

	Crown Commercial Service G-Cloud 15 Reference Number RM 1557.15	Supporting Documentation
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RISK MANAGEMENT SYSTEM **PRICING DOCUMENT**

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1 Introduction

The Risk Management System (RMS) is a flexible tool enabling public authorities to implement a systematic process to stimulate compliance and prevent (and/or treat) the risk of non-compliance, including risk of fraud, the risk of insolvency by the citizens and any other risk which appears to threaten the authority's objectives.

RMS serves currently the needs of Customs and Taxation authorities and is available in different customised versions, to meet the needs of a wide range of Public Authorities (e.g. Social Security authorities) that deal with the public and seek actively for compliance and risk management.

The Customs' flavour of RMS (RMS Customs) is fully aware of the Customs business domain and is fully compliant with the EU Risk Management Framework requirements. Similarly, the Taxation flavour of RMS (RMS Taxation) is aware of the basic Taxation and Revenue entities and concepts.

With its unique approach to Tax Authority operations, RMS covers all the major business processes and business flows. It allows, but does not enforce, a common harmonised model for risk management and compliance processes of a Taxation authority; it supports the decision making process and can be integrated seamlessly with external case management systems.

More specifically the RMS Taxation tool:

- enables a common harmonised model for risk management and compliance processes of a Taxation authority;
- identifies tax returns that justify further investigation;
- integrates into the Taxation business flow;
- supports the decision making process of Tax authorities;
- can be Integrated directly with any CMS (Case Management System); and
- provides flexible facilities for specifying the necessary measures to limit the likelihood of risk occurring (formal risk criteria, random selection and weight-based selection of taxpayers)

RMS Taxation provides Tax authorities with strategies and structures that ensure that non-compliance is kept to the minimum possible. RMS enables Tax authorities to detect high-risk taxpayers' behaviours. It also provides valuable data to Tax Analysts to assist them in further investigate their cases.

2 Description of Service

Highlights of the RMS tool are presented below.

- **General-purpose module:** It is available customised for a wide array of business domains. Among other things, RMS is currently customised for the Customs and Taxation business domains.
- **Accountability:** Full version control of results, risk criteria, information sources and operator actions, including manual overriding of auto results.
- **Monitoring and auditing of actions:** The user is able to manage the result sets produced from the automatic evaluation. The performed actions are captured and audited into the system.
- **Traceability:** RMS is able to verify the history, location, or application of an item by means of providing documented recorded identification.
- **User-defined risk criteria drive in risk control indicators.**
- **Multiple risk analysis execution schedules.**

3 Pricing

3.1 At a glance

EUROPEAN DYNAMICS (ED) offers the Risk Management System (RMS) services in a pricing scheme that covers the diverse needs of Authorities regardless of their size.

For ED, each authority is treated as an individual Customer with individual needs that can be accommodated per their specific requirements.

ED offers the Service as a "basic" platform licence, while the final service cost depends on the number of vertical applications deployed, number of users and transactions.

ED offers value-added services that can complement the offered functionality:

- **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.) ED also offers “Train the trainer” sessions where trainees are provided with training on RMS training.
- **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

<i>Service Code and Title</i>	<i>Service Description</i>	<i>Price</i>
RMS-PL-SAAS RMS basic Platform Licence	Annual Licence for the RMS Application. It includes • Includes full managed hosting of the service on fault tolerant servers in an ISO27001-certified data centre. • Defect Fixing	£144,000 (annual)
RMS-ADAPT-SAAS	One-off cost for customisation of the RMS application to the exact client requirements and business domain.	Per Case
TRAIN-OS Training (on-site)	Training provided at premises of the customer. Maximum attendance is 10 staff members.	£2,200 (per day)
TRAIN-RM Training (remote)	Training provided over the web. Attendees can participate from their desktop using the internet and a telephone line.	£800 (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.	£90 (per hour)
SUPP-B User Support - Bronze	Help desk services to users via email/phone up to 60 minutes per month including time to investigate issue and report back.	Included in the licence fee
SUPP-S User Support - Silver	Help desk services to users via email/phone up to 300 minutes per month including time to investigate issue and report back.	£240 (per month)

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<i>Service Code and Title</i>	<i>Service Description</i>	<i>Price</i>
SUPP-G User Support - Gold	Help desk services to users via email/phone up to 600 minutes per month 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. RMS-PL-SAAS includes Help Desk services for up to 60 minutes per month for trained users (09:00 to 17:00 during week days; extended hours can be supported).
2. RMS-PL-SAAS includes on line manuals and self-guided tutorials.
3. For the configuration/adaptation services (RMS-ADAPT-SAAS), we determine in cooperation with the Customer which tasks need to be implemented and provide a quotation based on the daily rates of the G-Cloud Framework presented in our ADS service (G-Cloud 15 Lot 3: 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 of our ADS service.

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

Rules for consultancy daily 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: Service Provider'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