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Crown Commercial Services

Pricing – Liberty Create

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1 Liberty Create

Liberty Create is offered on a per-annum subscription basis with the annual service fee being divided into Bands. For the Local Government sector, the banding is based on population size serviced by the body; for Housing Associations (or Councils that manage housing stock) it is based on housing stock and for all other public sector bodies it is based on number of full users and login volumes.

In addition to the service fee, there is a charge for the relevant size of hosting environment (Hosting Class) if larger than the environment included. The Class is based on the amount of infrastructure that will be required for a specific customer's Liberty Create service.

1.1 Local Government annual service fee

Table 1 – Pricing for Liberty Create for Local Government by Band/Population (per annum)

Band	Population Size	Included Cases	Annual Service Fee[1]
Band 1	1 – 70,000	140,000	£78,108
Band 2	70,001 – 100,000	200,000	£102,000
Band 3	100,001 – 130,001	260,000	£125,904
Band 4	130,001- 150,000	300,000	£149,796
Band 5	150,001 – 200,000	400,000	£173,700
Band 6	200,001 – 275,000	550,000	£197,592
Band 7	275,001 – 350,000	700,000	£221,496
Band 8	350,001 – 450,000	900,000	£247,392
Band 9	450,001 – 550,000	1,100,000	£269,292
Band 10	550,001 – 650,000	1,300,000	£293,184
Band 11	650,001 -750,000	1,500,000	£317,088
Band 12	750,001-1,200,000	2,400,000	£340,980
Band 13	1,200,001 +	POA	£POA

Hosting Class 2 with 200GB storage is provided as standard.

[1] Fair use policy applies. Charges are based on a monthly case number of 600 per 1,000 population, averaged over the preceding 12-month period. Additional charges pro-rated to the appropriate band may apply for usage over this case number.

1.2 Local Government – Citizen Hub (CH) Framework extension

Local Government customers who have purchased Liberty Create, may also want to optionally make use of the Citizen Hub (CH) data extension. This will allow them to benefit from a number of accelerator modules and capabilities designed specifically for local government processes. To make use of this they will need to upgrade their platform to a Hosting Class 3 and purchase an additional 300GB of storage. The is no additional fee for the CH Framework.

1.3 Local Government - Tenant Hub (TH) Framework extension annual service fee

Local Government customers who have purchased Liberty Create, and have housing stock, may also want to optionally purchase the Tenant Hub (TH) data extension. This will allow them to manage their own housing stock in Create. The TH Framework data extension is an additional annual subscription based on Bands. The Bands are based on housing stock.

Table 2 – Pricing for Tenant Hub for Local Government by Band/Housing Stock (per annum)

Band	Housing Stock	Additional Cases (per annum)	Annual Service Fee[2]
Band 1	Up to 5,000	17,500	£13,800
Band 2	5,001-10,000	35,000	£19,800
Band 3	10,001-15,000	52,500	£25,200
Band 4	15,001- 20,000	70,000	£32,220
Band 5	20,001-25,000	87,500	£39,180
Band 6	25,001-30,000	105,000	£46,200
Band 7	30,001-35,000	122,500	£52,300

[2] Fair use policy applies. Charges are based on a monthly case number of 3,000 per 1,000 housing stock, averaged over the preceding 12-month period. Additional charges pro-rated to the appropriate band may apply for usage over this case number.

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1.4 Housing Associations annual service fee

For Housing Associations, Liberty Create and the Tenant Hub Framework is an additional annual subscription based on Bands. The bands are Based on housing stock.

Table 3 – Pricing for Tenant Hub for Housing Associations by Band/Housing Stock (per annum)

Band	Housing Stock	Cases limit (per annum)	Annual Service Fee[3]
Band 1	Up to 5,000	36,000	£47,350
Band 2	5,001-10,000	72,000	£69,350
Band 3	10,001-15,000	108,000	£97,350
Band 4	15,001- 20,000	144,000	£121,350
Band 5	20,001-25,000	180,000	£146,250
Band 6	25,001-30,000	216,000	£171,330
Band 7	30,001-35,000	252,000	£196,350

Hosting Class 2 with 200GB storage is provided as standard.

1.5 Other Public Sector Bodies annual service fee

Table 4 – Pricing for Liberty Create for Public Sector by Band/Users (per annum)

Subscription Band	No. full users	No. logins per month	Annual Service Fee
Band 1	50	1,000	£55,000
Band 2	100	2,000	£90,000
Band 3	150	3,000	£120,000
Band 4	200	4,000	£145,000
Band 5	250	5,000	£170,000
Additional Capacity			
Top-up above Band 5	50	1,000	£25,000

Hosting Class 1 with 100GB storage is provided as standard.

[3] Fair use policy applies. Charges are based on a monthly case number of 7,200 per 1,000 housing stock, averaged over the preceding 12-month period. Additional charges pro-rated to the appropriate band may apply for usage over this case number.

2 Additional services and options

2.1 Hosting Class

All agreements have a Hosting Class associated with them. This is the size of the hosting infrastructure and technical environment that has been allocated to the Customer's Liberty Create platform.

Table 5 - Hosting Classes and associated storage pricing

Hosting Class Specification	Class 1	Class 2	Class 3	Class 4	Class 4.5	Class 5
vCPUs	2	4	8	16	32	48
RAM GB	16	32	64	128	256	256
Base storage GB	100	100	100	100	100	100
Base data transfer rate TB (per annum)	5	5	5	5	5	5

All Classes include 5TB of data transfer, and a primary and failover VPN end point into two different availability zones.

2.1.1 Hosting Class options

Customers can also at any time in their contract purchase additional storage, data transfer or VPNs for any of their platforms.

Table 6 - Hosting Class additional options pricing (per annum)

Item	Per	Fee (per annum)
Additional EC2 storage	100GB	£1,020
Additional S3[4] Storage	100GB	£240
Additional data transfer	2TB	£300
Additional VPN	VPN	£700

2.1.2 Hosting Class upgrade

Customers can at the start or any point during the contract, choose to purchase an upgrade of their platform to a higher Hosting Class by paying an additional annual fee as outlined below.

Table 7 - Hosting Class upgrade options pricing (per annum)

Fee (per annum)		To				
		Class 2	Class 3	Class 4	Class 4.5	Class 5
From	Class 1	£816	£3,900	£10,320	£25,080	£34,200
	Class 2	n/a	£3,084	£9,504	£24,264	£33,384
	Class 3	n/a	n/a	£6,420	£21,180	£30,300
	Class 4	n/a	n/a	n/a	£14,760	£23,880
	Class 4.5	n/a	n/a	n/a	n/a	£9,120

[4] S3 storage is provided with 5 million put/get data requests as a fair usage limit. Netcall reserve the right to charge for excessive usage over this limit at £10 per additional 1 million requests

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2.2 Extending Create

Customers can choose various options to extend their Liberty Create 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:** Vouchers[5] 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 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 logged by a citizen or by an agent entering data into the application, 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 a fair use policy for Case Management within the Liberty for Create solution.

The charges 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 overuse of these case numbers. See Table 8.

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

2.2.2 Additional non-full user monthly Logins

Bands come with an inclusive number of Logins. Occasionally customers, in terms of non-full user Logins, will not fit neatly into the Subscription Bands. In these situations, it is possible to select the appropriate Band for the Full User count and then pick additional non-full user Logins to top up the monthly included Login total. Alternatively, pre-paid Vouchers may be purchased. Overuse will be billed monthly in arrears. See Table 8.

2.2.3 Liberty AI

Liberty Create comes with several AI-powered features, which are continually being expanded and enhanced. The current capabilities include automated correction and expanding of text, sentiment analysis, text summarisation and keyword extraction. Liberty 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 (Increase Capacity), or as a standalone allocation (Voucher) from which Liberty Create will draw down. Overuse will be billed monthly in arrears. See Table 8.

[5] 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).

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2.2.4 Overuse

If a customer has overused their included, or purchased storage allowance, Netcall reserves the right to charge for that excess storage. See Table 8.

Table 8 - 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 Per 5,000 cases	£4,200 Per 10,000 cases	£0.50 Per case
Logins	£12,000 Per 1,000 logins per month	£12,000 Per 12,000 logins	£1.30 Per login
AI Units	£5,700 250,000 units per month	£575 Per 250,000 units	£0.0029 Per unit
EC2 Storage	×	×	£1.10 Per 1GB
S3 Storage	×	×	£0.30 Per 1GB

2.3 SMS Capability

Netcall can provide an SMS solution on request. Pricing will be dependent upon volume and destination, and is available on request.

2.4 OPA (On-Premise Adaptor) licence fee

Supplied for an annual subscription fee, OPA is a .NET Core Web API that allows pre-configured SQL functions to be securely published within a Customer network for access by a hosted Liberty Create service.

Table 9 – Pricing for the On-premise Adapter (OPA) (per annum)

Item	Price (per annum)
OPA	£10,008

3 Delivery Services

Netcall provides Professional Service resources to support the delivery of Liberty Create application build projects. The number and type of resources varies according to the scope of the project, the technology being deployed, the setup and configuration requirements and whether the Customer, Netcall or a Partner is leading the project.

For all projects there is a minimum requirement of Onboarding services plus Create Essentials Level 1 training for at least one User employee, and Citizen and/or Tenant Hub Essentials if the users plan to build within the Framework.

Table 10 – Pricing for Create Training (per delegate)

Item	Price (per delegate)
Create Essentials Level 1	£2,385
Create Essentials Level 2	£1,590
Citizen / Tenant Hub Essentials	£1,590

The services are described in the Liberty Create Service Description. All Services are charged as per the SFIA Rate Card in section 7.

4 Support Services

Support and Maintenance Services only covers the standard Cloud Hosted solution and do not cover customer created applications (including applications built by Netcall on customer's behalf) and/or customer's own technology and/or internal infrastructure, nor does it provide free training and/or provide consulting on customer created applications (including applications built by Netcall on customer's behalf) and /or content such as views, reports, configurations and/or third-party technologies and/or services.

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 11 - 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

The initial agreement term for all markets is 12 months.

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 12 - 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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