

Pricing for Tricostar Document Bundling

All prices quotes are in Pound Sterling GBP and exclude VAT and expenses.

Discretionary discounts may be published via the G-Cloud from time-to-time and reflected in this document.

User License Fee

You pay one fee per user, regardless of the user type or number of users.

License includes annual support, maintenance and upgrades.

Per User Per Month Fee (Paid Monthly), Based on User Band:					
Contract Start Date	2026	2027	2028	2029	2030
5	79.20	83.16	87.32	91.68	96.27
6-10	66.00	69.30	72.77	76.40	80.22
11-20	44.00	46.20	48.51	50.94	53.48
21-50	30.80	32.34	33.96	35.65	37.44
51-100	13.20	13.86	14.55	15.28	16.04
101-200	10.56	11.09	11.64	12.22	12.84
201 +	7.92	8.32	8.73	9.17	9.63

Minimum purchase is 5 users.

A 5% discount is applied for licenses paid annually in advance.

For pay monthly we only accept monthly-in-advance by direct debit. ¹

Includes:

- License fee.
- Standard support (outlined below).
- Maintenance & upgrades - new features rolled out automatically.
- Secure Hosting on Microsoft Azure.
 - Data encryption in transit (SSL)
 - Data encryption at rest
 - One Daily Backup (*Full Disaster Recovery included with Premium Support – see below*).
- A unique and secure login URL (HTTPS).
- First 64Gb storage included (*increased to 256Gb free storage with Premium Support – see below*).

¹ Full payment terms are laid out in our Terms and Conditions document.

Potential Variable or One-off Charges

All one-off and variable charges are as of 2026. Please add 5% for each subsequent year in which they are taken.

	Charge
Integration with Microsoft SharePoint (Optional) <i>(Included on Premium Support Plan)</i>	Annual maintenance fee: £24.00 per user ≤50 licensed users £10.00 per user ≥51 licensed users
Single Sign-On and Multi-factor Authentication (Optional) <i>(Included on Premium Support Plan)</i> <i>Password-based Single Sign-On (SSO) using Azure Enterprise Applications and App Registrations within your AD tenant is included and linked with your Multi-factor Authentication policies for O365 accounts.</i>	Annual maintenance fee: £24.00 per user ≤50 licensed users £10.00 per user ≥51 licensed users
Non-Standard Application Integrations <i>For complex implementations requiring extra support or non-standard integration (i.e. not out the box), we may apply a premium to the Annual Fee. Any such premium will be discussed during discovery.</i>	£1-10 per user per month
Document/Court Bundling Storage/Disk Consumption <i>See Service Definition document for an understanding of how space is consumed.</i>	(64Gb Disk) First 64Gb - No charge (128Gb Disk) +£1560 per annum (256Gb Disk) + another £1560 per annum (512Gb Disk) + another £1560 per annum (1024Gb Disk) + another £1560 per annum
Annual Black Box Pen Test (On Your System) <i>We conduct annual penetration tests on a development version of our application. This option is specifically for those who want a client system specific test.</i> <i>Conducted by a Tricostar selected and licensed pen tester with CISSP (Certified Information Systems Security Professional), ECSA (Certified Security Analyst), CEH (Certified Ethical Hacker) & CDP (Certified DevSecOps Professional) certifications. Clients are welcome to commission their own CREST or CHECK tests. Any remedial work required as part of a client-initiated test is charged for daily as per our SFIA rate card.</i>	£5500 per test

Service & Support Management Details

Ensuring a high level of support for both you and your users is our utmost priority.

We understand the critical role our systems, software, and services play in the well-being of your business. Our overarching goal is to guarantee your uninterrupted operational efficiency through our products. We're committed to achieving this by delivering swift and effective support, often resolving issues at the first point of contact.

Our commitment extends to helping you maximise your return on investment, providing top-tier technical assistance, guidance, and customer care. Your support queries are our responsibility, and we pledge to resolve them promptly and efficiently.

Standard	All customers receive our highest level of support as standard, with direct access to our support desk via the support portal and email for instant acceptance of support issues. In addition, all customers are provided with access to their unique e-learning centre which contains all documentation and implementation specific training videos for continued refresher training or onboarding of new starters. Daily backups are taken at approximately midnight each day on a 30-day rolling basis – restoration charges are on a time and materials basis as per SFIA rate card.
Premium	For those customers who want to take continuous improvement one step further, we offer our premium support plan, which provides improved SLAs, an annual health check and access to a client development manager. Your client development manager will work with you to continuously advise on best practice, new features and help with improving utilisation and adoption in all areas of the application. In addition, disaster recovery is included with a Recovery Point Objective of ~5 minutes and Recovery Time Objective of ~2 hours.

	Standard	Premium
Customer Support Portal	✓	✓
E-learning Centre	✓	✓
Regular Account Development Meetings	✓	✓
One Daily Backup ²	✓	✓
Document/Court Bundling Included Storage Limit ³	64Gb	256Gb
Annual System Health Check	-	✓
Disaster Recovery Failover (RTO 2-hours, RPO 5-minutes)	-	✓
Initial Response Guidelines for Support Cases	Emergency - up to 3hrs High - up to 6hrs	Emergency - up to 1hr High - up to 2hrs

² Taken at approximately midnight.

³ Total disk available for the storage of document bundles. Additional storage can be purchased.

	Medium - up to 1 business day Low - up to 2 business days	Medium - up to 4hrs Low - up to 1 business day
Integration with Microsoft SharePoint	Optional Extra	No annual charge per user (included)
Single Sign-On and Multi-factor Authentication	Optional Extra	No annual charge per user (included)

'Premium' Support (Optional)

Standard support is included in the Annual License Fee. For those who opt for Premium support, the below charges are added in addition to the Annual License Fee as a percentage of the annual fee.

Up to number of users, Price Per Annum:					
Contract Start Date	2026	2027	2028	2029	2030
10	3,000	3,150	3,308	3,473	3,647
20	3,600	3,780	3,969	4,167	4,376
50	4,800	5,040	5,292	5,557	5,834
100	8,400	8,820	9,261	9,724	10,210
200	13,200	13,860	14,553	15,281	16,045
201 +	+ 60.00 per user per annum	+ 63.00 per user per annum	+ 66.00 per user per annum	+ 69.00 per user per annum	+ 73.00 per user per annum

Implementation and Consultancy Services (Ancillary Services)

The number of implementation service days required will depend on size and scope of requirements.

Rates outlined are per person, per day.

	Project Management	Implementation, Data Migration or Any Other Consultancy Services	Training
Days booked in 2026	850	850	850
Days booked in 2027	895	895	895
Days booked in 2028	940	940	940
Days booked in 2029	985	985	985
Days booked in 2030	1035	1035	1035

Standards for consultancy day rate cards

- All services delivered remotely, unless agreed.
- All staff are at or above the SFIA standard of 4 ('Enable') or above.
- Consultant's working day: 7.5 hours exclusive of travel and lunch
- Working week: Monday to Friday excluding national holidays. Weekend work charged at 2.5x weekday rates.
- Office hours: 9:00am to 5:30pm
- Travel, mileage subsistence:
 - Up to £350/night - overnight stay (within M25)
 - Up to £250/night - overnight stay (outside of M25)
 - Mileage - £0.45/mile
 - Train, airfare, car-parking – at cost
- Professional indemnity insurance: included in day rate
- Excludes VAT