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Crown Commercial Services

Pricing - Govtech

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1 webCAPTURE Pricing

1.1 Introduction

webCAPTURE for Revenues (Council Tax, Business Rates), Benefits (including HB/CTR/2AR), UC CTR for Claims, UC CTR for Discounts and webCAPTURE Portal for Revenues and Benefits are Govtech's hosted Digital Process Automation service for Local Authority Revenues and Benefits departments. They validate, load and/or automate online transactions in back-office systems, leaving Officers to intervene only on transactions which business rules have determined require their expertise.

All Govtech's Digital Process Automation services are used extensively in Local Authorities, in Revenues and Benefits departments and other service areas.

1.2 Subscription Basis

All the above services are supplied on an annual subscription basis, with pricing determined by the scope of each service and the Authority's population. There is an initial, one-off, fixed price set-up fee to cover any infrastructure and to configure and test each service with council business rules.

Customers typically subscribe to a range of modules and/or transactions for each service for an initial term of 3 years with single 12-month optional extensions.

Each service is provided in accordance with a Service Level Agreement, so Govtech is effectively contracting to provide an outcome (when transactions are submitted, these are automated in accordance with Local Authority business rules) to its customers in accordance with a defined service level. Govtech will ensure it has the resources and capacity to meet that service level each day, irrespective of the numbers of transactions received from each customer.

There is no limit to the annual number of transactions that may be submitted by each customer, other than a fair usage policy on Inbox Assistant.

1.3 Service Hosting Fee

All Govtech services require payment of an annual service hosting fee which helps to defray cloud infrastructure costs.

NB: Only one annual service hosting fee is payable, per customer, for Govtech automation services. For example, if a customer has deployed webCAPTURE and UC CTR Discounts, only one annual service hosting fee will be payable.

1.4 WebCAPTURE Pricing

1.4.1 Initial Term – Years 1-3

Table 1 - Pricing for webCAPTURE Revenues by Tier (per annum)

Band	Population	Service Hosting Fee (per annum)	Set-up Fee (one-off)	Web Forms Fee (per annum)	Service Fee (per annum)	Total Fee excl. Service Hosting and Set-up (per annum)
Band 1	1 – 70,000	£1,000	£7,500	£8,000	£8,000	£16,000
Band 2	70,001 – 100,000	£1,500	£10,000	£11,000	£11,000	£22,000
Band 3	100,001 – 130,000	£1,800	£10,000	£12,000	£12,000	£24,000
Band 4	130,001- 150,000	£2,100	£10,000	£12,500	£12,500	£25,000
Band 5	150,001 – 200,000	£2,500	£12,500	£17,000	£17,000	£34,000
Band 6	200,001 – 275,000	£3,500	£15,000	£27,500	£27,500	£55,000
Band 7	275,001 – 350,000	£5,000	£25,000	£35,000	£35,000	£70,000
Band 8	350,001 – 450,000	£6,000	£30,000	£40,000	£40,000	£80,000
Band 9	450,001 – 550,000	£7,000	£35,000	£50,000	£50,000	£100,000
Band 10	550,001 – 650,000	£7,500	£40,000	£65,000	£65,000	£130,000
Band 11	650,001 -750,000	£8,500	£40,000	£70,000	£70,000	£140,000
Band 12	750,001-1,200,000	£10,000	£40,000	£90,000	£90,000	£180,000
Band 13	1,200,001 +	POA	POA	POA	POA	POA

webCAPTURE for Revenues (Council Tax and Business Rates) is deployed as a bundle of mandatory Core Modules, with optional Additional Modules. Some Additional Modules (relating to Benefits) can be deployed without the Revenues Core Modules. Pricing of Additional Modules includes associated Govtech web forms, where applicable. webCAPTURE Portal for Revenues and Benefits is a separate hosted service.

1.5 Other Pricing

1.5.1 Additional Complex¹ Modules

Additional complex modules are available in addition to the core modules deployed as the webCAPTURE service, the per module pricing is set out below.

Band	Set Up Fee (one-off)	Module Fee (per annum)
Band 1	£1,500	£3,200
Band 2	£2,000	£4,400
Band 3	£2,000	£4,800
Band 4	£2,000	£5,000
Band 5	£2,500	£6,800
Band 6	£3,000	£11,000
Band 7	£5,000	£14,000
Band 8	£6,000	£16,000
Band 9	£7,000	£20,000
Band 10	£8,000	£26,000
Band 11	£8,000	£28,000
Band 12	£8,000	£36,000
Band 13	POA	POA

¹ Complex module options include: Large Landlord Schedule, Student Discount/Exemptions, Review Single Person Discount Review, Contact Us, Benefits Web Forms, Benefits Integration, Universal Credit Council Tax Reduction Discounts or Universal Credit Council Tax Reduction Claims

1.5.2 Additional Simple² Modules

Additional simple modules are available in addition to the core modules deployed as the webCAPTURE service, the per module pricing is set out below.

Band	Set Up Fee (one-off)	Module Fee (per annum)
Band 1	£750	£1,600
Band 2	£1,000	£2,200
Band 3	£1,000	£2,400
Band 4	£1,000	£2,500
Band 5	£1,250	£3,400
Band 6	£1,500	£5,500
Band 7	£2,500	£7,000
Band 8	£3,000	£8,000
Band 9	£3,500	£10,000
Band 10	£4,000	£13,000
Band 11	£4,000	£14,000
Band 12	£4,000	£18,000
Band 13	POA	POA

1.5.3 webCAPTURE Portal for Revenues and Benefits

Pricing for this service is bespoke, and pricing is available on application.

1.5.4 IDP Inbox Assistant for Revenues and Benefits

Pricing for this service is bespoke, and pricing is available on application.

² Simple module options include: General Discounts / Exemptions, Evidence Upload, Pre-Summons Payment Arrangements, Post-Summons Payments Arrangements, Refund applications, Direct Debit for Sundry Debts, Council Tax Move-in, Small Business Rate Relief, Retail/Hospitality/Leisure



1.5.5 Infrastructure Set-Up fee

Table 2 - Pricing for additional Infrastructure

Item	Fee (one-off)
Build and configuration of virtual Local Host	£2,400
Facilitate network connections	£2,400

2 Term

The minimum term is 12 months.

2.1 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%.

3 Discounts

We recognise that while many customers share similar requirements, each organisation also has unique needs. With this in mind, Netcall is happy to discuss discounts for multi solution packages or extended term agreements.

4 Skills for the Information Age (SFIA) rate card

Table 3 - 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

4.1 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.

5 Contact

Should further information be required, please contact:
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