

	Crown Commercial Service G-Cloud 15 Reference Number RM 1557.15	Supporting Documentation
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ELECTRONIC CIVIL AND BUSINESS REGISTRY PLATFORM (ECBRP) PRICING DOCUMENT

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1 Introduction

EUROPEAN DYNAMICS (<https://www.eurodyn.com>) is a leading European Information and Communication Technologies (ICT) service provider and software developer. Through its interaction with organisations and institutions across Europe and its involvement in a significant number of large-scale projects in the domain of civil and business registries it has gained significant experience that enabled the company to be placed strategically in this field by offering customisation and hosting services for tailor-made electronic Civil and Business Registry Platform (eCBRP) solutions.

2 Description of Service

The offered Service aims at providing tailor-made solutions in the area of public registries covering the hosting, implementation and customisation/configuration activities using widely accepted tools for delivering solutions that will meet the client-specific requirements.

Depending on each client's needs the Company selects the underlying module characteristics that will be utilised in order to achieve, through the implementation of external custom-made applications or through the parameterisation/configuration of the main engine, the desired electronic registries and associated functional features. The Company's experience and the expertise of the employed human capital, consisting of engineers with significant experience in the field of customisation of the most well-known rules engines, allows opting for the best available solution per-case.

3 Pricing

3.1 At a glance

EUROPEAN DYNAMICS (ED) offers the eCBRP service through a pricing scheme covering the diverse client needs regardless of their size. For ED, each client is treated as an individual Customer with individual needs that can be accommodated per their specific requirements.

ED offers the Service as an "enterprise" licence, i.e. there is no restriction in the number of users or the number of procedures to be run through the system. Furthermore, ED offers value-added services that can complement the offered functionality. Such services include:

- **Help Desk:** First and second level helpdesk services (3rd level helpdesk services are provided as part of all service packages at no additional charge).
- **Training:** Different training packages can be designed tailored to the Customer training needs (in terms of trainees, training sessions, curriculum, etc.) We also offers "Train the trainer" sessions.
- **Customised data extraction:** Customers wishing to extract their data set in specialised format can benefit of this service, which must be ordered separately.

3.2 Licence and Service Costs

Table 1: Licence and Service Costs

<i>Service Code and Title</i>	<i>Service Description</i>	<i>Price</i>
eCBRP-EL-SAAS eCBRP Enterprise Licence	Annual Licence and hosting for the eCBRP service for unlimited users.	£50,000 (annual)
eCBRP-SETUP System Setup	Basic System Configuration which includes the following tasks and services: - Set up of full managed hosting of the service on fault tolerant servers in our ISO27001:2013-certified data centre. - Kick-off meeting to agree on Customer's branding, minor configurations/adaptations and templates. - Implementation and testing of branding, minor configurations/adaptations and templates.	£15,000 (one off)
eCBRP-CONF	Basic configurations including the generation of one registry and associated services and involving up to 100 person-days of effort. Additional effort compensation shall be subject to agreement with the customer.	£50,000 (one off)
TRAIN-OS Training (on-site)	Training provided at premises of the customer. Maximum attendance is 10 staff members.	£1,500 (per day)
TRAIN-RM Training (remote)	Training provided over the web. Attendees can participate from their desktop using the internet and a telephone line.	£1,000 (per day)
TRAIN-COACH Remote coaching	Training and coaching by a consultant to assist the user step-by-step until the user fulfils his/her task.	£60 (per hour)
SUPP-B User Support - Bronze	Help desk services to users via email/phone up to 60 minutes per month by one agent including time to investigate issue and report back.	Included in licence
SUPP-S User Support - Silver	Help desk services to users via email/phone up to 300 minutes per month by one agent including time to investigate issue and report back.	£240 (per month)
SUPP-G User Support - Gold	Help desk services to users via email/phone up to 600 minutes per month by one agent including time to investigate issue and report back.	£540 (per month)
SUPP-AH User Support – Ad hoc	Additional support for users who are already receiving Bronze/Silver/Gold help desk support and need additional support on an ad-hoc basis.	£65 (per hour)

Notes:

1. eCBRP-EL-SAAS includes Help Desk. One (1) agent may serve the incoming requests during working hours and days.
2. eCBRP-EL-SAAS includes online manuals and self-guided tutorials.
3. For configuration/adaptation services beyond MS-SETUP, the Service Provider in cooperation with the Customer shall determine which tasks need to be implemented and shall provide a quotation based on the Daily Rates of the G-Cloud Framework presented in the Supplier's ADS service (G-Cloud 15: Cloud Support) and copied below. These services may include additional onboarding activities, data migration, integration with third-party systems, etc.

Terms and conditions for the provision of such services have been presented in detail in the Service Description Document for the ADS service offered by the Service Provider.

All prices are expressed in sterling and are exclusive of any VAT that may apply.

Rate Card

<i>Profile</i>	<i>Junior</i>	<i>Intermediate</i>	<i>Senior</i>
Delivery Manager	450	500	550
Business Analyst	395	450	500
Technical Architect	395	450	500
Developer	300	350	395
Tester	250	300	350
DevOps Engineer	320	380	420

Standards for Consultancy Day Rate cards

- Consultant's working day: 8 hours exclusive of travel and lunch.
- Working week: Monday to Friday excluding national holidays
- Office hours: 09:00 – 17:00 Monday to Friday
- Location: ED's premises
- Professional indemnity insurance: included in day rate.
- For work to be performed at the Buyer's premises, a surcharge of £150.00 per day shall apply.

END OF DOCUMENT