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Crown Commercial Services

Pricing – Rent-IQ®

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1 Rent-IQ®

Rent-IQ® can be purchased as a stand-alone solution or an additional service to Liberty Create low code / Tenant Hub.

For the Rent-IQ® Solution, there are five elements to the total price:

1. Base platform service
2. OPA
3. Former Tenant Arrears (FTA) service (optional)
4. Service Wrap
5. Delivery Services

1.1 Rent-IQ® Base Platform annual service fee

Rent-IQ® pricing service pricing is divided into Bands, based on Housing Stock. The calculation based on actual housing stock and number of tenants is set at point of initial contract reviewed on a true-up basis annually.

Table 1 - Pricing for the Rent-IQ® Base Platform, based on Band/Housing Stock (per annum)

Rent-IQ Base Platform	Housing Stock	Case limit (per annum)	Price (per annum)
Band 1	Up to 5,000	17,500	£59,400
Band 2	5,001 – 10,000	36,000	£91,200
Band 3	10,001 - 15,000	52,500	£117,000
Band 4	15,001 - 20,000	70,000	£134,400
Band 5	20,001 - 25,000	87,500	£147,000
Band 6	25,001 - 30,000	105,000	£154,800
Band 7	30,001 – 35,000	122,500	£168,000

A Liberty Create Class 3 infrastructure with 500GB base storage is included.

1.2 OPA

OPA is a .NET Core Web API that allows pre-configured, SQL functions to be securely published within a customer network, for remote access by a Liberty Create application hosted in the cloud. It is supplied as on-premise software as part of, and for use only with, the Liberty Create service.

Table 2 - On Premise Adaptor pricing (per annum)

Item	Price (per annum)
On-Premise Adaptor (OPA)	£10,008

2 Options

2.1 Rent-IQ® Former Tenant Arrears (FTA) module annual service fee

Customers can purchase the Former Tenant Arrears module in addition to the Rent-IQ® Base Platform.

Table 3 - Pricing for Rent-IQ Tenant Arrears based on Band/Housing Stock (per annum)

Rent-IQ FTA	Housing Stock	Case limit (per annum)	Price (per annum)
Band 1	Up to 5,000	17,500	£3,960
Band 2	5,001 - 10,000	36,000	£6,360
Band 3	10,001 - 15,000	52,500	£7,920
Band 4	15,001 - 20,000	70,000	£8,160
Band 5	20,001 - 25,000	87,500	£9,600
Band 6	25,001 - 30,000	105,000	£10,800
Band 7	30,001 - 35,000	122,500	£11,760

The calculation based on actual housing stock and number of tenants is set at point of initial contract reviewed on a true-up basis annually.

¹ Vouchers do not increase the agreed monthly capacity.

Vouchers can be used at any time in a contract term and are valid for 12 months, or the length of the contract (whichever is the shortest).

2.2 Extending Rent-IQ®

Customers can choose various options to extend their Rent-IQ® platform.

- **Increase Capacity:** Customers can at the start or any point during the contract, choose to increase the Capacity of their platform by paying an additional monthly fee.
- **Pre-paid Vouchers:** Vouchers¹ are designed as a pre-paid pot of capacity that can be used to offset any monthly overuse and therefore avoid additional overuse charges. The packs are charged as a one-off fee.
- **Overuse:** Should a customer use more than the inclusive items, additional options or vouchers, the customer will be billed in Overuse monthly in arrears.

2.2.1 Band Annual Case Limits

Bands and add-on modules come with an inclusive number of Cases.

A case is defined as: **a record entry in the case object through the life of a case, regardless of outcome.**

In other words, any issue or request for service or goods logged by a citizen, tenant or landlord via a portal, or by an agent entering data into a Create app, that needs to follow a process through to close or completion. The number of interactions, or stage changes, on each case is unlimited during its lifecycle.

Netcall operates affair use policy for Case Management within the Rent-IQ® solution.



The charges for each element (Base and FTA) are based on a monthly case limit, averaged over the proceeding 12-month period. Additional charges pro-rated to the appropriate band may apply for usage over these case numbers.

Cases are included for both the Base Platform element and the Price per Property element based on:

- Base Platform: 1,500 cases per 1,000 housing stock
- Price Per Property (FTA): 400 cases per 1,000 housing stock

Case limits are sold on an annual 'use it, or lose it' basis.

See Table 4 for options to increase Case limits

2.2.2 Liberty AI

Rent-IQ® may include AI-powered features, which would be continually expanded and enhanced. AI is charged via AI Units, the number of AI units consumed will depend on the task being carried out. AI units can be purchased as a monthly committed allowance, or as a standalone allocation from which Rent-IQ® will draw down. See Table 4.

2.2.3 Storage

If a customer has overused their included, or purchased storage allowance, Netcall reserves the right to charge for that excess storage. See Table 4.

Table 4 - Pricing to increase included capacity, pre-paid Vouchers and Overuse

Item	Increase Capacity Price (per annum)	Pre-paid Voucher Price (one-off)	Overuse Price (per unit)
Cases	£501	£4,200	£0.50
	Per 5,000 cases	Per 10,000 cases	Per case
AI Units	£5,700	£575	£0.0029
	250,000 units per month	Per 250,000 units	Per unit
Storage	£1,020	✗	£1.10
	Per 100GB		Per 1GB

2.2.4 Contact Centre and SMS

Rent-IQ® requires voice and SMS capability in order to function fully. Netcall can provide the required contact centre capability via our Liberty Converse CX contact centre solution. This is fully integrated and provides the required functionality to support Rent-IQ®.

A customer may have existing contact/communication solutions and, subject to scoping, we can integrate in-line with those requirements. Professional services, charged subject to SFIA rate card in Section 0, will be required for integration to customers own contact centre and SMS provider. This will also be required for future changes or upgrades of those integrations.

All SMS transaction charges are the customers responsibility.

3 Delivery Services

Delivery Services are chargeable in-line with the SFIA rate card in section 6. The services required will be scoped based on the individual housing provider's circumstances and needs, but will generally include:

- Onboarding pack to include:
 - PM kick-off, PID etc.
 - Controller setup.
 - Initial snapshot app deployment and configuration to interact with central.
 - Initial OPA setup.
 - SSO for ADFS.

The following items will require Professional Services and are subject to scoping:

- Housing management system data mapping.
- Integration to a third-party telephony stack.
- Integration to any other third-party interface.
- Integrating with cloud databases or where OPA configuration is non-standard.
- In flight case migrations.

Rent-IQ® training, based on eLearning, will be provided.

For customers purchasing the full Tenant Hub solution, additional Liberty Create training will be required to include L1, L2 and CH/TH Essentials.

4 Standard Support

The support service does not cover content such as views, reports, configurations and/or customer's own technology and/or internal infrastructure.

4.1 Citizen and Tenant Hub Service Wrap

To complement the Citizen and Tenant Hub Framework data extensions a customer must purchase the additional annual support service. This provides 4 days of consultancy for the customer per year, and keeps the solution up-to-date technically.

Table 5 - Pricing for the Citizen and Tenant Hub Service Wrap (per annum)

Item	Price (per annum)
Service Wrap	£9,900

5 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 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.

6 Term and charge levels

The minimum term is 12 months in line with GCloud 15 terms.

6.1 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%.

7 Skills for the Information Age (SFIA) rate card

Table 5 - 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

7.1 Standards for consultancy 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.

8 Contact

Should further information be required, please contact:

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