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Crown Commercial Services

Pricing – Liberty Create

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1 Liberty Create

Liberty Create is offered on a per-annum subscription basis with the annual service fee being divided into Bands.

In addition to the service fee, there is a charge for the relevant size of hosting environment (Hosting Class) if larger than the environment included. The Class is based on the amount of infrastructure that will be required for a specific customer's Liberty Create service.

1.1 Liberty Create annual service fee

Table 11111 – Pricing for Liberty Create by Band/Users (per annum)

Subscription Band	No. full users	No. logins per month	Annual Service Fee
Band 1	50	1,000	£55,000
Band 2	100	2,000	£90,000
Band 3	150	3,000	£120,000
Band 4	200	4,000	£145,000
Band 5	250	5,000	£170,000
Additional Capacity			
Top-up above Band 5	50	1,000	£25,000

Hosting Class 1 with 100GB storage is provided as standard.

2 Additional services and options

2.1 Hosting Class

All agreements have a Hosting Class associated with them. This is the size of the hosting infrastructure and technical environment that has been allocated to the Customer's Liberty Create platform.

Table 22222 - Hosting Classes and associated storage pricing

Hosting Class Specification	Class 1	Class 2	Class 3	Class 4	Class 4.5	Class 5
vCPUs	2	4	8	16	32	48
RAM GB	16	32	64	128	256	256
Base storage GB	100	100	100	100	100	100
Base data transfer rate TB (per annum)	5	5	5	5	5	5

All Classes include 5TB of data transfer, and a primary and failover VPN end point into two different availability zones.

2.1.1 Hosting Class options

Customers can also at any time in their contract purchase additional storage, data transfer or VPNs for any of their platforms.

Table 33333 - Hosting Class additional options pricing (per annum)

Item	Per	Fee (per annum)
Additional EC2 storage	100GB	£1,020
Additional S3 ¹ Storage	100GB	£240
Additional data transfer	2TB	£300
Additional VPN	VPN	£700

2.1.2 Hosting Class upgrade

Customers can at the start or any point during the contract, choose to purchase an upgrade of their platform to a higher Hosting Class by paying an additional annual fee as outlined below.

Table 44444 - Hosting Class upgrade options pricing (per annum)

Fee (per annum)		To				
From		Class 2	Class 3	Class 4	Class 4.5	Class 5
	Class 1	£816	£3,900	£10,320	£25,080	£34,200
	Class 2	n/a	£3,084	£9,504	£24,264	£33,384
	Class 3	n/a	n/a	£6,420	£21,180	£30,300
	Class 4	n/a	n/a	n/a	£14,760	£23,880
	Class 4.5	n/a	n/a	n/a	n/a	£9,120

¹ S3 storage is provided with 5 million put/get data requests as a fair usage limit. Netcall reserve the right to charge for excessive usage over this limit at £10 per additional 1 million requests



2.2 Vouchers and Overuse

2.2.1 Login top-up Voucher

Login top-up Vouchers are required if a customer exceeds the monthly Login allowance. The packs are charged as a single fee and the volume purchased is available for the duration of the agreement term.

Table 55555 - Login Voucher price (one-off)

Item	Logins included	Price (one-off)
Login top-up Voucher	12,000	£12,000

2.2.2 Storage Overuse

If a customer has overused their included, or purchased storage allowance, Netcall reserves the right to charge for that excess storage based on the rates below.

Table 66666 - Storage Overuse price (one-off)

Item	Per	Price (per month)
EC2 Storage overuse	1GB	£1.10
S3 Storage overuse	1GB	£0.30

2.3 SMS Capability

Netcall can provide an SMS solution on request. Pricing will be dependent upon volume and destination, and is available on request.

2.4 OPA (On-Premise Adaptor) licence fee

Supplied for an annual subscription fee, OPA is a .NET Core Web API that allows pre-configured SQL functions to be securely published within a Customer network for access by a hosted Liberty Create service.

Table 77777 - Pricing for the On-premise Adapter (OPA) (per annum)

Item	Price (per annum)
OPA	£10,008

3 Liberty AI

Liberty Create comes with several AI-powered features, which are continually being expanded and enhanced. The current capabilities include automated correction and expanding of text, sentiment analysis, text summarisation and keyword extraction. Liberty AI is charged via AI Units, the number of AI Units consumed will depend on the task being carried out. AI units can be purchased as a monthly committed allowance, or as a standalone allocation from which Liberty Create will draw down.

Table 88888 - Liberty AI Units (per annum)

Item	Units included	Price (per annum)
Liberty AI Units	250,000 per month	£5,700

Table 99999 - Liberty AI Units Voucher (per item)

Item	Units included	Price (per item)
Liberty AI Unit Voucher	250,000	£575

3.1 Liberty AI Overuse

If a customer has overused their included, or purchased AI allowance, Netcall reserves the right to charge for that excess storage based on the rates below.

Table 1010101010 - Liberty AI Overuse price (per item)

Item	Price (per item)
Liberty AI Unit Overuse	£0.0029

4 Delivery Services

Netcall provides Professional Service resources to support the delivery of Liberty Create application build projects. The number and type of resources varies according to the scope of the project, the technology being deployed, the setup and configuration requirements and whether the Customer, Netcall or a Partner is leading the project.

For all projects there is a minimum requirement of Onboarding services plus Create Essentials Level 1 training for at least one User employee.

Table 1111111111 - Pricing for Create Training (per delegate)

Item	Price (per delegate)
Create Essentials Level 1	£2,385
Create Essentials Level 2	£1,590

The services are described in the Liberty Create Service Description. All Services are charged as per the SFIA Rate Card in section 8.

5 Support Services

Support and Maintenance Services only covers the standard Cloud Hosted solution and do not cover customer created applications (including applications built by Netcall on customer's behalf) and/or customer's own technology and/or internal infrastructure, nor does it provide free training and/or provide consulting on customer created applications (including applications built by Netcall on customer's behalf) and /or content such as views, reports, configurations and/or third-party technologies and/or services.

6 Discounts

Pricing and the discounts outlined in this document apply to a 12-month term and for individual solutions only.

We recognise that while many customers share similar requirements, each organisation also has unique needs. Netcall can offer discounts based on volumes, multi-year and/or multi-solution agreements. With this in mind, Netcall is open to discussing additional discounts for multi-solution packages or extended-term agreements.

7 Term

The initial agreement term for all markets is 12 months.

7.1 Indexation

With effect from the end of the initial term any extension options in the call-off agreement will be subject to an increase in price equal to the previous month's 12 months' rate for the retail prices index ("**RPI**") plus 2%.

8 Skills for the Information Age (SFIA) rate card

Table 1212121212 - Professional Services day rates based on the SFIA grades

GC15 SFIA Rates	Strategy and architecture	Change and transformation	Development and implementation	Delivery and operation	People and skills	Relationships and engagement
1. Follow	£780	£780	£780	£780	£780	£780
2. Assist	£950	£950	£950	£950	£950	£950
3. Apply	£1,140	£1,140	£1,140	£1,140	£1,140	£1,140
4. Enable	£1,340	£1,340	£1,340	£1,340	£1,340	£1,340
5. Ensure, advise	£1,480	£1,480	£1,480	£1,480	£1,480	£1,480
6. Initiate, influence	£1,785	£1,785	£1,785	£1,785	£1,785	£1,785
7. Set strategy, inspire, mobilise	£1,940	£1,940	£1,940	£1,940	£1,940	£1,940

8.1 Standards for consultancy day rate cards

Netcall's standards are based on the following definitions, but may be subject to change in line with scope of individual call-off agreements.

- Consultant's working day: 7.5 hours exclusive of travel and lunch
- Working week: Monday to Friday excluding national holidays
- Office hours: 9:00am to 5:30pm Monday to Friday
- Travel, mileage subsistence: Excluded, billed at cost
- Work outside of standard hours may be subject to additional charges.

9 Contact

Should further information be required, please contact:
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