



G-Cloud 15

Customer Journey : Bookings and Queues

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Customer Journey: Bookings and Queues

SaaS Fee

- Annual Fee
- **£12,800 for 1 instance**
 - **£24,000 for 2 instances**
 - **£36,000 for 3 instances or more**

One off Implementation Fee

Implementation Cost for Module - **£8,000**

Optional Extras	Costs
Addition for Internal Rooms for appointments extension	£5,000 pa
SMS Gov notify	£1,500
SMS integration other suppliers	£3,500 to £5,000 depending on functionality
CRM integration	£5,000 to £8,000 depending on functionality
Gov Pay, Sum Up and Fat Zebra Payment Integration	£2,000
Payments integration other suppliers	£5,000 to £8,000 depending on functionality
Finance integration (including invoice integration)	£8,000
Exchange (Outlook) integration	£5,000 to £8,000 depending on functionality
APP interface	£2,500 pa
Azure AD integration	Included

Other integrations based on new suppliers of third party functions or alternate needs are available either through Zipporah open API's or based on Zipporah day rates.

Optional Support Extensions

Bronze Support Extension	£5,000 pa
Benefits from our standard level support with a bespoke number of additional days available for system administration and configuration, training and advice.	
Silver Support Extension	£7,500 pa
Benefits from Bronze level support with further number of bespoke days available for system administration and configuration, training and advice. Extended support and release availability.	
Gold Support Extension	£10,000 pa
Benefits from Silver level support with further number of bespoke days available for system administration and configuration, training and advice. Extended support and release availability. Reduction in day rates for further work.	

Implementation day rate

Implementation Training	- £1,000
Configuration Day Rate	- £1,000
Project Manager Rate	- £1,000
Technical Implementation Specialist	- £1,250