

Prisoner Identification Solution - Pricing

1. Overview

Unilink's Prisoner Identification Solution provides biometric-enabled cloud software to support reliable identification of individuals within custodial environments. The service supports identity verification during key operational processes such as reception into custody and release and integrates with wider operational and case management systems. It is designed for consistent deployment across single establishments or multi-site estates.

2. Pricing approach

Unilink's Prisoner Identification Solution modular and 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) and the deployment model chosen (software only or managed cloud hosting).

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 select the deployment model required for their operational needs. The total annual software licence fee is calculated by multiplying the number of beds by the applicable per-bed rate. The Software licence start date is the system go-live date and is payable annually in advance.

Prisoner Identification	Operational Capacity - Number of Beds					
	up to 999	1 to 1,999	2 to 4,999	5 to 14,999	15 to 30,000	over 30,000
SaaS licence (per bed per year)	£ 12.78	£ 11.79	£ 10.95	£ 9.13	£ 6.94	£ 4.75
Cloud Hosting						
Fully managed Service (per bed per year)	£ 36.50	£ 32.85	£ 29.20	£ 21.90	£ 14.60	£ 6.02

Annual prices are derived directly from the published per-bed, per-day framework rates and are provided for indicative comparison only.

Annual fees are payable annually in advance.

4. Onboarding and configuration

Initial onboarding and configuration are provided as a one-off service and are priced separately from the software licence.

Onboarding activities include configuration of the software, integration with agreed interfaces, user and role setup, training, and installation and setup of biometric hardware used in conjunction with the software.

Physical works, including structured cabling or building works, are excluded from onboarding and, where required, are provided outside of the G-Cloud software licence.

Typical implementation for this service is approximately 4–10 weeks, depending on deployment model, number of sites, and estate readiness.

On-premises deployment

Unit	Fixed price
Per site	£2,196

Cloud-hosted deployment

Cloud onboarding is priced on a per-site basis, with the applicable rate determined by the total number of sites included in the deployment.

Number of sites	Fixed price per site
1–10 sites	£3,394
10–20 sites	£2,196
21+ sites	£1,647

5. Hardware supply

The Prisoner Identification Solution operates in conjunction with biometric hardware that is essential to the operation of the service. This hardware is supplied by Unilink as part of the overall solution and is incidental to the cloud software service.

Hardware supply is not priced as a standalone item within the G-Cloud software licence.

Illustrative hardware configurations

The configurations below are illustrative examples of typical deployments and are provided to support buyer understanding. They are not exhaustive, and configurations may vary depending on local operational requirements.

- Configuration A – On-premises deployment: Idemia biometric capture devices and camera, local processing components, operator workstations, and backup device.
- Configuration B – Cloud-hosted deployment: Idemia biometric capture devices and camera local operator workstations supporting a centrally hosted service.
- Configuration C – Enhanced biometric capture: Includes Idemia contactless fingerprint reader, camera alongside standard capture and workstation components.

Hardware is not included in the software licence pricing shown above. Where requested, Unilink can supply hardware as an ancillary element to the service, priced separately and outside of the G-Cloud software licence.

6. Annual hardware support and maintenance

Where hardware is used as part of the service, annual support and maintenance services may be provided. These services relate to the support of hardware assets only and do not include the supply of hardware.

Hardware support and maintenance

The Prisoner Identification Solution operates in conjunction with biometric hardware that is essential to the operation of the service. Ongoing support and maintenance of this hardware is required and is provided as a service element under the G-Cloud contract.

Hardware support services include fault management, maintenance coordination, and operational support for supported devices supplied by Unilink. Hardware support pricing relates to **support services only** and does not constitute the sale of goods.

Annual hardware support pricing (per site)

Hardware support option	Description	Annual support fee (£ / site)
Configuration A – On-premises deployment	Support for biometric devices and associated on-site components	£1,363
Configuration B – Cloud-hosted deployment	Support for biometric devices and local components supporting a cloud-hosted service	£1,265
Configuration C – Enhanced biometric capture	Support for deployments including contactless fingerprint readers	£1,380

All prices exclude VAT.