

G-Cloud 15 Pricing: Assessment Centre Management System (ACMS)

Service Provider: Open Answers Ltd

Service Type: Lot 2 - Cloud Software (SaaS)

1. Core Infrastructure: Concurrent Session Units (CSU)

The ACMS platform is provisioned based on **Concurrent Session Units (CSU)**. A single CSU represents the high-availability compute and memory overhead required to maintain one live, encrypted, and persistent candidate-assessor data stream within the Multi-AZ VPC environment.

Subscription Tier	CSU Capacity (Simultaneous)	Annual Retainer (Excl. VAT)
Regional Standard	Up to 25 CSUs	£18,450.00
Metropolitan High-Availability	26 – 100 CSUs	£42,900.00
National Sovereign	101 – 500 CSUs	£88,250.00
Enterprise Scalable	> 500 CSUs	By Environment Audit Only

2. Functional Modules & Telemetry

Optional modules to be activated per deployment requirement.

- **The Assessment Matrix Engine:** £4,500 p.a. (Calculates real-time scoring logic across DNA, Fitness, and Roleplay modules).
- **Alsha Virtual Assistant (RAG Implementation):** £5,000 p.a. + £0.05 per 1,000 Tokenised Semantic Requests (TSR).
- **Knox Orchestration Wrap: £50.00** per device/month (Mandatory for managed Samsung Galaxy Tab A9 deployments to ensure version pinning, security hardening, and

E-FOTA governance).

3. Resilient Edge Connectivity (Network-in-a-Box)

For assessment centres requiring a local **Failover Buffer** independent of standard site Wi-Fi.

- **Managed NiB Gateway (Dual-SIM):** £249.00 per month (Utilises industrial-grade hardware with dual-carrier failover).
- **Static Tunnel Orchestration (IPsec/VPN):** £1,100.00 one-off per site (Includes geofencing and AES-256 hardware hardening).

4. Professional Services (SFIA Rate Card)

Services are billed according to the Open Answers "Iterative Prototyping" delivery model.

Resource Class	SFIA Level	UK Day Rate
Enterprise Architect	Level 1	£1,250.00
Senior DevOps Engineer	Level 4	£1,100.00
Senior Software Developer	Level 4	£1,100.00

5. Security & Data Integrity Levies

- **Instant-Wipe Protocol (Military Grade):** £12.00 per candidate (Ensures non-recoverable data scrubbing from local edge nodes post-assessment).
- **Cross-Site State Synchronisation:** Included in Tier 2 and above.

Pricing Factors & Deviations

1. **The Environment Complexity Coefficient (ECC):** Because ACMS manages high-concurrency "assessment days," final pricing is subject to an **ECC Audit**. Factors such as integrated biometric capture or third-party ATS (Applicant Tracking System) API calls may adjust the final CSU requirement.
2. **Public Sector Discount:** A **10% discount** applies to the Core CSU Subscription for eligible public sector bodies and charities.
3. **Minimum Term:** 12 months.