

G-Cloud 15 – RM1557.15

Lot 2b – Software as a Service

OPTIK (Police Mobility Solution)

Pricing Document

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Validity

This proposal and all information contained within are valid for a period of 180 days from January 30, 2026.

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Pricing Approach

New Customer

Options Available	Description	License Per User Per Month	One Off Cost	Total Price Per Annum
<u>Option 1</u> Comprehensive Mobile Data Solution	To provide 'Comprehensive Solution' based on Force premise/ in-house hosting and shared support service delivered from HCLTech's offices. Please refer to the listing in the Service Definition Document for the applications available.	£29.00	Implementation Charge £150,000.00	£150,000.00 Implementation Charge – One Off (spread across the duration of the contract) + £348.00 per user per annum
Example	To deliver the full service from initial discussion, through design, implementation, testing and acceptance to go live with a standard delivery period of 12 weeks.	Example for 1,000 users and £29.00 per user per month. = £29,000.00 per month		£150,000.00 Implementation Charge – One Off (spread across the duration of the contract) + £348,000.00 per annum
<u>Option 2</u> Single Module	For point applications, such as (Police national Computer [PNC], Crime, Command & Control, etc.)	£15.00 per user per month	£150,000.00 Implementation Charge	£150,000.00 Implementation Charge – One Off (spread across the duration of contract) + £180.00 per User per annum
<u>Option 3</u> Scaled Down Users	Any 4 Modules Please refer to the listing in the Service Definition Document for all applications available.	£22.00	£150,000.00 Implementation Charge	£150,000.00 Implementation Charge – One Off (spread across the duration of the contract) + £264.00 per user per annum for four modules

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Existing Customer

Options Available	Description	License Per User Per Month	Migration Cost	Total Price Per Annum
Option 1 Comprehensive Mobile Data Solution	To provide 'Comprehensive Solution' based on Force premise/ in-house hosting and shared support service delivered from the HCLTech offices. See listing in the Service Definition Document for the applications available.	£15.00 (Minimum User Base = 2000)	Not Applicable	£180.00 per user per annum.
Example	To deliver the full service from initial discussion, through design, implementation, testing and acceptance to go live with a standard delivery period of 12 weeks.	Example for 2,000 users and £15.00 per user per month. = £30,000.00 per month		£360,000.00 per annum for 2,000 users.
Option 2 Scaled Down Users	The following option is available to customers who are already using the HCLTech OPTIK service and need a reduced scope of services - (any four modules) for additional new users.	£13.00 GBP (For a minimum of 1,000 users)	Not Applicable	£161.00 per user per annum
Example	To deliver the services to a reduced scope of modules with a minimum of four modules in scope.	Example for 1,000 users and £13.00 per user per month. = £13,000.00 per month		£156,000.00 per annum

Note: Biometric, Force Control Centre (FCC) and Tasking & Briefing solutions are described with separate Service Definition Documents and Pricing Models in G-Cloud. Hence, these are not part of above options available (option 1 and 2).

Additional modules can be added to all the above options as per the table below:

Description	One Off Implementation Fees	Support Fees per Annum
New Module	£50,000.00	£30,000.00

One Time License Model:

This is applicable for a single force or group of forces where the total license requirement is more than 5,000 users. These licenses will be valid for the life of the contract. One off implementation fee will remain the same as described above. There will be annual support fees applicable in this model.

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For 5,000 users and above

Options	One-time License Fees	Annual Support Fees
Full bundle as per the Service Definition Document	-	£450,000
Additional module not part of standard package	-	Additional £30,000 per module

For 10,000 users and above

Options	One-time License Fees	Annual Support Fees
Full Bundle as per the Service Definition Document	-	£700,000
Additional module not part of standard package	-	Additional £30,000 per module

For any user count between 5,000 and 10,000 or beyond 10,000, a step-up fee of £100,000 for license and £50,000 for annual support will be applicable per 1,000 users.

Note: Step fee can be waived by HCLTech on its sole discretion based on volumes and individual cases.

Rate Card

Refer to the file titled "CCS - G-Cloud 15 - Lot 2 - Cloud Software - Rate Card - HCL Biometric Solution.docx"

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
- **Travel and Subsistence** – Included in day rate within M25. Payable at department's standard Travel and Subsistence rates outside M25.
- **Mileage** – As above
- **Professional Indemnity Insurance** – included in day rate.

Volume Discounts

Volume Discount: New Customer

Volume discount is applicable if the service has more than 2,000 officers onboard and will be applicable for all the options (1, 2 and 3) as given above. This is only applicable on the license cost. One off implementation fee will remain the same as described in the options above.

This will be applicable to any new forces joining in as given below:

Options	User Based License Fees
1,000 and above	0%
2,000 and above	15%
3,000 and above	20%
4,000 and above	25%
5,000 and above	30%
6,000 and above	35%
7,000 and above	40%

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Options	User Based License Fees
10,000 and above	50%

Volume Discount: Existing Customer

Volume Discount is applicable if the service has more than 4,000 officers onboard. This is only applicable on the license cost. One off Implementation fees will remain the same.

This will be applicable to existing forces joining in as given below:

Options	User Based License Fees
Up to 4,000	0%
5,000 and above	20%
6,000 and above	30%
7,000 and above	45%

Notes: Not applicable for scaled down users.

Additional Items

Additional Services: New & Existing Customer

Additional Services	Tailored Service	
Dedicated Force Based Support	HCLTech can provide - where needed - in-house expertise to support the solution on a daily basis.	Per Annum £120,000
Professional Services	Web Service Definition, Bespoke Training Modules and User Group Programs, etc. can be provided on a 'Day Rate' basis.	Please see professional rate table provided.

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Exclusions

Listed below are services that are out of scope of the contract terms – On Premises Services.

- Infrastructure and associated infrastructure support
- Remote connectivity to enable shared support
- Network support
- 3rd party software licences
- External system connectivity

Out of scope of the contract terms for both – On Premises and SaaS Services.

- Firewall settings for associated ports of external systems for all the environments, e.g. test, training and live, etc.
- Webservice schema for external systems to retrieve details for different business processes.

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