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Integrated Workplace Management (IWMS) Solution

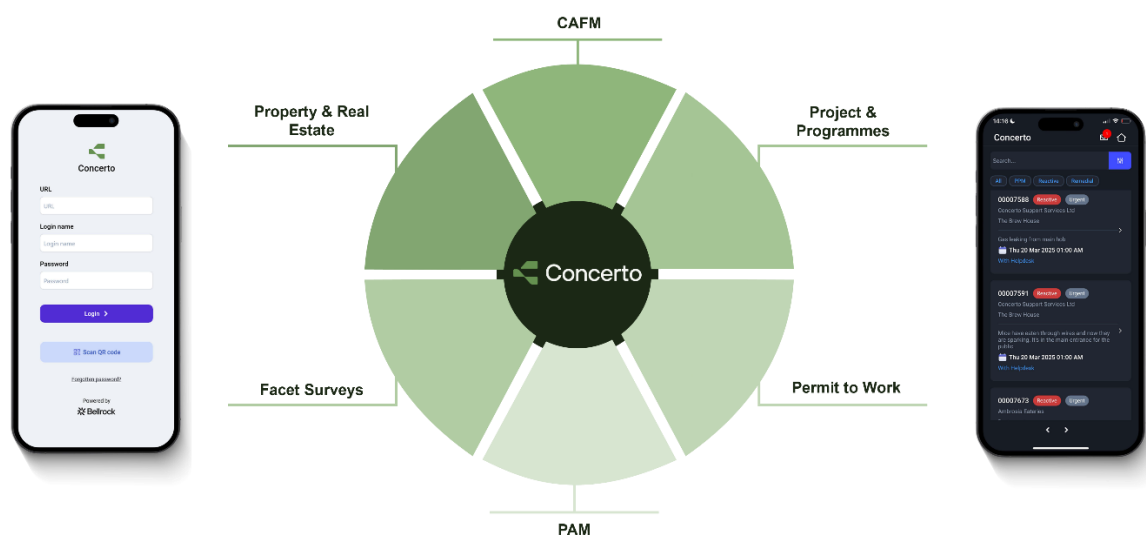
Pricing

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)



As an IWMS, Concerto provides a single, integrated platform that brings together property, asset, compliance, financial and operational data within a consistent governance framework. This enables organisations to replace fragmented systems with a single source of truth for estate information, supporting assured decision-making at both operational and strategic levels. The platform is designed to scale across complex portfolios, integrate with wider enterprise systems where required, and provide a stable foundation for automation, performance insight and future digital innovation.

Trusted by public sector organisations to manage complex estates and underpin billions of pounds of operational and capital activity each year.

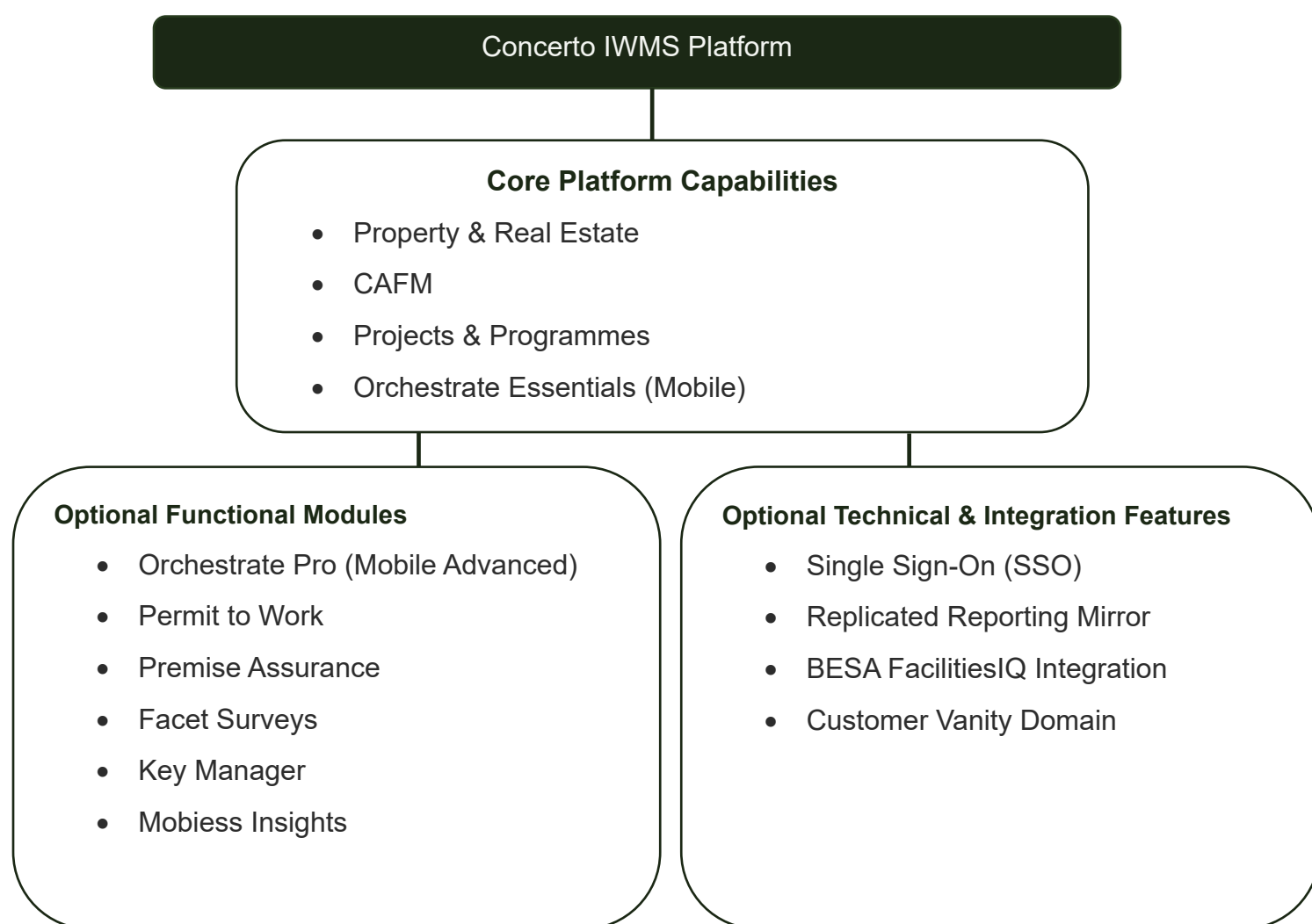
Concerto IWMS – Platform Overview

Under this service line, Concerto Integrated Workplace Management (IWMS) is procured as a bundled set of core platform capabilities, with optional functional modules and technical features available where required.

The core platform capabilities shown represent the baseline scope for the IWMS service line and are procured together as a single integrated offering. These capabilities may also be procured individually or in different combinations under other Concerto service lines.

The IWMS service line provides a streamlined procurement route for organisations seeking integrated functionality across property, asset, maintenance, and project domains.

Optional functional modules and technical or integration features may be added to the core platform where required, with the final scope defined in the Call-Off Order Form.



Core Platform Features

In-scope features: CAFM

Advanced data analytics	Energy Meter Management	Remedial Management
Asset Register	Equipment	Risk Assessments
Asbestos surveys	Estimated/Quoted Works	Running Costs
Asset Barcode Support	FM & Property Helpdesk	Self-service Portal
Asset Management	Embedded Mapping	Service Level Agreements (SLA)
Client Billing/Recharge	Materials & Stock Management	Space Management
Compliance Management	Model Visualisation (BIM/Matterport)	Supply Chain Payment Applications
Cost & Materials	Orchestrate Essentials Native Mobile App (iOS/Android)	Supply-Chain Portal
Customisable Workflow	Occupancy reporting	Surveys
Dashboard & Reports	Orders & Invoicing	Water Monitoring
Document Management	Planned Preventative Maintenance (PPM)	Workforce Management
Embedded CAD Integration	Reactive Repairs	(Optional) BESA Facilities Integration

Core Platform Features

In-scope features: Property & Real Estate Solution

Advanced reporting	Model visualisation (BIM/Matterport)
Automated workflows	Net capacity survey
CAD drawing views	Occupation management granted or taken
Case management	Ownership management
Core record management (site, building, land, floor, room, rentable units)	Payments to vendors
Dashboards and reports	Rateable values
Document management	Running costs
Energy management	Schools' data management
IFRS16 liability calculations	Service charge
Integrations with ERP/Finance, GIS	Space management
Invoices to tenants	Strategic forecasting
Lease event notifications	Tenant portal
Meter reads	Valuation management

Core Platform Features

In-scope features: Project & Programme Management

Advanced reporting	Project change control
Approval workflows	Project governance (e.g. RIBA Plan of Work)
Automated workflows	Project planning
Budget management and forecasting	Project RAG status reporting
CDM	Project status reporting
Contract management	Project task management
Dashboards and reporting	RAID log
Defects and snagging	Request for information (RFIs)
Document management	Resource management
Import/export MS Project files	Timesheets
Orders and invoices	Valuation certificates
P3 (projects, programmes, portfolios)	Typical integrations with finance and ERP systems
Programme management	

Core Platform Features

In-scope features: Orchestrate Essentials (Mobile)

Assets – Add assets*	Eng. – Action-driven workflows+	Eng. – Remedials*
Assets – Data approval+	Eng. – Asbestos records+	Eng. – Request stock*
Assets – Update assets*	Eng. – Attachments*	Eng. – Show equipment linked to job*
Core – Capture images*	Eng. – Change asset against job*	Eng. – Time recording*
Core – Full view of asset information*	Eng. – Costs+	P2W – View permit information+
Core – Raise job (FixMy)*	Eng. – Dispense internal stock (van)*	Other – Secure scan authentication
Core – Raise job against asset*	Eng. – Document uploads*	Quest. – Actions into Concerto+
Core – Rate jobs*	Eng. – Edit timesheets*	Quest. – Create questionnaires+
Core – Reports*	Eng. – Engineering checklists*	Quest. – Export survey data+
Core – Search assets*	Eng. – Filter and sort*	Quest. – Repeaters+
Core – Site information*	Eng. – Hazards+	Quest. – Report output+
Core – View Quotes*	Eng. – Helpdesk and site notes visibility+	Quest. – Survey scheduling+
Core – View Hazards+	Eng. – Key manager information+	Water – Filter and sort+
Core – View open jobs*	Eng. – Multi-operative working*	Water – Flush and temperature tests linked to equipr
Core – Visual asset checks*	Eng. – Point-of-work risk assessments*	Water – Update equipment status*

Legend

* Offline-capable (syncs when connectivity is restored)

+ Online-only

The features listed above reflect functionality available at the time of framework submission. Orchestrate Essentials and Orchestrate Pro continue to evolve, with additional features and enhancements introduced over time in line with product development and roadmap updates.

Optional Functional Modules

In-scope features:

Orchestrate Pro (Mobile - Advanced)

Condition – Add blocks and rooms+	Core – Push notifications+	Energy – Barcode tag meters*
Condition – Add photos*	Core – Quote management+	Energy – Create new meters+
Condition – AI executive summary text+	Core – Scan assets*	Energy – Download meters and submit readings+
Condition – Conduct surveys*	Core – Scan rooms*	Energy – Record meter readings*
Condition – Send and receive survey information+	Eng. – Geo-fencing*	Energy – View meter readings+
Core – Equipment AI integration+	Eng. – Permit to work+	Other – Tile Notifications

Legend

* Offline-capable (syncs when connectivity is restored)

+ Online-only

The features listed above reflect functionality available at the time of framework submission. Orchestrate Essentials and Orchestrate Pro continue to evolve, with additional features and enhancements introduced over time in line with product development and roadmap updates.

Optional Functional Modules

In-scope features: Permit & Authority to Work

- Alerts and notification
- Centralised document management
- Compliance management
- Configurable workflows
- Customisable branding
- Integrated reporting
- Multi-level approval workflows
- Native integration with Concerto task and projects
- Out-of-the-box permit types
- PDF export
- Real-time permit access
- Scheduling clash detection

Optional Functional Modules

In-scope features: Premises Assurance Model

Re-configurable PAM framework	Configurable PAM question sets and scoring models
Rapid setup and configuration	Role-based access and assurance ownership
NHS-tested PAM model	Evidence capture and document linking
Management dashboards	Action tracking and improvement planning
Self-assessment capability	Historical assurance trend analysis
Asset and compliance data integration	Version control for PAM frameworks
Government FM Maturity Framework alignment	Audit-ready reporting and exports
Optional Concerto IWMS integration	Workflow-driven review and sign off

Optional Functional Modules

In-scope features: Facet Surveys

Compliance scheduling and enforcement

Configurable facet structure

Core land and property data alignment

ERIC data integration

Exportable PDF reporting

Full audit trail

Integrated document management

Interactive dashboards

NHS Estatecode alignment

Project and programme integration

Remedials management and enforcement

Six facet survey framework

Standardised Excel data import

Optional Functional Modules

In-scope features: Key Manager

API available for integration

Association of keys with reactive or planned maintenance jobs

Automated reminders for overdue return of keys

Dashboard and email/SMS alerts

Full audit trail

Key assignment to staff or contractors

Key tracking across individuals, departments and suppliers

Lost/replacement key workflow and management

Penalty/credit-note capability for lost keys associated with a supplier

Web-based, works on any device

Optional Functional Modules

In-scope features: Insight - Mobiless

Barcode scanning support

Building inspections

CDM inspections

Client/stakeholder quality formatted reports

Comprehensive range of data exports

(Excel, CSV, XML, PDF etc.)

Condition assessment and lifecycle surveys

Create audits, inspections and surveys

Customisable notifications (e.g. email)

iOS/Android support

Customisable workflow logic

Drag and drop form builder

F-gas inspections

Fire-safety (FRA inspections and fire door inspections)

Form validation

Health and safety risk assessments

Inspection scheduling

Log maintenance tasks and remedials

NHSC-21 cleaning and efficacy audit

Photo support

Pre-defined best in class templates

Project snagging

Real-time dashboards and reports

Remedial task profiling

Vehicle inspections

RESTful APIs

Optional Technical & Integration Features

Single Sign-On (SSO)

Concerto supports Single Sign-On using SAML 2.0, enabling users to authenticate through the organisation's existing identity provider such as Azure Active Directory or Okta. This allows access to Concerto using corporate credentials, with role-based permissions inherited from directory groups. The benefit is improved security through centrally enforced policies, including MFA, alongside reduced administrative overhead for user management and a smoother user experience through fewer credentials and faster access.

Replicated Reporting Mirror

The replicated reporting mirror provides a read-only copy of the Concerto operational database optimised specifically for reporting and analytics workloads. This separation ensures that complex reports, dashboards, or data extracts do not impact live system performance. The benefit is improved reporting resilience and scalability, allowing organisations to run intensive management information, audit, or BI queries with confidence while maintaining consistent performance for day-to-day operational users.

BESA FacilitiesIQ Integration

Concerto integrates with BESA FacilitiesIQ to provide direct access to SFG20 maintenance standards within planned maintenance and compliance workflows, subject to the client holding a valid BESA licence. This integration ensures that maintenance schedules and task instructions align with recognised industry standards, supporting consistency and best practice across estates. The benefit is improved assurance that planned maintenance activities reflect current guidance, reducing compliance risk and supporting defensible audit outcomes.

Customer Bespoke Domain

Concerto can be delivered using a customer-specific bespoke domain and branded URLs, supported by appropriate DNS and certificate configuration. This allows users to access the platform through a familiar, trusted web address aligned to the organisation's digital estate. The benefit is improved user confidence, alignment with internal IT and security standards, and a more cohesive experience when Concerto is positioned as part of the organisation's core application landscape.

Application Pricing

Concerto offers a clear and simple pricing structure designed to support both large and small estates.

The annual licensing subscription fees applicable to the Concerto solution are set out in the tables below. The applicable annual subscription fee applies for the duration of the Call-Off Contract unless varied by mutual agreement in accordance with the Call-Off change control process.

The annual subscription fee 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. All solution packages include 50 GB of initial file and document storage.

Pricing scope

Concerto pricing is structured to support different public sector procurement contexts, including:

- **General public sector organisations**, procuring Concerto service lines on a standalone basis in accordance with the published pricing tables
- **Local authorities undergoing Local Government Reorganisation** (including devolution or unitarisation), with additional organisational scope priced using published Additional Organisation (Devolution) add-ons
- **NHS organisations**, including procurement by individual NHS Trusts or by multiple NHS Trusts acting together under an Integrated Care Board (ICB), with NHS-specific pricing applied in accordance with the published NHS pricing tables

IWMS Pricing

Solution Size	Annual Licensing Subscription
IWMS - X-Large (Unlimited users / properties)	£85,000
IWMS - Large (Up to 50 users / 50–200 properties)	£75,000
IWMS - Medium (5–10 users / 10–50 properties)	£65,000
IWMS - Small (1–5 users / 1–10 properties)	£55,000

IWMS Includes the following solution areas - Property & Real Estate, CAFM, Projects & Programmes, Orchestrate Essentials (Mobile)

Local Government Reorganisation (Devolution/Unitarisation) Pricing

Where a Buyer is undergoing Local Government Reorganisation (including devolution or unitarisation), Concerto pricing is applied in accordance with the published rate card and the scope defined in the Call-Off Order Form.

Additional Organisation (Devolution) Add-ons represent the additional scope associated with supporting multiple organisational entities within a single Concerto deployment. This includes additional organisational hierarchies, data domains, permission models, onboarding activities, reporting structures and ongoing operational support.

The Buyer selects a Lead Authority annual IWMS subscription band, based on the number of users and properties associated with the contracting authority. Where additional legacy councils are onboarded as separate organisational entities, the Buyer may procure Additional Organisation (Devolution) Add-ons at the published rates set out below.

Annual Licensing Subscription (IWMS) – Lead Authority

Concerto Solution Areas	X-Large	Large	Medium	Small
No. of Users	Unlimited	Up to 50	5–10	1–5
No. of Properties	Unlimited	50–200	10–50	1–10
Integrated Workplace Management (IWMS)	£85,000	£75,000	£65,000	£55,000

Additional Organisation (Devolution) Add-ons (annual)

The Buyer selects the Lead Authority subscription band above and may procure the applicable annual add-on for each additional legacy council onboarded as a distinct organisational entity, as specified in the Order Form.

Additional organisation type (legacy council)	Add-on per organisation
District / Borough / City council	£20,000
County council	£30,000
Unitary / Metropolitan borough / London borough	£40,000

Devolution Pricing Notes

Where a Lead Authority subscription band includes “unlimited users”, this applies to user volume within the organisational boundary of the contracting authority, as defined in the Call-Off Order Form.

Additional Organisation (Devolution) Add-ons do not relate to user numbers. They apply where Local Government Reorganisation results in additional legacy councils being onboarded as distinct organisational entities within the Concerto platform. The add-ons price organisational and governance scope, not user access.

Changes during the Call-Off Contract term

Where Local Government Reorganisation occurs during the term of an existing Call-Off Contract and results in additional legacy councils being onboarded as separate

organisational entities, the Buyer may procure the applicable Additional Organisation (Devolution) Add-ons through the Call-Off change control process.

Any such changes are documented using the Call-Off Change Form and applied in accordance with the published pricing and the terms of the Call-Off Contract.

Inheritance of Licensed Application Areas

Where Additional Organisation (Devolution) Add-ons are procured, the additional organisational entities inherit access to the same licensed application areas and optional modules selected for the Lead Authority under the Call-Off Contract (for example, IWMS together with Permit to Work or other optional functional modules). The Additional Organisation (Devolution) Add-ons do not require separate licensing of individual application modules and apply to the organisational scope only, as defined in the Order Form. Disk space is not shared across organisational entities, and each additional organisation receives an initial 50 GB of standard file and document storage as part of the add-on.

Professional Services

Professional Services for onboarding any Additional Organisation (Devolution) Add-on are not included or inherited under the Call-Off Contract and are chargeable separately.

NHS Pricing

Pricing is determined by the Trust size band 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.

All NHS IWMS subscriptions are provided on an unlimited user basis, with pricing determined by estate size.

Concerto Solution Areas	X-Large	Large	Medium	Small
No. of Users	Unlimited	Unlimited	Unlimited	Unlimited
No. of Properties	100+	40-99	26-39	<25
Integrated Workplace Management (IWMS)	£75,000	£65,000	£55,000	£45,000

NHS Integrated Care Board (ICB) and Multi-Trust procurement

Concerto pricing for NHS organisations supports procurement by a single NHS Trust or by multiple NHS Trusts acting together, including procurement led by an Integrated Care Board (ICB).

Where the Concerto IWMS service line is procured on behalf of multiple NHS Trusts, one Trust is designated as the Lead Organisation and priced in line with the Trust size band selected at Call-Off, as shown in the table above.

Additional NHS Trusts may be onboarded as separate organisational entities within the same Concerto deployment. Pricing for each additional NHS Trust is set out in the table below and applies for the duration of the Call-Off Contract, unless varied by mutual agreement in accordance with the Call-Off change control process.

Concerto Solution Areas	X-Large	Large	Medium	Small
No. of Users	Unlimited	Unlimited	Unlimited	Unlimited
No. of Properties	100+	40-99	26-39	<25
Integrated Workplace Management (IWMS)	£40,000	£30,000	£20,000	£15,000

Changes during the Call-Off Contract term

Where NHS organisational changes occur during the term of an existing Call-Off Contract (including the addition of further NHS Trusts within an ICB-led or multi-Trust deployment), the Buyer may procure the applicable Additional NHS Trust pricing through the Call-Off change control process.

Any such changes are documented using the Call-Off Change Form and applied in accordance with the published pricing and the terms of the Call-Off Contract.

Inheritance of licensed application areas

Where Additional NHS Trust pricing is applied, the additional NHS Trusts inherit access to the same licensed application areas and optional modules selected for the Lead Organisation under the Call-Off Contract (for example, IWMS together with Permit to Work or other optional functional modules).

Additional NHS Trust pricing does not require separate licensing of individual application modules and applies to organisational scope only, as defined in the Order Form. Disk space is not shared across organisational entities, and each additional organisation receives an initial 50 GB of standard file and document storage as part of the add-on.

Professional Services

Professional Services required to onboard additional NHS Trusts are not included or inherited under the Call-Off Contract and are chargeable separately.

Professional Services are provided in accordance with the published Professional Services Rate Table and agreed through the Call-Off change control process.

Optional Bolt-Ons

Orchestrate Pro (mobile application)

Orchestrate Pro is the professional edition of the Concerto mobile application and is provided as an optional application add-on. Orchestrate Pro requires an active Concerto solution licence.

The applicable annual subscription fee applies for the duration of that Call-Off Contract unless varied by mutual agreement in accordance with the Call-Off change control process.

Orchestrate Pro Package	Annual Licensing Subscription
Orchestrate Pro - Large Unlimited Users	£25,000
Orchestrate Pro - Medium Up to 100 Users	£20,000
Orchestrate Pro - Small Up to 40 Users	£15,000

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	X-Large	Large	Medium	Small
Permit to Work (per annum aligned to solution size)	£25,000	£20,000	£15,000	£12,000
Key Manager (per annum)	£14,000 (2000+ keys)	£10,000 (1,000-1,999 keys)	£8,750 (600-999 keys)	£4,750 (1-599 keys)
Single Sign On (per identity per annum)	£5,000	£5,000	£5,000	£5,000
Replicated Reporting Mirror (per annum)	£5,000	£5,000	£5,000	£5,000

BESA Facilities IQ Integration	£2,000	£2,000	£2,000	£2,000
Customer bespoke Domain, using client-managed DNS with supplier-hosted SSL certification	£3,000	£3,000	£3,000	£3,000

Mobiess Insights

Mobiess Insights is the professional survey, audit, and inspection capability of the Mobiess mobile application. It supports the execution of complex, in-field surveys, audits, and inspections, including structured data capture, evidence collection, and reporting outputs.

Mobiess Insights is provided as an optional application subscription and requires an active Mobiess solution licence.

The applicable annual subscription fee applies for the duration of that Call-Off Contract unless varied by mutual agreement in accordance with the Call-Off change control process.

Mobiess Solution Area	Annual Licensing Subscription per device
Insight	£420

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 (300 Total)	£1,133
500GB (550 Total)	£1,751
1TB (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.



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sales@concerto.co.uk

