

NSEP CIC T/A Empowering Communities

**GCloud-15 Pricing Document to Supply, Support, and Implement the Multi-Agency
Victim Support Services Referral and Case Management System**



Contacts

Any questions regarding this document should be directed to:

Name	Gary Pettengell, CEO
Address	Riverside Business Centre, Riverside Road, Lowestoft, Suffolk, NR33 8PS
Telephone	01493 858768
Email	Support@empowering-communities.org

Document Use

All correspondence entered by NSEP CIC is subject to contract. NSEP CIC regards this proposal and associated documents as commercially sensitive and their disclosure under the Freedom of Information Act 2000 would seriously damage the commercial interests of NSEP CIC T/A Empowering Communities.

Subscription Inclusions

Hosting and Security

- Secure hosting in UK-based, ISO27001:2022 accredited, Tier 3 high-availability data centres.
- Multiple daily backups, 24/7 availability.
- Load-balancing technology for enhanced performance.
- Server mirroring for business continuity and disaster recovery.
- DDoS protection and continuous monitoring.
- 24/7 cybersecurity monitoring and alerting.
- Monthly internal penetration testing and annual testing by a National Cyber Security Centre (NCSC) Green CHECK company.
- Single Sign On.

Support and Training

- Help desk service: 8am–5pm, Monday–Friday (excluding public holidays).
- 24/7 support ticket system with out-of-hours monitoring.
- Systems compliant with GDPR and accredited under ISO27001:2022, Cyber Essentials, and Cyber Essentials Plus.
- Access to a comprehensive online resource centre including user guides, video tutorials, and webinar recordings.
- Regular online training sessions, consultations, and system demonstrations via Microsoft Teams.
- Dedicated Account Manager for ongoing support and relationship management.
- Organisation of regional, national, and international working groups to share best practice and innovation.
- Scheme reviews, consultation sessions, and case study development to help maximise system use.

System Maintenance and Development

- Continuous agile development to ISO27001:2022-accredited standards.
- Weekly deployment of new features and updates at no additional cost.
- Database optimisation, patching, and system updates.
- Bespoke exports and data analytics support.

Summary of Benefits



Summary of Benefits

- Proven Rapid deployment process.
- No user or client limits – to maximise participation and support across agencies and communities.
- Enhanced data quality through standardised reporting and management.
- Significant time savings per case, improving productivity and outcomes.
- Proven security, resilience, and compliance across all aspects of the system.
- Ongoing development and unlimited feature access included in your subscription.
- Enterprise level software at a fraction of the cost.

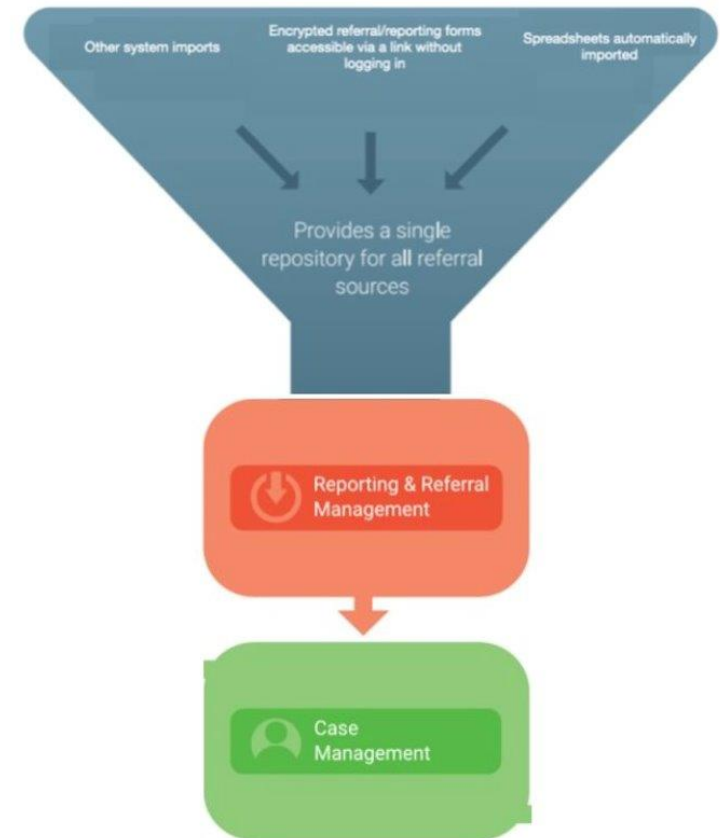


All Inclusive Annual Subscription Cost

Multi-Agency Victim Support Services Referral and Case Management System

£8,975* per 100,000 head of population or percentage thereof. Minimum subscription £15,975* per annum plus a one-off implementation fee of £10,500* Excludes data migration from and integration with existing systems.

Note: This is an all-inclusive fee as we do not charge user licences. This enables project leads to sign up as many users as they need to maximise participation and support for the communities they serve.



15% Introductory New Customer Discount (First 12 Months)



ECINS offers an **introductory discount of 15% on the annual subscription fee for the first 12 months of the contract**. This discount is intended to support Buyers during initial adoption of the service.

The **implementation fee is not discounted** and is charged at the standard published rate.

The introductory discount does **not reduce the scope or quality of the service provided**. Buyers receive the same fully hosted service, support, security controls, updates and account management as apply to the standard subscription.

Where requested, ECINS can provide reasonable assistance to Buyers in developing a business case to support procurement and internal approval processes.

Pricing Notes

- The subscription fee is **all-inclusive**
- There are **no per-user licence charges**
- There are **no limits on the number of users or clients** that can be supported within the service

This pricing model enables Buyers to provide access to all relevant staff and partner organisations, supporting wider participation and more effective service delivery.

Associated Services & Add-Ons



Data Migrations and Integrations/APIs

Description	Price
Data Migrations	Charged at £85* per hour
API	£85* per hour
SFTP	£85* per hour
Additional development requests	£85* per hour

ECINS Analytics & Reporting Platform

When this is needed: *This add-on is suitable where Buyers require advanced reporting, scheduled data exports, or integration with external business intelligence tools (such as Power BI) beyond the standard self service, in-application reporting available within ECINS.*

Pricing (Per Organisation)

Annual subscription fee (secure hosting and maintenance of the ECINS Analytics & Reporting Platform): £7,750* per annum

One-off setup fee

(development, testing, hosting configuration and implementation): £13,250*



Hotspot Mapping

Pricing Model – Hotspot Mapping (Per Organisation)

Hotspot Mapping is charged as a **per-organisation subscription**, priced **per user, per annum**, with a minimum of **50 users** and a minimum **12-month term**. The pricing includes SaaS access to the hotspot mapping functionality and associated support services.

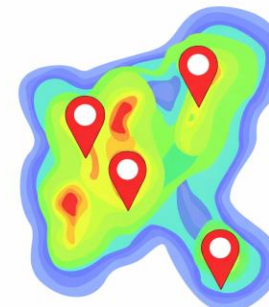
Number of users	Price per users (per annum)
Up to 100	£149*
101 - 200	£129*
201 - 300	£99*
301 - 400	£89*
401 +	£79*

Plus onboarding fee: £1,750* per organisation (one-off)

Multi-Year Incentives

The following discounts apply to the Hotspot Mapping annual subscription:

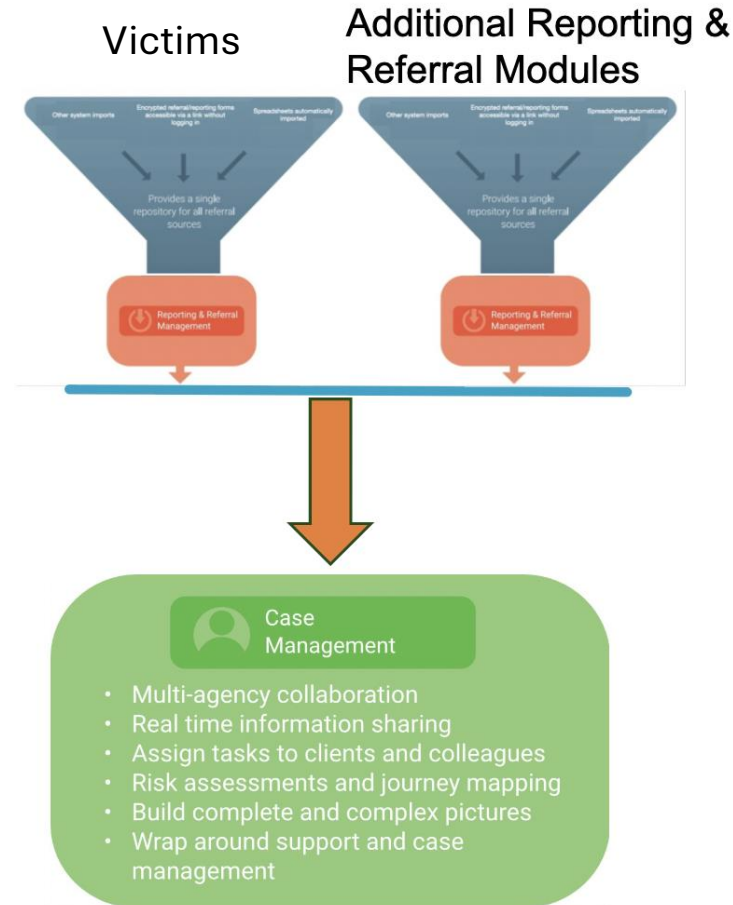
- ☐ **2-year term:** 10% discount
- ☐ **3-year term:** 15% discount



Hotspot Mapping is an optional add-on service that enables Buyers to visualise geographic patterns of activity within the ECINS platform. The service supports operational analysis by displaying spatial concentrations of profiles, reports and cases within defined geographic areas.

Additional Reporting & Referral Modules

Additional integrated ECINS Reporting and Referral Modules can be purchased at a cost of £7,400* per annum plus a one-off implementation fee of £3,500*. Excludes data migration from and integration with existing systems.

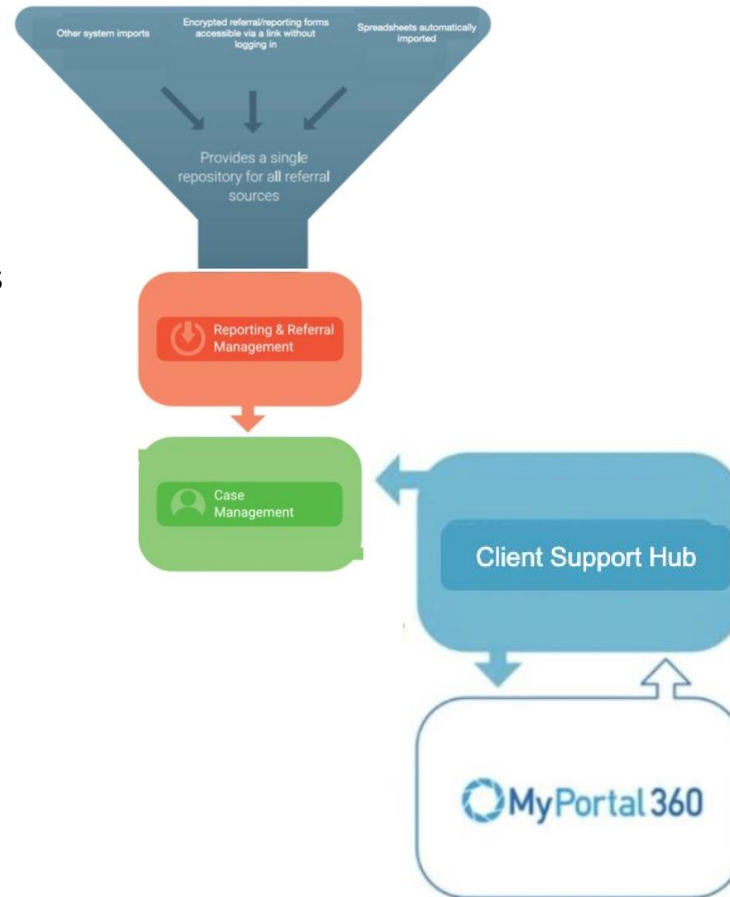


Client Support Hub & MyPortal360 APP

Do you want to improve support and communication to and with clients, victims and vulnerable adults?
Add the ECINS Client Support Hub to your ECINS Solution or use as a standalone system.

Includes:

- Client/Victim Mood Journal shared with you real time
- set the Client/Victim timebound tasks
- set the Client/Victim reoccurring tasks/reminders
- task Client/Victim directly from the ECINS Case Management System
- message the Client/Victim
- have an online chat with the Client/Victim
- share help and advice documents with the Client/Victim
- create groups for the Client/Victim you are supporting
- create appointments with the Client/Victim
- create QR codes for attendance tracking as the Client/Victim can use the QR code scanner within the app



The ECINS Support Hub and MyPortal360 that integrates with the ECINS Multi-Agency Case Management System costs £1,750* per annum plus a one-off implementation fee for £750*

Encrypted Client Portals can be purchased in bundles of 10 portals at £390* per bundle per annum.

E-Learning



Custom E-Learning package with no user licences developed to your workflows and branding. Successful participants get a certificate at the end of the course.

£6,750* development fee per course plus an annual hosting fee of £1,500*

Off-Boarding

Exit Management and Data Portability

ECINS supports an **orderly exit and transition** at contract end, in line with the G-Cloud Call-Off Contract and data protection obligations. The service is designed to allow buyers to **retrieve their data in a commonly used, machine-readable format** and to migrate to an alternative supplier or in-house solution without unreasonable barriers.

Description	Price
Off-Boarding Planning and Consultation	£85* per hour
Data extraction as CSV file	£7,975* per data extraction

Note: Buyers can extract their own data via self-service exports at no addition cost

Data Deletion

Following successful completion of the exit process and subject to the Buyer's confirmation, ECINS will securely delete Buyer data in line with agreed retention requirements, legal obligations and contractual terms.

Copy Right Notice

The content of this document is protected by copyright © NSEP CIC 2026. All rights reserved.

You may not copy or replicate including extracts of it without NSEP CIC's written consent. You must not sell, share, copy or republish this document.

Copying of this document in any form is prohibited.

If you want further copies of this document, please make a request to the author shown on the front page.

*plus vat