

Video Sessions for Secure Environments- Pricing

1. Overview

Virtual Sessions is Unilink's cloud-hosted video communication service designed to support secure, managed video interactions within custodial and other secure environments.

The service enables scheduled and managed video sessions between approved participants, operating within defined security, monitoring and operational controls. Virtual Sessions is suitable for use across single sites or multi-site estates and integrates with wider operational and case management systems where required.

2. Pricing approach

Virtual Sessions is priced on a per-session basis, determined by the duration of each completed video call. Pricing is published as fixed fees by call duration band, enabling buyers to calculate total costs based on expected usage. The system is configurable so that the fees may be collected from the Buyer, resident or caller.

Optional charges apply to the buyer for the retention of session recordings beyond the standard retention period.

3. Video Session pricing

Session charges (per call)

Call duration (minutes)	Initial call setup fee (£)	Call fee (£)	Total price (£)
0-10	–	£1.61	£1.61
11-20	–	£1.88	£1.88
21-30	–	£2.15	£2.15
31-60	–	£3.24	£3.24
61-90	–	£5.40	£5.40

There is no separate call setup charge. The applicable fee is based solely on the duration of the completed session.

Recording storage pricing

Storage component	Price
Recording storage (per call, per month)	£0.27

The first 14 days of recording storage are included within the standard session charges. Storage charges apply only where recordings are retained beyond this period.

4. Included service and support

Session charges include:

- access to the Virtual Sessions software platform
- secure video session management
- ongoing maintenance and software updates
- application-level support during agreed service hours

Support relates to the operation of the software service. End-user devices and local network connectivity are the responsibility of the contracting authority unless otherwise agreed.

5. Onboarding, configuration and development

Initial onboarding, configuration and any subsequent development or enhancement services are provided as optional services and are priced separately from the software licence.

These services are delivered on a time-and-materials basis using Unilink's published day rates, as set out in the rate card attached to this G-Cloud submission. Buyers can calculate costs by multiplying the applicable day rate by the number of days required.

Onboarding fees for new customers will not exceed £10,000 per site and are calculated solely using the published day rates set out below.

Onboarding, configuration and development day rates

Activity / Role	Day rate (£)
Programme Management	£1,315
Project Management	£1,114
Business Analysis (GAP BA)	£1,114
Site Surveys	£898
Installation	£998
Configuration	£1,098
Software Development	£998
Testing	£998
Training	£1,114

Consultant's Working Day – 7.5 hours exclusive of travel and lunch (our consultants will work a 'professional day' of at least 7.5 hours – hours over 9 hours per day will attract a cost premium of 1.5 times the daily rate as will unsocial hours, Saturdays 1.35 and Sundays 1.5. Partial days will be rounded up to the nearest quarter of a day.

Working Week – Monday to Friday excluding national holidays.

Office Hours - 09:00 – 17:30 Monday to Thursday, 09:00 – 17:00 Friday.

Travel – Travel time is charged at the minimum rate.

Subsistence – Included in day rate for work local to consultant, otherwise charged at £195 + VAT per day (including hotel, food and telephone costs).

Mileage – As above.

Professional Indemnity Insurance – included in day rate

6. Hosting

SafetyNet is provided as a cloud-hosted software service. Hosting and infrastructure required to operate the service are included within the annual software licence fee unless otherwise stated.

All prices exclude VAT.