support people and processes through deployment to successful embedding of the platform.

3.1.2 Jadu Connect implementation services

Table 19 - Comparison of implementation support services for Jadu Connect

Functionality	Basic (minimum)	Enhanced	Discovery	Full	Transformation
Implementation project management	✓	✓	✓	✓	✓
Products installed and configured	✓	✓	✓	✓	✓
Digital platform training	✓	✓	✓	✓	✓
Number of As-Is processes implemented ²³	1	10	1	20	50
Process redesign included ²⁴	✗	✗	✗	✓	✓
Digital discovery, planning and prioritisation ²⁵	✗	✗	✓	✓	✓
Enhanced implementation change management ²⁶	✗	✗	✗	✗	✓

²³ An As-Is process is defined as a process that already exists in either an existing digital platform or as a clearly defined manual process that is configured on the Jadu Digital Platform in its current state.

²⁴ Process redesign uses process analysis workshops and service design techniques to improve the current process and optimise workflow. Where this option is not selected processes will be addressed as 'lift and shift' onto the Jadu Digital Platform.

²⁵ Digital discovery, planning and prioritisation provides the expertise and support required to

3.1.3 Jadu Central and Jadu Central Lite implementation support

Table 20 - Comparison of implementation support for Jadu Central

Functionality	Basic (minimum)	Enhanced	Discovery	Full	Transformation
Implementation project management	✓	✗	✗	✗	✗
Products installed and configured	✓	✗	✗	✗	✗
Digital platform training	✓	✗	✗	✗	✗

3.2 Implementation Services Pricing

We are happy to provide implementation services in line with the packages detailed above or to suit your specific requirements and budgetary needs.

Our bespoke implementation packages are built on top of the basic implementation package for the selected platform and tailored to your requirements.

understand and define the optimum roadmap for implementing and maximising your use of the Jadu Digital Platform.

²⁶ Enhanced implementation change management produces a tailored change and communications approach and detailed plans to support people and processes through deployment to successful embedding of the platform.



All implementation services are based on SFIA rate card in Section 6.

3.2.1 Agent-Ex: Search implementation services

Agent-Ex: Search implementation package is fixed price on request.

3.2.2 Core Platform Notes:

A subscription to any product containing Jadu Central includes:

- Gold hosting (single server infrastructure) for one LIVE and one NON-LIVE environment. If you add Jadu Connect to your platform this will be held on secure multi-tenant infrastructure.
- Standard support for Jadu Central
- Unlimited licensed users
- Access to online foundation training

A subscription to any product containing Jadu Connect includes:

- Secure multi-tenant infrastructure
- One NON-LIVE environment
- Unlimited licensed users.

3.3 Optional Extras

- The below Optional Extras are part of the pricing for Established Jadu License Customers only.
- All other Optional Extras are compatible with Established Jadu License Customers pricing and are listed above.
- Jadu Connect as a sole product is not available under the Established Jadu License Customers pricing.

Table 21 - Pricing for optional extras (per month)

Optional Extras for Established Jadu License Customers	Additional Subscription (per month)
Add additional Jadu support users (batch of 5) - for Established Jadu License Customers	£260
Add Premium Galaxies site support - for Established Jadu License Customers. Named support access for individuals of a Galaxies site organisation, separate from the organisation providing the Jadu Platform.	£290

4 Term and charge levels

The minimum term is 12 months.

4.1 Indexation

With effect from the end of the initial term any extension options in the call off agreement will be subject to an increase in price equal to the previous month's 12 months' rate for the retail prices index ("**RPI**") plus 2%.

4.2 Discounts

Pricing and the discounts outlined in this document apply to a 12-month term and for individual solutions only.

We recognise that while many customers share similar requirements, each organisation also has unique needs. Netcall can offer discounts based on existing client subscriptions, volumes, multi-year and/or multi-solution agreements. With this in mind, Netcall is open to discussing additional discounts for multi-solution packages or extended-term agreements.

5 Standard Support

Netcall Support for the hosted Service is based on Standard Service Hours: 9am–5.30pm (UK time) Monday to Friday, excluding those days that are public/bank holidays in all parts of the UK.

The support service applies to the Hosted Platform only. Training services may be purchased separately.

6 Skills for the Information Age (SFIA) rate card

Table 22 - Professional Services day rates based on the SFIA grades

GC15 SFIA Rates	Strategy and architecture	Change and transformation	Development and implementation	Delivery and operation	People and skills	Relationships and engagement
1. Follow	£780	£780	£780	£780	£780	£780
2. Assist	£950	£950	£950	£950	£950	£950
3. Apply	£1,140	£1,140	£1,140	£1,140	£1,140	£1,140
4. Enable	£1,340	£1,340	£1,340	£1,340	£1,340	£1,340
5. Ensure, advise	£1,480	£1,480	£1,480	£1,480	£1,480	£1,480
6. Initiate, influence	£1,785	£1,785	£1,785	£1,785	£1,785	£1,785
7. Set strategy, inspire, mobilise	£1,940	£1,940	£1,940	£1,940	£1,940	£1,940

6.1 Standards for delivery services day rate cards

Netcall's standards are based on the following definitions, but may be subject to change in line with scope of individual call-off agreements.

- **Consultant's working day:** 7.5 hours exclusive of travel and lunch
- **Working week:** Monday to Friday excluding national holidays
- **Office hours:** 9:00am to 5:30pm Monday to Friday
- **Travel, mileage subsistence:** Excluded, billed at cost

Work outside of standard hours may be subject to additional charges.

7 Contact

Should further information be required, please contact:
bid.team@netcall.com