

Multi-tenanted SaaS service

Pricing

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1. Overview

BOPS is a cloud-based back-office planning platform designed to support local authorities through **phased adoption** and **full operational use**.

Pricing is designed to:

- be simple and predictable,
- avoid per-user or per-module charges,
- discourage vendor lock-in,
- and support gradual migration from incumbent systems.

2. Platform subscription pricing

All prices are exclusive of VAT.

2.1 Pricing model overview

BOPS is priced using an **annual platform subscription**.

Two subscription types are available:

- a **Transition Subscription** to support pilot, migration and partial use alongside incumbent systems; and
- a **Platform Subscription** for full operational use, tiered by planning activity.

2.2 Transition Subscription (pilot/migration)

Price: £15,000 per authority, per annum

Availability: All local authorities

Term: Up to 12 months, extendable once to a maximum of 24 months by agreement

The *Transition Subscription* is intended for authorities adopting BOPS on a **partial or phased basis**, including:

- initial rollout and configuration,
- integration with existing planning systems,
- data migration activity,
- limited operational use alongside incumbent platforms.

The *Transition Subscription* is **not intended for long-term operational use**. At the end of the transition period, where BOPS is used as a primary operational system, the authority must procure the appropriate *Platform Subscription* tier.

2.3 Platform Subscription (full adoption)

The *Platform Subscription* applies where BOPS is used for the **day-to-day processing of planning applications**.

Tiering basis

Platform Subscription tiers are determined primarily by the authority's **most recent full year of published PS1/PS2 planning application returns**, which provide a nationally recognised measure of planning activity.

We recognise that PS1/PS2 returns do not include all planning-related application types, such as Lawful Development Certificates (existing and proposed) and certain prior approvals. Where these additional application types are material to overall system usage, authorities may reference them when confirming tier placement.

In addition, where a single year's PS1/PS2 return is demonstrably unrepresentative due to an exceptional or temporary spike in activity, authorities may discuss this as part of pricing confirmation.

PS1/PS2 returns remain the primary pricing anchor.

Platform Subscription tiers

Tier	Annual PS1/PS2 applications (previous year)	Annual price
Tier A – Small Authority	Up to 600	£15,000
Tier B – Standard Authority	601 – 1,200	£30,000

Tier	Annual PS1/PS2 applications (previous year)	Annual price
Tier C – Large Authority	1,201 – 2,400	£52,500
Tier D – Very Large Authority	2,401+	£78,750

All *Platform Subscription* tiers include:

- unlimited users,
- full platform functionality across all supported planning workflows,
- UK-based cloud hosting of the service,
- platform resilience, security patches and ongoing maintenance,
- routine product updates and performance improvements,
- changes required to support new or amended planning legislation,
- standard integrations provided via open APIs,
- standard operational support during UK business hours,
- standard service management and contract oversight.

2.4 Tier review and movement

- Platform Subscription tier is assessed at contract start and reviewed at renewal.
- Tier movement is based on **material changes in published PS1/PS2 planning application volumes**.
- Authorities may request a tier review where they believe PS1/PS2 figures materially over-state their operational use of BOPS, taking into account scope of use and excluded application types.

3. Data migration services

Migrating historical planning data from legacy systems is complex and varies significantly between authorities. Unboxed provides a **criteria-based migration service** designed to give clarity on cost and scope while avoiding open-ended consultancy.

3.1 Baseline Migration Package (required)

Price: £15,000 (one-off)

The *Baseline Migration Package* is required for all authorities migrating data into BOPS.

It includes:

- assessment and validation of legacy planning data and document stores;
- identification of data quality, structure, and completeness issues;
- migration of all digitally held planning data and associated documents **where baseline criteria are met**;
- application of standard mappings and validations;
- loading of migrated data into the BOPS platform.

The *Baseline Migration Package* covers both **discovery and delivery**, subject to the criteria set out below.

3.2 Baseline migration criteria

The *Baseline Migration Package* assumes that:

- structured planning data is provided in one of the **supported data formats** published by BOPS at the time of migration;
- required fields are present and consistently populated;
- documents are provided as discrete files with stable identifiers and clear linkage to planning records;
- no bespoke data cleansing, reconstruction, or transformation is required beyond standard mappings.

Supported data formats and migration specifications are published and maintained by BOPS.

Supported formats will be documented in advance of migration activity.

3.3 Additional migration work

Where, during baseline assessment, it is identified that the authority's data does **not** meet the baseline migration criteria, Unboxed will:

- pause migration activity;
- provide a written summary of issues identified;
- propose a **fixed-price additional migration scope** to address those issues.

Unboxed will work with authorities to minimise additional migration work where practicable.

All additional migration work is scoped and priced in advance.
Time-and-materials consultancy is not provided as part of this service.

4. Support services

4.1 Definitions

- **Incident:** An unplanned interruption to the BOPS service or a reduction in service quality.
- **Defect:** A reproducible fault in the BOPS software where the system does not operate as expected.
- **Platform availability issue:** A service-wide incident affecting access to, or core functionality of, the BOPS platform.

4.2 Incident severity levels

Severity	Definition
P1 – Critical	A service-wide issue resulting in complete loss of access to BOPS, or preventing the processing of planning applications. No reasonable workaround is available.
P2 – High	A significant loss of functionality affecting multiple users or key workflows, where a workaround may exist.
P3 – Medium	A limited issue affecting non-core functionality, specific users, or individual configurations with no simple work-arounds.
P4 – Low	A cosmetic or low impact issue which can be simply worked around.

4.3 Standard Support (included)

Included with all subscriptions.

Coverage

- Monday–Friday, UK working hours (excluding public holidays)

Scope

- Incident and defect support for P1–P3 issues
- Monitoring and management of platform availability issues
- Access to support documentation and service communications

Response

- P1: Response within 1 hour, during working hours 9 am to 5 pm. Remediation work prioritised immediately on response..
- P2: Response within 4 hours, during working hours 9 am to 5 pm. Remediation work prioritised within 2 hours of response.
- P3: Response within 1 business day, 9am to 5pm. Remediation work commenced within 4 business days.

4.4 Authority-specific enhanced assurance (optional)

Price: £7,500 per authority, per annum

This optional package provides authority-specific incident accountability, tailored assurance outputs, and documented readiness arrangements — over and above the standard shared platform operation.

Authorities with this package will receive:

1. Named senior incident owner

A named, senior Unboxed incident owner accountable for:

- incident coordination affecting the authority
- senior stakeholder briefing
- ownership of post-incident assurance

2. Formal incident reporting (PI incidents)

For any PI incident impacting the authority:

- executive incident summary
- incident timeline
- root cause analysis
- confirmation of remedial actions taken

3. Annual incident readiness exercise

Once per year:

- a facilitated tabletop incident walkthrough
- confirmation of escalation paths and contacts
- agreed communication expectations
- documented readiness statement and actions log

5. Contract terms

5.1 Contract duration

BOPS subscriptions are offered on a **12-month term**, renewable annually. This applies to both *Transition* and *Platform Subscriptions*.

5.2 Price certainty

Authorities may agree a **price hold for up to three years**, provided:

- the authority remains within the same subscription tier; and
- the scope of use does not materially change.
- the authority commits to a contract of that length.

5.4 Termination and exit

To avoid vendor lock-in, with the exception of a price hold agreement, authorities will not be tied to a multi-year agreement.

Subscription fees will be paid annually in advance, and will not be auto-renewed unless requested by the authority.

On termination, Unboxed will provide access to customer data in standard, open formats to support transition to alternative systems.

6. Summary pricing table

Item	Price
Transition Subscription	£15,000 / year
Tier A Platform Subscription	£15,000 / year
Tier B Platform Subscription	£30,000 / year
Tier C Platform Subscription	£52,500 / year
Tier D Platform Subscription	£78,750 / year
Baseline migration	£15,000 (one-off)
Authority-specific enhanced assurance	£7,500 / year

7. Sample cost illustration

7.1 Scenario assumptions:

- Authority is Tier B (1,000 applications).
- Year 1 is a Transition (pilot) year with limited operational use.
- Data migration occurs when moving to full adoption in Year 2.
- Enhanced Support is added from Year 2.
- Prices are exclusive of VAT.

7.2 Sample costs table

Cost item	Year 1 (Transition)	Year 2 (Full adoption)	Year 3 (Full adoption)
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Platform subscription	£15,000 (Transition)	£30,000 (Tier B)	£30,000 (Tier B)
Baseline data migration	–	£15,000 (one-off)	–
Enhanced support	–	£7,500	£7,500
Total per year	£15,000	£52,500	£37,500

7.3 Cumulative view

Period	Cumulative cost
End of Year 1	£15,000
End of Year 2	£67,500
End of Year 3	£105,000

8. Pricing & commercial FAQs

Is the price fixed over the contract term, or subject to CPI increases?

Prices are fixed for the duration of the contract term.

Unboxed does not apply automatic CPI or inflationary uplifts.

At contract renewal, pricing remains based on the published subscription tiers in effect at that time.

Authorities may also agree a price hold for up to three years, subject to remaining within the same subscription tier and scope of use.

What happens if we exceed expected usage or need more seats mid-contract?

Unboxed does not charge per user or per seat for BOPS.

There is no concept of “running out” of users.

If an authority’s planning activity increases materially during a contract term:

- pricing is not adjusted mid-contract;

- subscription tier is reviewed at renewal only, based on published PS1/PS2 planning application data.

This ensures cost predictability during the contract period.

If we process fewer applications than expected, can unused capacity be carried over?

No carry-over mechanism is required.

BOPS subscriptions are not metered by application count or transaction volume.

Authorities are not charged per application and do not “use up” an allowance.

If planning activity reduces materially, this is reflected at renewal through tier review.

How is contract management handled?

Contract management is treated as a core part of the service.

This includes:

- a named service contact,
- regular service reviews (frequency agreed with the authority),
- transparent communication on incidents, updates, and roadmap changes,
- clear escalation routes.

There is no separate charge for contract management, and it is included within the platform subscription.

Does BOPS’s focus on innovation put essential service delivery at risk?

No. BOPS is operated as a production service, with:

- defined support arrangements,
- controlled change and release processes,
- and a clear separation between live service operation and product development.

Innovation is delivered incrementally and does not override service stability or availability requirements.

Can you explain your cost structure and organisational resilience?

BOPS pricing reflects:

- the cost of operating a secure, resilient cloud service,
- ongoing maintenance and support,

As a smaller organisation, Unboxed avoids:

- large overheads,
- extensive sales and consultancy structures,
- and per-customer customisation costs.

This allows pricing to remain competitive while ensuring sustainability.

Operational resilience is achieved through platform design, automation, and shared infrastructure rather than reliance on individual staff members.

Why is your pricing simpler than other suppliers?

Traditional planning systems often:

- charge per user, module, or interface,
- recover costs through consultancy and change requests,
- and make the total cost difficult to predict.

For BOPS we use:

- a single platform subscription,
- fixed-price migration services,
- and transparent optional services.

This simplifies procurement, budgeting, and contract management.