



# Premise Assurance Solution

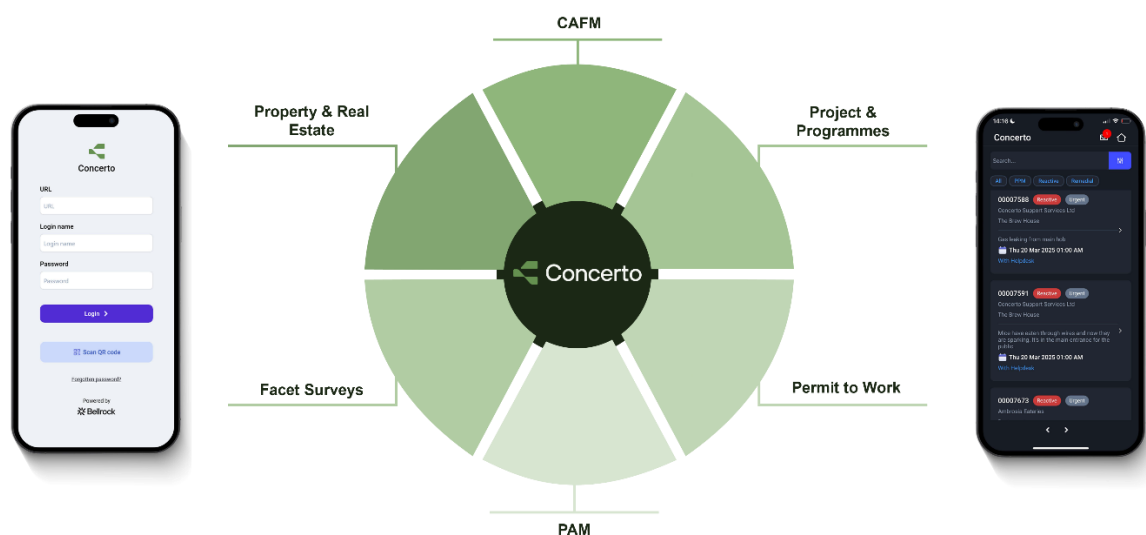
## Pricing

G-Cloud 15 Lot: Lot 2b – Software as a Service (SaaS)

## Solution overview

Concerto is a highly configurable Integrated Workplace Management Solution (IWMS), which helps organisations stay compliant, reduce commercial risk and manage property performance across the entire asset lifecycle journey. It manages all aspects of land and property information and associated processes, allowing organisations to standardise processes, enhance real-time reporting and drive automation across its estate. Our platform delivers modular features across maintenance, asset management, compliance, and project management, supporting organisations in their operational and strategic goals.

Concerto Integrated Workplace Management Solution (IWMS)



Concerto's Premises Assurance Model (PAM) module provides a structured, auditable framework for managing premises-level assurance across complex estates. It enables organisations to assess, evidence and report on compliance with safety, governance and operational standards at site level, supporting consistent assurance across diverse property portfolios. The module supports configurable assurance themes, scoring models and evidence requirements, with workflow-driven actions to manage gaps, risks and improvement plans. Integrated reporting provides clear visibility of assurance status, trends and exceptions, supporting internal governance, regulatory reporting and executive oversight.

Concerto's PAM module can be supplied as a standalone product or as part of our wider IWMS.

## Key features in scope – Premises Assurance Model

### Premises Assurance Model

Re-configurable PAM framework

Rapid setup and configuration

NHS-tested PAM model

Management dashboards

Self-assessment capability

Asset and compliance data integration

Government FM Maturity Framework alignment

Optional Concerto IWMS integration

Configurable PAM question sets and scoring models

Role-based access and assurance ownership

Evidence capture and document linking

Action tracking and improvement planning

Historical assurance trend analysis

Version control for PAM frameworks

Audit-ready reporting and exports

Workflow-driven review and sign off

## Premise Assurance Solution Pricing

Concerto offers a clear and simple pricing structure, which suits both large and small estates, providing great value for money.

The annual licensing subscription fees applicable to the Concerto solution are set out in the table below.

The applicable annual subscription fee is determined by the pricing band corresponding to the Call-Off Contract Start Date, as stated in the Order Form, and applies for the duration of that Call-Off Contract unless varied by mutual agreement in accordance with the Call-Off change control process, and includes standard support services relating to the operation of the solution, including break/fix support, together with access to updates and upgrades to the licensed solution areas as they are made generally available.

| <b>Subscription</b>                                                          | <b>Annual Licensing Subscription</b>      |
|------------------------------------------------------------------------------|-------------------------------------------|
| Premise Assurance Solution<br>(Unlimited users within a single organisation) | £5,000                                    |
|                                                                              | <b>Set up/Training/Data Migration Fee</b> |
| Set up/Training/Data Migration                                               | £3,600                                    |

## Optional Bolt-Ons

### Additional Application Add-Ons

The following additional add-ons may be procured as part of the Call-Off Contract. The applicable annual fee is determined by the solution size selected at Call-Off, as stated in the Order Form, and applies for the duration of that Call-Off Contract unless varied by mutual agreement in accordance with the Call-Off change control process.

| Add-On                                                                                   | Annual Fee |
|------------------------------------------------------------------------------------------|------------|
| Single Sign On (per identity per annum)                                                  | £5,000     |
| Customer Bespoke Domain, using client-managed DNS with supplier-hosted SSL certification | £3,000     |

## Professional Services

Concerto software implementations vary significantly in scope, scale, and complexity depending on the Buyer's starting position, data landscape, and operational requirements.

Professional services effort is therefore not fixed and is informed by factors including, but not limited to:

- The volume, structure, and quality of existing data
- The number and type of legacy systems being replaced or consolidated
- The need for data cleansing, transformation, and validation
- The number of modules and functional areas in scope
- The complexity of organisational structures, estates, and asset hierarchies
- The level of configuration required to align with Buyer processes
- The number and type of users requiring training
- Integration requirements with third-party systems

For example, Buyers may range from operating a single spreadsheet-based asset register to managing multiple legacy platforms with overlapping and inconsistent datasets. These differences materially affect the level of professional services required.

Professional services days are therefore estimated based on the agreed scope at the point of procurement and refined through mobilisation and discovery activities in accordance with the Call-Off change control process.

## Professional services delivery roles

Delivery of professional services for Concerto CAFM/IWMS implementations involve a combination of specialist roles, selected based on the scope, scale, and complexity of the project.

The roles commonly involved may include:

### Lead Consultant

Supports overall delivery leadership for the implementation, including coordination of configuration activities, facilitation and chairing of workshops and working sessions, and acting as the primary functional point of contact.

### Data Analyst

Supports the definition and execution of the data transition approach, including analysis of source data, mapping to the Concerto data model, validation of migrated data, and support for data quality activities.

### Consultants

Support the Lead Consultant with configuration and delivery activities. Consultants may provide subject matter expertise in specific functional areas and may lead defined workstreams within the overall implementation.

### Project Manager

Supports day-to-day project management support, including coordination of activities, governance reporting, progress tracking, risk and issue management, and facilitation of agreed review and status meetings.

### Database Administrator

Supports the setup and configuration of production and non-production database environments in line with the agreed technical architecture.

### Platform Engineer

Supports the setup and configuration of production and non-production application environments, including web application deployment and environment readiness activities.

### Integration Engineer

Supports the technical scoping and design of integrations with third-party software or hardware systems, including interface design considerations and coordination of integration activities.

### Product Manager

Supports the assessment and clarification of Buyer-requested configuration, extensions, or bespoke development requirements. The Product Manager works with the Buyer to understand objectives, constraints, and feasibility and to inform scoping discussions. Any agreed changes are subject to the Call-Off change control process and do not imply acceptance or delivery of all requested requirements.

### Software Developer

Supports the design and development of agreed extensions or bespoke functionality, where such changes are approved through change control and delivered as additional services.

### Software Quality Assurance (QA) Tester

Supports testing and validation activities for agreed changes or extensions, including functional testing and regression testing, to confirm alignment with the agreed scope.

The combination of roles engaged, and the level of effort associated with each role, will vary depending on project requirements and is informed through scoping, mobilisation, and discovery activities.

## Professional Services Rate Table

Professional services across all disciplines are delivered on a time and materials basis at the daily rate set out below.

| Daily Rate |
|------------|
| £1,200     |

Where professional services are procured as part of the initial Call-Off Contract, the applicable daily rate will apply for the duration of that Call-Off in respect of those services.

Where additional professional services are procured after the Call-Off Contract Start Date and were not included in the original Order Form, the applicable daily rate will be determined by the pricing band in the current version of the GCloud15 catalogue.

## Integrations

Concerto integrations with external software platforms or hardware are delivered using a two-stage approach, comprising an initial scoping activity followed by delivery activities where agreed.

Integration activity varies depending on the nature of the external system, available interfaces, data structures, and Buyer requirements.

### Stage 1 – Integration scoping

Integration scoping is provided as a fixed-price professional service, with the fixed price agreed at Call-Off based on the defined scope of the proposed integration.

The scoping activity is intended to confirm integration requirements and inform delivery planning, including consideration of:

- Integration objectives and scope
- Available interface options and technical approach
- Dependencies, constraints, and assumptions
- Material risks

An indicative estimate of the professional services effort required for configuration, testing, and deployment, together with an assessment of any potential implications for ongoing support and maintenance arrangements. Any changes to ongoing support scope or cost are agreed through the Call-Off change control process.

Scoping outputs include an interface control definition (ICD) document, which is reviewed and agreed by the Buyer, the Supplier, and, where applicable, relevant third-party system providers, together with an estimate of the professional services effort required for integration delivery.

Where bespoke extensions or integrations are proposed, ongoing support and maintenance considerations are assessed as part of the scoping activity and, where applicable, reflected in the Call-Off support arrangements.

The fixed price for integration scoping is captured in the Call-Off Order Form.

### Stage 2 – Integration delivery

Integration delivery activities, including configuration, testing, and deployment, may be provided as additional professional services where agreed.

Delivery effort is informed by the completed integration scoping activity and is delivered on a time and materials basis using the published professional services daily rates.

The applicable daily rate is determined in accordance with the Professional Services Rate Table and the Call-Off Contract.

Where integration delivery results in changes to the complexity or scope of the service, any implications for ongoing support and maintenance are considered and, where applicable, reflected through the Call-Off support arrangements in accordance with the Call-Off change control process.

## Expenses

Professional services day rates exclude travel and subsistence expenses.

Where on-site attendance or travel is agreed, reasonable and necessary expenses may be recoverable in addition to the applicable day rates, subject to prior agreement with the Buyer and charged at cost.

Expenses are incurred only where required to support delivery of agreed professional services and are managed in accordance with the Call-Off Contract. Expenses are not incurred in relation to routine service management, customer success activities, or account review meetings.

## PulsePoints

PulsePoints provide an optional mechanism for Buyers to request and consume small, clearly defined items of additional professional services without the need to scope and price each request individually.

PulsePoints sit alongside annual license fees and other professional services and are intended to support minor enhancements, adjustments, and advisory activities that fall outside the scope of standard support.

PulsePoints do not replace standard support services, service levels, or other professional services arrangements defined in the Call-Off Contract.

### Typical use cases

PulsePoints may be used for small, well-defined requests such as:

- Minor SQL queries or report amendments
- Small Power BI visual, filter, or calculation adjustments
- Limited data corrections or small bulk data updates
- Simple configuration, field, or permission changes
- Short advisory or “how do I?” requests
- Minor one-off data exports, imports, or adjustments

Requests that are larger in scope, more complex, or not suitable for delivery using PulsePoints are managed through standard professional services scoping and the Call-Off change control process.

### **How PulsePoints operate**

PulsePoints represent a pre-paid and pre-agreed allocation of professional services effort, captured in the Call-Off Contract.

Requests are submitted through the agreed support or service request process and reviewed to confirm suitability for delivery using PulsePoints.

Where a request is suitable, the required PulsePoints allocation is confirmed and the work is scheduled.

Delivery is completed in line with the agreed scope.

### **Delivery approach**

Delivery timing is influenced by the nature of the request, overall demand, and delivery prioritisation.

Indicative delivery timeframes may be discussed as part of request triage. PulsePoints do not introduce additional service level agreements beyond those defined in the Call-Off Contract.

### **Commercial and governance principles**

- PulsePoints are optional and procured via the Call-Off Contract
- PulsePoints are used solely for delivery of agreed professional services
- PulsePoints have no standalone monetary value
- PulsePoints usage does not replace standard support or contractual service levels
- Requests unsuitable for PulsePoints are managed via standard professional services scoping
- All PulsePoints usage is governed by the Call-Off change control process

## PulsePoints Packs Rate Card

PulsePoints are procured as optional additional professional services and are priced as blocks of professional services effort. PulsePoints pricing is captured in the Call-Off Order Form.

Purchase of the PulsePoint Pack constitutes a commitment to that pack for each year of the Call-Off Contract term.

| Number of days | Discount      | Total   |
|----------------|---------------|---------|
| 6              | Standard rate | £7,200  |
| 12             | 5%            | £13,680 |
| 24             | 10%           | £25,920 |

## Additional Data Storage Rate Card

Additional file and document storage may be procured where required. Pricing is determined by the Call-Off Contract Start Date and applies for the duration of the Call-Off.

| Storage increment            | Cost per annum |
|------------------------------|----------------|
| Additional 50 GB (100 total) | £721           |
| 250GB<br>(300 Total)         | £1,133         |
| 500GB<br>(550 Total)         | £1,751         |
| 1TB<br>(1050 GB)             | £2,871         |

## Pricing Notes and Assumptions

- Prices are exclusive of VAT.
- All prices are determined in accordance with the applicable pricing tables and the Call-Off Contract, including fixed-price and time and materials elements where specified.
- Application subscriptions are procured for a minimum Call-Off Contract term of 24 months, as specified in the Order Form.
- Professional Services are priced in accordance with the published Professional Services Rate Table.
- Payment profiles for Professional Services, including milestone-based payments, monthly invoicing in arrears, or staged payments in advance, may be agreed with the Buyer and are captured in the Order Form or agreed through the Call-Off change control process.
  - Any agreed payment profile does not alter the applicable day rates, total charges, or scope of Professional Services.
  - All professional services days are estimated as per professional services pricing table.
- Annual licence fees are billed annually in advance, as stated in the Order Form.
- The annual subscription fee includes Orchestrate Essentials user access up to the user limits associated with the selected Concerto solution size, as stated in the Order Form.
- The Concerto solution includes one production environment and one non-production environment (for example, test or pre-production) for standard use. Any additional environments are subject to agreement through the Call-Off change control process.
- The standard licence includes **50 GB of file and document storage** for the production environment. File and document storage refers specifically to files uploaded to the Concerto application (such as images, certificates, and documents) and is distinct from the size of the underlying application database.
- Additional file and document storage may be procured in line with the published storage pricing tables.

- Professional Services are not included in application licence fees
- Integrations with third-party systems are subject to technical scoping and design. Integration scoping is delivered as a fixed-price professional service agreed at Call-Off, with integration delivery, testing, and coordination activities provided as additional professional services where agreed, charged in accordance with the published integration and professional services pricing and managed through the Call-Off change control process.
- Where changes occur to the Buyer's organisational structure, estate, or operational scope (including local government reorganisation or devolution), any resulting changes to solution scope or requirements are managed through the Call-Off change control process.
- Evaluation access - From time to time, Concerto may make evaluation access to certain features or applications available to Buyers for assessment purposes only.
  - Any such evaluation access is provided outside the Call-Off Contract, is time-limited and non-entitling, and does not form part of the contracted services unless explicitly included in the Order Form.
  - Evaluation access does not create any obligation to provide ongoing access or functionality and does not modify the pricing, scope, or terms of the Call-Off Contract.
- Standard data offboarding is included within the Call-Off Contract value where it is delivered in accordance with the Supplier's published offboarding process as set out in the service definition.
  - Any non-standard offboarding requirements are subject to agreement at Call-Off Contract commencement and captured in the Order Form.



Optimising today.  
Transforming tomorrow.

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