

SafetyNet – Collaborative Offender Case Management Tool- Pricing

1. Overview

SafetyNet is Unilink's cloud-hosted case management solution designed to support partnership working across policing, local authorities and other justice and community safety organisations.

The service provides a secure platform for recording, managing and sharing case information relating to offenders, victims, vulnerable individuals and locations. It supports structured workflows, tasking and review processes, and enables authorised users to coordinate interventions and monitor outcomes.

SafetyNet includes mapping and reporting capabilities to support visibility of activity across people and places. The service is delivered as a cloud-based application, accessible via standard web browsers, and can be configured to align with local operating models and governance arrangements.

2. Pricing approach

SafetyNet is priced as a single annual software licence based on the number of concurrent users, tiered into small, medium and large, providing access to the full application for the duration of the contract. Pricing is published as a fixed annual fee, enabling buyers to calculate total costs at the point of award.

Optional configuration, enhancement and development services are available on a time-and-materials basis using Unilink's published day rates.

3. Software licence pricing

The annual licence fee includes access to the SafetyNet application, ongoing maintenance, software updates and application-level support during agreed service hours.

SafetyNet	Concurrent Users					
	SMALL		MEDIUM		LARGE	
Concurrent Users	up to 30	30 - 90	up to 120	120 - 180	up to 200	over 200
Total Annual licence	£ 14,000	£22,000	£ 28,000	£ 34,000	£ 38,000	£46,000

4. Included service and support

The annual software licence includes:

- access to the SafetyNet application
- ongoing maintenance and software updates
- application-level support during agreed service hours
- security updates and compliance with relevant standards

Support relates to the operation of the software service itself. End-user devices, local infrastructure and operational processes remain the responsibility of the customer 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.

Typical activities may include:

- configuration of workflows and data structures
- reporting configuration
- integration with agreed systems
- enhancement or extension of existing functionality

Onboarding fees for new customers will not exceed £25,000 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 annual fees are payable annually in advance.

All prices exclude VAT.