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LINKSPACE FOR PROFESSIONAL STANDARDS (PRICING)

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Pricing

1.1 INTRODUCTION

We aim to keep the pricing for LinkSpace for Professional Standards simple, transparent and flexible. Subscription and implementation costs are detailed below. All prices exclude VAT.

1.2 WHAT'S INCLUDED

LinkSpace for Professional Standards is provided as a comprehensive hosted service, with standard UK cloud hosting, maintenance, software updates, monitoring, backups and technical support included within the subscription price.

The service also includes agreed changes to workflows, forms, fields, permissions and reporting requirements as operational needs evolve.

Specialist consultancy, complex data migration, additional training and bespoke development falling outside the standard service scope are available at an additional cost, subject to agreement with the customer.

Full details of the service, including functionality, hosting, security, support and onboarding arrangements, are provided in the accompanying *LinkSpace for Professional Standards Service Definition*.

1.3 MODULES

LinkSpace for Professional Standards comprises four dedicated modules: Complaints and Misconduct; Anti-Corruption and Intelligence; Vetting; and Legal.

Each module can operate independently or alongside other modules within a common platform. Organisations can adopt the modules relevant to their operational requirements.

Each deployment consists of one base system, which includes one module. Additional modules can be purchased as required.

Further information about the modules and their capabilities is provided in the accompanying Service Definition.

1.4 PRICING - SOFTWARE SUBSCRIPTION

Subscription costs for LinkSpace for Professional Standards are based on the number of modules selected and the number of named users required, as detailed in the table below. Each subscription includes the standard hosting, maintenance and support services outlined in Section 1.2.

Description	Named users	Monthly price	Notes
Base system and one module (required)	5	£3,000	All deployments/systems must contain at least one base system which includes one module.
Each additional module (optional)	5	£3,000	Each additional module of: Complaints and Misconduct; Anti-Corruption and Intelligence; Vetting; and Legal.
Additional 10 user licence pack per module	10	£2,100	User licence packs must be purchased for all modules.
Additional 50 user licence pack per module	50	£4,080	User licence packs must be purchased for all modules.
Additional 150 user licence pack per module	150	£8,100	User licence packs must be purchased for all modules.
Additional 500 user licence pack per module	500	£23,500	User licence packs must be purchased for all modules.
Occasional users (restricted access)	See notes	£0	Included at no additional charge for authorised personnel to record and submit complaints or referrals directly to PSD.

Occasional Users

Free occasional-user access is available for authorised personnel, such as Contact Management Centre (CMC) call handlers and police enquiry desk staff, who need to record and submit complaints or referrals directly to Professional Standards Departments (PSD).

This functionality is optional and can be enabled in accordance with each organisation's operational requirements, security policies and access-control arrangements. Access is restricted to designated submission functions, without providing visibility of wider PSD casework.

Further information about controlled user access and direct complaint and referral submissions is provided in the accompanying *LinkSpace for Professional Standards Service Definition*.

1.5 PRICING - IMPLEMENTATION

Ctrl O provides implementation services covering initial system setup, configuration, data migration, testing, training and deployment. The fixed implementation charge includes the standard onboarding and deployment activities outlined in Section 9.1 of the accompanying *LinkSpace for Professional Standards Service Definition*.

More complex data migration, specialist business analysis, bespoke development and additional training falling outside the standard implementation scope are available at an additional cost.

Description	Price	Notes
Initial implementation	£28,000	Includes standard onboarding, configuration, data migration, testing and agreed training. See Section 9.1 of the accompanying Service Definition for full details.

1.6 SUBSCRIPTION LENGTH, ADVANCE PURCHASE AND TERMINATION

A 30-day free trial is available, and there are no termination charges for standard subscriptions. Customers may terminate standard subscriptions without cause by providing 30 days' notice. Subject to these provisions, Ctrl O recommends a contract term of the maximum duration permitted under the framework.

Subscription charges are normally invoiced monthly in arrears, with payment due within 30 days. Alternatively, customers committing to a 12-month subscription term can receive a 5% discount when paying the full annual subscription in advance.

Discounted subscriptions are subject to a minimum 12-month commitment and cannot be terminated for convenience before the end of the agreed contractual period. Advance subscription payments are non-refundable.

1.7 CUSTOMER CLOUD HOSTING OPTIONS

Standard UK cloud hosting through ServerHouse is included within the LinkSpace for Professional Standards subscription.

Where customers require alternative hosting arrangements, including customer-selected cloud infrastructure or on-premises deployment, Ctrl O can support these environments for an additional £1,150 per month. This charge covers Ctrl O's support for the alternative hosting arrangement and excludes the cost of the hosting infrastructure, which remains the customer's responsibility.

Any additional on-site support or bespoke development falling outside the standard service scope will be charged separately in accordance with the applicable cloud support and consultancy services (Lot 3) daily rates, as detailed in the *Consultancy in Support of Ctrl O Products* pricing document.

1.8 OTHER CHARGES

There are no additional charges for standard use of LinkSpace for Professional Standards, including storage utilisation, hosting, maintenance and technical support within the agreed service scope.

Specialist consultancy, complex data migration, additional training and bespoke development falling outside the standard service scope are available at an additional cost, subject to agreement with the customer.

Additional consultancy and cloud support services are available from Ctrl O under the relevant G-Cloud framework services. Please refer to *Consultancy in Support of Ctrl O Products* on the Digital Marketplace for further information.

1.9 VALIDITY

The prices detailed in this document are valid for the duration of the G-Cloud 15 framework and for contracts awarded under that framework, subject to the applicable framework and contractual terms.

1.10 CLARIFICATION

For further information or clarification regarding pricing, licensing or service arrangements, please contact Ctrl O on +44 (0)20 3474 1200 or email info@ctrlo.com.