

PRICING DOCUMENT

G-Cloud 15 Lot 2

SUBMITTED BY

NORTH HIGHLAND®

10 Bloomsbury Way, Holborn, London,
WC1A 2SL

www.northhighland.com

PRICING

The pricing for our services under Lot 2 are shown in the breakdown below.

NH360 SPM MONTHLY BASE LICENSE SUBSCRIPTION

ISO Monthly Base Subscription	£4,742 per month
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NH360 SPM Monthly User Subscription

Strategy Execution Capabilities Only	
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Portfolio / PMO Manager Monthly Subscription	£46 per month
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Programme / Product / Project Manager Monthly Subscription	£33 per month
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Resource Manager / Finance Analyst Monthly Subscription	£25 per month
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View Only Monthly Subscription	£10 per month
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Timesheet User Monthly Subscription	£7 per month
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Business & Enterprise Architecture Capabilities Only	
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Full Architect Monthly Subscription	£160 per month
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Content Editor Monthly Subscription	£78 per month
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View Only Monthly Subscription	£37 per month
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NH360 PORTFOLIO INSIGHTS MONTHLY BASE LICENSE SUBSCRIPTION

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| - ISO Monthly Base Subscription | £4,472 per month |
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NH360 Portfolio Insights Monthly User Subscription

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| - Portfolio / PMO Manager Monthly Subscription | £46 per month |
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| - Programme / Product / Project Manager Monthly Subscription | £33 per month |
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| - Resource Manager / Finance Analyst Monthly Subscription | £25 per month |
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| - View Only Monthly Subscription | £10 per month |
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| - Timesheet User Monthly Subscription | £7 per month |
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NH360 ENTERPRISE CONNECT MONTHLY BASE LICENSE SUBSCRIPTION

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| - ISO Monthly Base Subscription | £3,536 per month |
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NH360 Enterprise Connect Monthly User Subscription

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| - Full Architect Monthly Subscription | £160 per month |
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| - Content Editor Monthly Subscription | £78 per month |
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| - View Only Monthly Subscription | £37 per month |
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LICENSING MODEL

Licensing for North Highland's NH360 services is provided on three metrics:

1. **Hosting fees.** There is a base cost for NH360 Azure ISO hosting.
2. **Users.** NH360 has several types of user licenses (as described in detail below, and in summary here):
 - Portfolio Managers
 - Product, Program, Project Managers
 - Resource Managers, Financial Analysts, or Team Members
 - View Only
 - Time Sheets
3. **Connectors.** Integrate NH360 using a library of out-of-the-box connectors. We include 2 connectors with NH360 base installation, and additional connectors can be licensed. There is no licensing fee for custom developed connectors.

To make it easy to control your licenses, the number of purchased licenses are made available on the NH360 site and they can be allocated by the customer either manually to individual users or automatically when new users are added to specific security groups. The overall number of available vs. allocated licenses is always available to the customer to see and track.

USER ROLES AND LICENSING

Access to the information in NH360 can be provided directly through full licensing or through view-only licensing, depending on each user's role. NH360's licensing reflects the following roles:

1. **Portfolio / PMO Manager (or Enterprise PMO / EPMO):** People who assess ideas, develop the proposal models, shepherd proposals and entities through the lifecycle, do scenario analysis, and report on the progress. The Project Management Office sometimes also fulfills part of the role of the Strategy Team. Along with those roles, the PMO helps project managers with standards and watches over the teams to help drive successful planning and completion of projects. The team may include a variety of support personnel who reside in other departments but help with tracking projects (e.g., Accounting). These people use the NH360 solutions and reports. In addition, the following types of people require a Portfolio Management license:

- Administrators – These people configure and manage the system.
 - Executives – This group of people includes the executives (senior directors, programme sponsors, etc.) who are responsible for delivering business strategies. If these people want to be hands-on with the system to use the NH360 Portfolio Insights solution for example doing analysis with the Strategy Hub and doing interactive scenario planning with the Portfolio Manager and Resource Plans, they will require a Portfolio Management license (please see alternative read-only option below).
 - Strategy Director/Team – This group of people are responsible for shepherding strategic plans and executives to drive top-down ideation, selection, and planning of programs and projects. They – along with various PMO teams – may also surface visibility to reports that help the executive team make decisions. This team may also include a variety of support personnel who reside in other departments but help with planning (e.g., Technical Architect). These people use all elements of the Portfolio Insights solution. Additionally Business and Technical Architects may also use 360 Enterprise Connect.
2. **Project, Product, Programme Manager:** People who do the detailed planning and manage the execution of the Programs/Initiatives/Projects/Epics (and other similar entities). They assign their team members to various tasks or work items, and track the status of work progress, costs, risks, issues, actions, decisions, and create status reports including narratives. These people use the NH360 Portfolio Insights solution including the Cost Manager, Resource Manager, and the PM Toolbox.
 3. **Resource Manager, Financial Analyst:** This type of license covers two user communities:
 - Resource Managers – These people have teams of people who participate in projects, and they may review their assignments and approve them to be on projects. To do this, they use the NH360 Portfolio Insights Resource Manager, the Roadmap Manager, and other related components, and reports.
 - Financial Analysts – These people may be part of the finance/accounting team, and be assigned to assisting with portfolio and project management budget preparation and cost tracking. They are typically interested in financial progress on programs and projects, and in reporting and tracking the budgets, forecasts, actuals, and variance for entities.
 4. **Ideation, Roadmaps and Reports Viewer only:** This type of license can cover several user communities:
 - Idea Entries – People who contribute ideas to the system in the Ideas Hub (e.g., anyone in the organisation who needs access to the “electronic suggestion box”).

In some organisations this may be “anyone” in the enterprise, in others this may be restricted to a set of gate keepers who can enter the idea as an entity in NH360 Portfolio Insights and start it on its journey.

- **Roadmaps & Reports Viewer** – These “read only” licenses provide access to people who need to view the Roadmaps and Reports. Executives often fall into this category. Executives have teams of people who are engaged on their programs and projects and on cross-functional projects that are owned by others. They need visibility to strategies, proposals, programs, projects, resources, progress, costs, risks, status, and other metrics that will help them make decisions with good information, fast. Typical titles in this space include COO, CIO, CFO, CPO, CSO (and relevant VP and Director titles as well). These people use the NH360 Portfolio Insights solution – and particularly the Roadmap Manager and related dashboards and reports.
5. **Time Control:** People working on projects/epics who need to report their time. These people are part of teams and do work on tasks to help the team complete the project. They require licensing for the AWM tool used to plan and execute their project so that they can see what work they are assigned (e.g., Microsoft Project Online, Jira, Azure DevOps). There may be overlap with some of these people and some of the others above (e.g., a team member may need a Project Manager NH360 Portfolio Insights license, as well as a Time Control license). Users who need a Time Control license might include your Program, Product, & Project Managers (who do use NH360 Portfolio Insights) and the remaining project team members who typically do not use NH360 Portfolio Insights. However, your organisation requires a centralised and standard time tracking system, and these team members require licensing to NH360 TimeControl for entering timesheets.

EXPENSES

Any specific travel or accommodation expenses required to provide this service are not included in the costs shown above. These expenses could include:

- Hotel expenses;
- Petrol expenses;
- Train ticket expenses;
- Taxi expenses;
- Evening meals when out of town.

However, we do not charge expenses for travel to and from sites within the M25.

VOLUME DISCOUNTING

Our pricing proposal includes an additional initiative for volume discounting. This is a financial incentive that provides discounted rates for buyers purchasing larger quantities of services. When a buyer purchases high volumes and the threshold is reached, subsequent purchases will be discounted accordingly. We are willing to offer volume discounts for larger teams, longer term projects or where multiple services are bought by the same client, but these will be discussed on a case by case basis.

ABOUT NORTH HIGHLAND

North Highland is a leading change and transformation consultancy, helping organisations transform with people at the heart of every decision. Our talented teams partner with clients to navigate their most complex, high-priority, and urgent challenges. With every engagement, we make change happen, helping organisations across the public sector transform.

We support clients as they improve efficiency and productivity, modernise data and technology, and build and advance new capabilities that fuel growth and competitive differentiation. We also implement, manage and drive adoption of it all, ensuring successful translation of strategy to day-to-day operations.

North Highland offers an unblemished record of delivering leading expertise across industries, as shown by the numerous awards and accolades we have received in recent years from Forrester, Gartner, ALM and other highly regarded organisations. Firmwide, 94% of North Highland's business is with repeat clients – a testament to the high quality of our services.

ORDERING, INVOICING & TERMINATION

Our Master Services Agreement (MSA) contains our standard terms, and we start work when we have a Statement of Work signed by both parties, on a mutually acceptable date. Invoicing is monthly in arrears, unless agreed otherwise and either party may terminate a Statement of Work or the MSA in accordance with the usual terms set out in the MSA.

GET IN TOUCH



We have a frameworks office that monitors correspondence for G-Cloud opportunities.

They can be reached directly at nhuk.frameworks@northhighland.com



You can reach us on the phone at **+44.020.7081.2544**

Please ask for the Strategic Proposals Team who will be able to deal with your enquiry directly or put you in touch with the right person to discuss your requirements.



Write, or come and visit us at our London office:

**10 Bloomsbury Way, Holborn,
London, WC1A 2SL**