



LCS Manager

Pricing

Introduction

This document covers the indicative costs to purchase and setup the LCS Manager software. It also includes ongoing Support costs.

All costs are based on the base product which was developed for the Newcastle Gateshead Programme. If additional requirements (outside scope of basic installation) are required these will be discussed and costed separately.

All costs are exclusive of V.A.T.

All licence and installation costs are valid for 3 months from the date of this document.

Support costs are valid for 13 months following the go live date.

All costs will then be subject to annual review, with increase in line with CPI.

Any other increase will be notified in writing, with 3 months' notice.

Licence

A licence is required for each Programme.

There are two licence options:

- Single site – the programme covers one site. Performance reporting is at programme level. All screens within the system return all patients as a single cohort. Users can search for, view and edit all patients in the database, therefore suitable data sharing agreements need to be in place to allow users to view all patient records.
- Multi-site – the programme is separated into different sites. Performance reporting can be at either programme or site level. All screens within the system can filter patients by site, allowing users to work on a distinct site. Users can still search for, view and edit all patients in the database, therefore suitable data sharing agreements need to be in place to allow users to view all patient records.

Programme performance reports can be run at either Programme or site level.

Users log in and lists return only patients relating to their site.

The licence fee and setup costs relate to the installation and basic customisation of the system and include STCS leading on user acceptance testing and delivery of training (one session in one location).

The Licence gives the purchaser the rights to develop the software, under Licence. Development beyond customisation for local processes must be notified to NuTH (this will be carried out by STCS where we are engaged to develop any changes).

Usage and development are restricted to the management of the Lung Cancer Screening programme – the software must not be adapted for use by any other Health Screening Programme. STCS are happy to discuss any commercial opportunities to adapt the software under further licence.

Costs

Starting from:

Single Site Licence

Licence Cost

Purchase of licence of core product. One-off cost.

Cost: £160k

Initial setup charge

Includes installation of core product on agreed infrastructure and analysis and development of basic localisation requirements. Also includes one training session for users at a single location, and management / sign off of user acceptance testing. Release into live and initial hypercare support for one month following go-live.

Cost: £60,000

Support

Covers ongoing support of system following hypercare period (2 days per month) and analysis, development, system testing and deployment of any standard national programme amendments relating to the monthly reporting dataset. Support SLAs are covered later in this document.

Cost: £3,000 per month

Multi-Site Licence

Licence Cost

Purchase of licence of core product. One-off cost.

Cost: £160k for first site, then £35,000 for each additional site

Initial setup charge

Includes installation of core product on agreed infrastructure and analysis and development of basic localisation requirements. Also includes training of users and management / sign off of user acceptance testing. Release into live and initial hypercare support for one month following go-live.

Cost: £60,000

NB: If additional sites are not added as part of initial purchase, additional setup cost of £30,000 will be added when additional site is rolled-out.

Support

Covers ongoing support of system following hypercare period (2 days per month for first site, 1 day per month for each additional site) and analysis, development, system testing and deployment of any standard national programme amendments relating to the monthly reporting dataset.

Support SLAs are covered later in this document.

Cost: £3,000 per month for first site, then additional £1,000 per month for each additional site

Travel and subsistence

Travel and subsistence are charged at cost per day, per resource. Each installation usually requires the Project Manager and Lead Developer to be on-site for a total of 6 days in total – 1 day for project initiation and 2 days for testing / training.

Further Customisation

Further local enhancements will be charged on a time and materials basis. Requests will be analysed, costed and submitted for approval before the work can be planned into a future release, following our standard Change Management process.

All change requests will cover the analysis, development, testing (system and UAT), training and deployment of each change.

Bespoke and further customisation will be charged at a rate of £750 per day.

Hosting and IT Requirements

The software sits on your network/cloud platform and requires an application server and database server (these can sit together or separately, and we will liaise with your IT team to specify requirements).

You are responsible for hosting the software application on the internal network, and maintaining/supporting the platform, including provision of firewalls, application of security patches, operating system upgrades and on-platform penetration testing.

STCS require access to the servers to install and configure the software, and to investigate any support incidents raised.

Support

In our support contract STCS will provide the following service level during the hours 8-6 Monday to Friday, excluding public holidays.

The response that will be provided to a system failure or incident will be dependent upon the nature of the failure or fault. STCS has defined three levels of priority.

Priority	Criteria
1	The system is not operational or is operational but with critical functionality not available or not working correctly and there is no workaround to the problem.
2	The system is operational and critical functionality is unavailable or not working correctly but there is a workaround to the problem.
3	The system is operational and there are faults but the critical functionality is working correctly.

The responses that STCS would normally provide are as follows:

Priority	Initial Response (max time in working hours)	Action following initial response and target response times
1	2	Allocate a support person to investigate the fault and to work continuously, in working time, until the fault has been identified and fixed. We will keep the client informed about progress at regular intervals.
2	2	Allocate a support person to investigate the fault and to work continuously in working time until the problem has been diagnosed. We will keep the client informed about progress at regular intervals and will endeavour resolve the issue within two working days or to submit a plan for the resolution.
3	4	Will investigate the problem within two working days and discuss the fix with the client representative. Will either implement the fix within 5 working days if that is feasible or agree to implement any change with the next planned release of the system.