

Self Service and Custodial Management for Secure Environments- Pricing

1. Overview

Unilink's Self-Service System for Secure Environments provides secure digital services that support resident self-service and staff-led operational processes across prisons, secure hospitals, young offender institutions, and immigration centres. The service is designed to scale across individual establishments or multi-site estates while maintaining a consistent core capability.

2. Pricing approach

Unilink's Self-service with Custodial Management is priced as SaaS with or without cloud hosting. The SaaS rates include comprehensive software support, updates, new releases and functional improvements and the rates for cloud hosting include a fully managed hosting service provision with all the MoJ required security provisions.

The SaaS rates are published on a per-bed, per-year basis enabling buyers to calculate software and hosting costs at the point of award using published framework rates

The overall price is calculated by multiplying the SaaS rate with the operational capacity of the secure environment (measured by number of beds), the functional modules selected (bundles, add-ons), and the deployment model chosen (software only or managed cloud hosting).

The Self-service Modules are bundled into 3 tiers:

1. Self-service – basic: includes up to 6 modules
2. Self-service expanded: includes basic + 4 additional Modules
3. Full self-service: includes all 14 modules

Multi-media/Entertainment Module is priced as an optional Add on

The bundled Self-service package includes also the respective staff facing modules for processing and management (Custodial Management System/Staff Portal)

All prices shown are maximum framework prices. Any discounts offered are applied as reductions from these published rates.

3. Software licence and hosting pricing

Buyers may procure the Self-Service software licence only, or the software licence together with hosting, depending on deployment requirements. The licence fees are payable annually in advance starting with the go-live date.

Self-service Bundles	Operational Capacity - Number of Beds					
	up to 499	500-999	1 to 1,999	2 to 4,999	5 to 10,000	over 10,000
Basic (per bed/year)	£109.50	£105.85	£102.20	£ 98.55	£ 94.90	£ 83.95
Expanded (per bed/year)	£116.80	£113.15	£109.50	£105.85	£ 102.20	£ 91.25
Full (per bed/year)	£131.40	£127.75	£124.10	£120.45	£ 116.80	£ 102.20
Optional Add-on						
Multi-Media/Entertainment (per bed/year)	£ 14.60	£ 14.60	£ 14.60	£ 14.60	£ 14.60	£ 14.60
Cloud Hosting						
Fully managed Service (per bed/year)	£124.10	£124.10	£116.80	£105.85	£ 98.55	£ 73.00

Annual prices are derived directly from the published per-bed, per-day framework rates.

Onboarding and configuration

Initial onboarding and configuration services are provided as an optional, one-off service and are priced separately from the software licence.

Onboarding and configuration are charged on a time-and-materials basis, using the fixed day rates published below. The activities required are agreed with the buyer based on site-specific requirements.

Typical onboarding and configuration takes six to 12 weeks and costs fall in the range of £50,000–£100,000 per site, depending on the complexity of the environment and integration requirements. The total cost of onboarding and configuration will not exceed £100,000 per site, calculated solely using the published day rates.

Onboarding 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

Annual fees are payable annually in advance.

All prices exclude VAT.