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# PRICING SCHEDULE OCTANE

Software as a Service

# OCTANE PRICING MODEL

## Project Pricing Model

Pricing for OCTANE-based platform implementations is a function of a few main factors:

- **Licences:** A licence-cost for users of the software platform
- **Managed Service Maintenance and Support:** A base fixed maintenance and support cost for each “Managed Service” platform instance
- **Implementation and Configuration Services:** Implementation and configuration/customisation costs depending on the scope and requirements of the client
- **Infrastructure:** The platform can run on client’s existing cloud accounts (private, hybrid, etc.) or IBB can fully manage the platform as SaaS with a separate infrastructure cost established based upon requisite SLAs, load and performance requirements, data retention requirements, etc. with actual costs charged back to the client at the prevailing chosen cloud vendor rate

These pricing components above are listed separately as our clients use the flexible OCTANE platform in various ways and not all require all of the services listed above. Our clients have also asked for more transparency on cost-breakdowns, although this is typically not our preference for Software-as-a-Service offerings.

For established OCTANE instances with large numbers of users an alternative, all-inclusive flat-rate licence price per user can be offered subject to minimum spend as detailed below.

This option is also available for multi-tenant “Community Cloud” instances, such as dedicated law enforcement, criminal justice, transport, or education sector instances of OCTANE. In these platforms with multiple organisations purchasing licences to the same shared instance, a separate licence cost schedule is provided below.

### Base index prices

All prices in this document are printed below at the base rate for the first financial year of the respective G-Cloud iteration. Due to the high-inflation environment, G-Cloud framework lifecycle timescales (requiring price publication far before Call-Offs get issued), and G-Cloud framework rules it is necessary for us to state upfront how prices will evolve over the potential maximum life of the G-Cloud framework to provide clarity for G-Cloud Buyers. See the Price Review section below for appropriate adjustments according to the period in question. Price reviews will be built into Call-Offs to facilitate and make these adjustments should high-inflation persist.

### Licence Costs

#### *OCTANE Full Platform Suite Licences*

The full OCTANE Platform Suite includes a range of components for all data integration, processing and reporting requirements as well as process automation.

The full *Standard* licence costs per-user is the cost for the software (and is in addition to the fixed baseline maintenance and support cost for the managed platform service) and is tiered as below:

- £50.00 per user per month for the first 100 users
- £45.00 per user per month for users 101-1000
- £40.00 per user per month for users 1001-10000
- £30.00 per user per month for users 10001+

We have a minimum of 50 full *Standard* user licences and a minimum initial duration of 12 months.

Subsequent licences can be purchased on an ad hoc basis according to the appropriate tier on a *pro rata* duration until the rollover anniversary, such that all licences on an instance have the same reporting period. All licences required to be renewed at the anniversary must be renewed for another full annual period; it is not possible to purchase or renew licences for less than a year except in *pro rata* additions of new users licences within the pricing period for an existing implementation.

A 10% discount is offered for annual licences paid for in advance, otherwise licences must be paid for on a monthly basis in arrears.

### **Licence Types**

The *Standard* licence users will have no restrictions on modules accessible or permissions assigned within the application from a licensing perspective. Client administrators are still free to define limitations of access to users within their organisation, across data sets or functionality.

Licences required by the IB Boost team to carry out maintenance and support activities, or for client personnel for basic administrative-only password-resetting tasks (if required), are granted free of charge.

Single-function users (for example, read-only access to only one dataset) with limited rights can be customised during the implementation phase. These users can use a single *Limited* licence at a 50% discount to the above rates (this discount is only for *Limited* licences beyond the first thousand users). The definition of access and configuration of this access is subject to the service charge rate card defined below.

### **Definition of a Licenced User**

User counts are determined by the number of unique Active Users in the production system at any time during the Pricing Period. The standard "Pricing Period" is a calendar month although it can be the monthly anniversary of a given renewal date in some circumstances.

An "Active User" is any user on the OCTANE instance that is not deleted or marked as inactive or suspended for the entirety of the relevant pricing period (one month). Active Users are those that have an account, that is, at any time during the Pricing Period, not in a suspended or deleted state, whether or not the account is used during the Pricing Period.

For clarity, licences are needed for any unique user that is active in the system at any point during the calendar month whilst allocated a valid licence, but a particular user does not have to be allocated a particular licence (i.e. licences are not named by individual).

User Administration rights are granted to the client's nominated users to manage the Active Users in any Pricing Period.

Users are granted access to the system by being members of Groups within the platform that grant roles and permissions that correspond with a particular licence type (e.g. *Standard* or a *Limited* type).

Users "consume" a licence relating to the most permissive group they are a member of at any time during the Pricing Period. For example, a user that is granted access to a *Limited* licence type user Group for 20 days in a month, that is then added to a *Standard* licence type Group for the remaining 10 days, will be deemed to have consumed a *Standard* licence type for that Pricing Period.

Licence counts will be determined in arrears of each month, with the application generating a count of all users that had been enabled at any stage during the Pricing Period.

Robotic Process Automation, browser automation, AI-driven automation and other automation may not be used without prior agreement and may not be used to reduce required licence quantities or numbers. Use of such systems voids any guarantees, warranty or liability for such use and may be broken or fail to work

correctly at any time due to their lack of formal correctness and observability, for which the Buyer carries all responsibility and Supplier has no liability whatsoever.

Use of Robotic Process Automation, AI-driven automation or APIs may be permitted by mutual agreement subject to clear agreement on cost, scope and usage. Where usage of such technology reduces the number of human operators that would otherwise need a valid License to use the system, Buyer warrants to purchase and maintain sufficient API-specific Limited licences to cover 50% of the number of users in the upstream system(s) used by human operators to enter data where said users are not also active licenced users in the OCTANE system. Buyer must provide regular and accurate reporting of numbers of human users in each period in these upstream usage of API or other automation system in order for correct charges to be applied for these licences.

### ***OCTANE Robotic Process Automation and Automated Testing Licences***

A subset of the OCTANE platform is used specifically for RPA and testing automation use cases that are more limited in scope and configuration requirements of the central server platform. In these use cases the “ORQA” robotic agent and design workbench is used to design and configure new process automations, either for RPA purposes or for automated testing.

A centralised OCTANE server is used to coordinate server-side agents running jobs centrally or on behalf of users, though the ORQA tool can be used in a standalone fashion as well (for example, on a user’s desktop; so-called RDA use cases).

Licence packages for the ORQA robots and workbench include an automation-focussed OCTANE implementation that can be run on an IBB-hosted cloud platform or other designated client-controlled cloud hosting platform. Licences for ORQA robots are valid for both cloud and on-premise use in connection with the cloud-hosted server.

Licences are based on concurrent usage in a “checkout” model, meaning a licence is allocated to a designated user or machine until usage is stopped and it is released back into the pool managed in the central server. Allocations using a licence are counted in each payment period (i.e. the calendar month).

| Maximum Concurrent Licences | Cost (Annual) |
|-----------------------------|---------------|
| 10                          | £30,000       |
| 25                          | £55,000       |
| 50                          | £90,000       |
| 100                         | £165,000      |
| 250                         | £275,000      |
| 1,000                       | £550,000      |
| 10,000                      | £1,800,000    |

All licences beyond 1,000 users can be purchased in blocks of 100 users at a per-user cost of £550 annually.

All licences beyond 10,000 users can be purchased in blocks of 1000 users at a per-user cost of £200 annually.

Note these licences do not have any entitlement to use OCTANE platform capabilities not strictly related to process and testing automation functionality, such as the business intelligence modules.

Proof-of-concept projects where process automation implementation services are also purchased may be entitled to have additional licences granted for trial purposes for new teams in the organisation up to the amount spent on services, subject to purchase of a minimum package of 10 licences at the rates above.

## **Managed Service Maintenance and Support Costs**

Our support, maintenance and licensing package has a baseline figure needed to maintain the application along with the per-user variable licence and support component.

The baseline maintenance and support package is £8,000 per month and includes:

- dedicated IBB-managed cloud infrastructure account
- second- and third-line support and triage with client first-line support (where applicable)
- entitlement to security patches and upgrades
- dedicated account manager
- support by phone, email and (where required) on-site
- 24/7 escalations
- SLAs for service operation and issue/ticket response and handling
- remotely-provided services; a maximum of 3 days' on-site support included, where strictly required

This cost excludes costs of infrastructure, which are to be determined alongside scope and performance requirements of each project.

Above 500 users, maintenance and support services for Software-as-a-Service style hosting and operation is 25% of the total monthly licence cost, per month. Above 10,000 users the monthly cost is 25% of the total monthly cost of the first 10,000 users and 15% of the cost for user counts above 10,000.

Extensions to these service level responsibilities can be priced upon request based on the SFIA rate card for the respective support costs.

## **Implementation and Configuration Service Costs**

Any customisation or configuration beyond the above will be charged as per our SFIA rate card (reproduced at the bottom of this document), or a predetermined fixed price depending on scope (calculated on a mutually-agreed estimate of days of effort including any potential contingency).

All projects and on-boarding of teams and organisations will require implementation of the client's data models, integration points, forms and workflows and the extent of this varies significantly between projects.

In particular, migration activities, data cleansing, integration with existing client networks, systems, commissioned security testing, accreditation, training, etc. will be charged at these rates according to the schedule agreed.

### ***Exit Plans and related Services***

All services provided under Exit plans (for off-boarding, data export, and any handover to other suppliers or client staff, including training and any documentation they may require) is exclusively charged at SFIA rate card rates.

All Buyers acknowledge and accept that in order to reduce implementation and on-going service costs, the additional work required to complete any exit or off-boarding is not completed upfront and the Supplier is entitled to charge for all efforts expended in such a process, including in creating documentation for how the system works or has been customised to meet Buyer-specific requirements.

Accordingly, creation of a dump of data storage from the respective OCTANE platform in compliance with the documented data structure, and delivery via a Buyer-nominated secure destination, is deemed a

sufficient default exit plan in relation to the data contained therein and sufficient to discharge requirements relating to creation of an Exit plan.

By default, the exit plan shall be for the Supplier to:

1. Creates RDBMS-compatible database dumps for the production environment, which include all in-scope data on the respective platform;
2. Create tar/zip archives of all customer-specific auxiliary systems within the infrastructure provider account containing canonical data used to manage the application environments technically;
3. Create tar/zip archives of the Git repositories stored within the infrastructure provider tenancy;
4. Encrypt these archives with an encryption key, with the decryption key to be provided to Buyer-specified staff via a mechanism to be confirmed in writing no less than ten (10) business days prior to Ending;
5. Transfer these archives to a Buyer-specified technical destination that is accessible via the current infrastructure provider and according to a security protocol to be confirmed by the Buyer not less than ten (10) days prior to Ending of the Call-Off Contract. Such transfers shall be made not greater than five (5) days after Ending of the Call-Off Contract, subject to Buyer-specification being made of the technical destination and access to the Supplier being granted on the timelines stated herein;
6. In the case where the Buyer is the Lead Organisation for a System used by other entities and Supplier has engaged with these entities at Buyer request in bilateral arrangements (whether under this Framework or other contractual mechanism), the Buyer warrants to procure written agreement from all such parties not less than ten (10) days prior to Ending confirming the Ending of Services and Buyer shall be responsible for onwards delivery of any data to such entities based upon the archives delivered as described herein;
7. Where no licence is retained by other Parties on the System to utilise the buyer data after the Buyers exit, the Supplier will retain archival copies of these transfers on the infrastructure provider account for not longer than ninety (90) days, solely for the purpose of being able to re-deliver or to restore services, before final, irrevocable and permanent deletion, with the System-dedicated infrastructure provider account tenancy deleted within thirty (30) days following this final deletion.

As specific exit plan instructions would change according to usage of the Services over time, the state of the data and system usage, and the target system(s) for the relevant data and services, due to the unique configuration of Supplier's solution to Buyer requirements within the Service software platform, Parties agree and acknowledge that, for the purpose of the exit plan requirements at clauses 21.3 to 21.8 of the Call-Off Contract, the above provisions in this Offboarding section shall constitute the additional exit plan requirements and shall be the Buyer's sole exit plan.

Following termination or expiry of this Call-Off Contract and a written request from the Buyer to the Supplier, the Supplier is able to provide the above services to support the Buyer in transitioning from the Supplier's cloud service.

No claim or offer is made into any rights, information, descriptions, or documentation regarding Supplier Intellectual Property Rights for OCTANE or any other Supplier software in these Services.

## Infrastructure Costs

As the OCTANE solution can run on any cloud infrastructure platform (or on-premise though these are out of the scope of this Framework Agreement) and requirements vary according to such variables as load, performance, numbers of users, SLAs, preferred IaaS vendor, etc. this will change depending on platform use cases.

Costs depend on units of performance required. A standard performance unit is for a mix of up to 500 users (peak load 50 concurrent over any typical hour) with 99% uptime SLA in high-availability mode, geographically-replication data persistence and several pre-live and development environments costs are £5,000 per month.

For user counts up to 500 the infrastructure costs for Software-as-a-Service-style hosting and operation is the greater of 25% of the total monthly licence cost, per month, and the baseline £5,000 per month. For user counts above 500 the cost is 25% of the first 500 users and 10% of the total user licence cost for users above 500.

This pricing is based on Azure or AWS hosting. Other hosting may require additional configuration services with effort to be quoted on the respective SFIA Rate Card rates.

The minimal performance units permissible for a standalone, dedicated OCTANE instance are 0.25 for non-replicated, production-only instances with no redundancy for up to 10 concurrent users.

A client-controlled or delegated cloud account can be used with a 20% service charge for IBB services on actual spend, whether or not the infrastructure is paid for directly by the client or procured through another G-Cloud service. This covers the on-going optimisations, management, and security of the cloud account (whether delegated or IBB-controlled) and is separate from the standard support and maintenance. Where separate charges for actuals are not available, 20% of the standard infrastructure rates according to licensed user numbers as calculated above will be charged for infrastructure management.

## **Multi-tenancy “Community Cloud” Implementations**

OCTANE is also used as a centralised data hub for various organisations with common or overlapping interests and provides a secure, multi-tenanted model where various organisations can procure licences to access an OCTANE platform instance under a shared infrastructure model.

In these implementations an Organisation is defined as a collection of users that have their own data schema within the OCTANE platform (that may be shared with other Organisations) and administrative rights for users under their control. Each Organisation will need to have a separate purchase order line item, but they may be generated by the same legal entity and even under the same G-Cloud Call-Off agreement.

Each OCTANE platform will have a defined “Lead Organisation” (a G-Cloud Buyer, whether public entity or a procurement vehicle or a committee) that ultimately controls the functional scope and delegates authority for use of the OCTANE instance to other Organisations within the platform and data security models are agreed with all parties. Ultimately the client authority for all customisations or changes must have approval from the lead Organisation.

There is a minimum overall spend of £15,000 per month across all Organisations on the platform to be eligible for the “Community Cloud” pricing.

In such a model, subject to a minimum overall spend, flat-rate per-user costs have been established to allow transparent and predictable distribution of costs across separate legal entities that may be subject

to different financial constraints. This covers both the application licences, the cloud infrastructure costs, and support and maintenance services that scale with the number of users.

These include all service-wide discounts for volume to the non-community cloud rates described above, with the discount applied to all entities on the respective Community Cloud platform for the given financial year.

### **Organisation Licence Plan**

Organisations may choose either an Annual or Pay-as-you-Go licence plan and can opt for an all-inclusive licence cost that includes all user licences, support and maintenance and infrastructure costs. These costs do not include configuration and customisation or analyst-type services, including data migration, on-boarding and training costs.

New Organisations can be added subject to minimum monthly spends per Organisation according to a Licence Plan. Annual licences, per above, must again be paid for in advance on an annual basis (or part thereof to the anniversary date), while PAYG licences will be paid monthly in arrears.

#### ***Annual Licence Plan***

|                                       |                                                |
|---------------------------------------|------------------------------------------------|
| Minimum Organisation Licence Spend:   | £2,000 per month (any combination of licences) |
| User Licence Type - <i>Standard</i> : | £32.00 per licence per month                   |
| User Licence Type - <i>Limited</i> :  | £20.00 per licence per month                   |

#### ***PAYG (Pay-as-you-go) Licence Plan***

|                                       |                                                   |
|---------------------------------------|---------------------------------------------------|
| Minimum Organisation Licence Spend:   | £1,000.00 per month (any combination of licences) |
| User Licence Type - <i>Standard</i> : | £45.00 per licence per month                      |
| User Licence Type - <i>Limited</i> :  | £25.00 per licence per month                      |

All Organisations must follow the same anniversary date for licences. Note again prices above are subject to an overall minimum spend of £12,000 per month across all Organisations on the OCTANE instance.

Should Organisations cease to use OCTANE in a Community Cloud implementation or licence numbers be reduced in a renewal anniversary, the Lead Organisation will be responsible for ensuring the minimum expenditure thresholds shall be met, otherwise the pricing model will revert to the standard pricing model from the first Pricing Period where the minimum thresholds are not met.

APIs may be enabled on a per Organisation basis for Organisations with more than £10,000 a month spend, at Supplier discretion, and subject to mutual agreement with the respective Lead Organisation. API enablement in a Community Cloud implementation costs an additional £1,000 per Organisation per month, for which read-only access to limited data is included. Development, extension and maintenance of APIs for customised data schemas within an implementation may have additional cost based on projected effort. APIs with write access must have each request tied to a validly-licensed individual human-user account in the implementation. Where APIs are used to write or modify data entered by individual humans in upstream systems, said users must have valid active licenced accounts in the Community Cloud implementation, or else API-specific Limited licences are required for 50% of the number of users in the upstream system(s) used by human operators where said users are not active licenced users in the Community Cloud implementation.

## Trial Licences

Limited duration trial licences are available for new users, or groups of users, or users of new functionality in existing system instances.

Call-Off Contracts with price review mechanisms may offer trial licences to help offset increases in prices due to inflation-linked changes for organisations with previous G-Cloud iteration Call-Offs at lower prices, or for organisations joining a Community Cloud platform instance.

Trial licences of APIs at no additional cost may be granted through mutual agreement. These are time-limited and no offer for continued usage at the trial price beyond the current financial year or licence period is made or implied.

## Multi-Entity Enterprise Licences

Dedicated OCTANE Community Cloud implementations are available for multi-entity usage under an Enterprise licence with the following features:

- Unlimited licences of all types across all Organisations (capped by cost level chosen)
- Unlimited Organisations and data boundaries (capped by cost level chosen)
- Unlimited storage and usage (capped by cost level chosen)
- All module access, including APIs and ORQA RPA modules
- Included integration services with entity services, such as Identity Providers (capped limits)
- All infrastructure costs included
- Dedicated 24/7 service team
- Dedicated account/project management
- Included allowance for continual improvement, onboarding, configuration and customisation services (capped limits)
- Dedicated development, test and training environments (capped limits)
- Billing flexibility allocating cost over multiple legal entities

These all-inclusive licences for an implementation are available for £4 million per annum for a minimum of three years at capped levels of usage based on our standard Community Cloud implementation plan subject to service review. Customisable pricing levels are available through other frameworks or by adding additional services priced according to the rates described herein.

## Price Reviews and Inflation

All costs in this document will increase according to the respective appropriate inflation indexed amount each year from the first renewal anniversary (1st April) after the base index reference data.

The base index reference date for inflation is January 1st 2026.

Supplier will give Buyer two months' notice, by January 31st before the annual renewal date of 1st April of any inflation-indexed price increases due for the next annual period for any licences that have not already been prepaid.

The increase in a per-licence cost is calculated for transparency as a per-licence increase that will follow, but be capped at, the CPIH Annual Rate for the preceding 12 months (from January to December) as of the latest available statistics published by the UK ONS (currently available here <https://www.ons.gov.uk/economy/inflationandpriceindices/timeseries/l55o/mm23>).

Supplier reserves the right to elect not to increase prices following the published inflation rate, at their discretion, such price reviews being permitted in G-Cloud terms and to be incorporated into Call-Offs. Price reviews shall also include inflation-tied increases should the respective index rate exceed 10% in a period.

The below rates for each period shall be considered the effective multiple for all non-SFIA rate card prices in this document, for the financial years starting April 1st of each period.

- 2026-27: 1.00x (Base rate)
- 2027-28: 1.05x
- 2028-29: 1.10x
- 2029-30: 1.15x
- 2030-31: 1.20x

Such inflation adjustments will not be needed if the respective inflation index rate compared to the base rate is less than 5%.

Supplier reserves the right to forego the inflation increases for existing usage, and to calculate this foregone increase, will grant a limited set of trial licences without additional cost for existing System licenced organisations with licences from previous periods (whether under this or another G-Cloud Call-Off Contract) for one or more subsequent annual periods, to mitigate inflation effects for long-term users (the "Price Protection Scheme") with the number of licences granted free (the "Price Protection Scheme Licence Allowance") being the nearest integer quantity for each licence type to bring the total cost to an effective per-licence cost nearest to the actual per-licence cost (after discounts) from the previous period or G-Cloud iteration.

### Example calculation

For example 100 licences @ £55pppm with a Call-Off date of 01/02/2025 would cost £5500 per month until 31st March 2025. If the CPIH index between 01/01/2024 and 01/01/2025 has grown more than 5% those same licences purchased on 01/09/2025 would be subject to the 1.05x multiple, so would be £57.75pppm so a total cost of £5775 per month until 31st March 2026.

In the case the respective index grew less than 5% no adjustment would be necessary, however in the subsequent year (01/04/26 - 31/03/27) the CPIH inflation index at 01/01/2026 is again compared to the rate at 01/01/2024 since no adjustment was made in the 25/26 financial year.



## SFIA Rate Card

|                           | Strategy & Architecture | Business Change | Solution Development & Implementation | Service Management | Procurement & Management Support | Client Interface |
|---------------------------|-------------------------|-----------------|---------------------------------------|--------------------|----------------------------------|------------------|
| 1. Follow                 | N/A                     | N/A             | £550                                  | £550               | N/A                              | £550             |
| 2. Assist                 | N/A                     | N/A             | £600                                  | £600               | £600                             | £600             |
| 3. Apply                  | N/A                     | N/A             | £675                                  | £675               | £675                             | £675             |
| 4. Enable                 | £750                    | £750            | £750                                  | £750               | £750                             | £750             |
| 5. Ensure / Advise        | £800                    | £800            | £800                                  | £800               | £800                             | £800             |
| 6. Initiate / Influence   | £900                    | £900            | £900                                  | £900               | £900                             | £900             |
| 7. Set Strategy / Inspire | £1000                   | £1000           | £1000                                 | £1000              | £1000                            | £1000            |

## Standards for Consultancy Day Rate Cards

*Consultant's Working Day* – 8 hours exclusive of travel and lunch

*Working Week* – Monday to Friday excluding UK 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 T&S rates outside M25

*Mileage* – As above

*Professional Indemnity Insurance* – Included in day rate