

CBPm PRICING

(G-Cloud 10)

Prepared for:

G-Cloud 10

Prepared by:

E name @finworks.com

T +44 (0)20 7397 0620

P 47 Mark Lane, London EC3R 7QQ

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2 The CBPm Service

Finworks' CBPm service is available as either a "Standard Service" or a "Custom Service":

- > **Standard Service:** The customer has their own secure area in a shared (multi-tenanted) instance of the application hosted in a secure shared hosting environment on Microsoft's Azure public cloud platform. A Standard Support package can be taken or a custom support arrangement agreed depending on required support hours, service levels, etc.
- > **Custom Service:** The customer has a dedicated instance of the service, which can be hosted in Azure or in any other reasonably specified public or private cloud or on premise hosting environment, either provided by or paid for by the customer. A custom support package is agreed depending on the hosting environment and support hours, service levels, etc.

3 Fees Overview

3.1 Monthly Fees

The following monthly fees apply to our service (applicable to all CBPm product configurations):

Fee Type	Description
Mandatory Fees	
Subscription	A per user Software as a Service ("SaaS") subscription fee
Support	A fixed fee assessed according to the type of support required (SLA or capped effort), the support hours requested, and the level and scope of support and maintenance activities anticipated
Fees for Optional Services	
Disaster recovery subscription uplift	An uplift to the per user SaaS subscription fees if a higher specification disaster recovery option than the standard is taken
Custom hosting management	A fixed fee that applies if we have to manage our software in a custom hosting environment as part of a Custom Service
Custom hosting costs	The recharged actual costs of providing a custom hosting environment if that environment is paid for by Finworks rather than either provided by the customer or paid for directly by the customer
Additional services	Fees for any add-ons you may request to either our Standard Service or Custom Service. For example, these might be additional security measures, a custom disaster recovery arrangements, or additional work you want covered under a support arrangement
Fees Triggered Above a Threshold	

Storage	We include a generous storage allowance with each user licence. However, we reserve the right to charge additional storage fees if you exceed this allowance. (We rarely need to make this charge)
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3.2 Professional Services Fees

Implementation, onboarding, integrations and other professional services work is charged at our SFIA ratecard rates. This can be either on a time and materials or a fixed price basis. Fixed price quotes will include an allowance for contingency.

Our fees, both monthly and professional services, are laid out in the sections below.

This pricing document should also be read in conjunction with our G-Cloud Service Definition document, which provides further detail on each of the services we provide.

4 What's the Minimum Monthly Fee?

Once you've completed a proof of concept, pilot or staged implementation, and you're using the service on a normal ongoing basis, the minimum monthly fee you could pay for the Standard Service is £4,100:

Minimum Monthly Fees (£s)

Type of Fee	Min. Fee
Subscription (minimum 25 users without access to workflow – see Section 5 below)	500
Standard Service Standard Support package (see Section 6 below - N.B. this is a capped effort rather than SLA-based support arrangement)	3,600
TOTAL	4,100

Once you're in an ongoing relationship, we also require 6 months' rolling notice to terminate the agreement, so the minimum future commitment (once you're through a proof of concept or pilot stage) is £24,600, i.e. 6 months x the minimum monthly fee of £4,100.

5 Subscription Fees

The per user SaaS subscription fees for CBPm are: (see next page)

Price per User per Month (£)

Number of Users	Users Without Access to Workflow	Users With Access to Workflow
0-500	20	27
501-1,000	19	25
1,001-1,500	18	24
1,501-2,000	17	23
2,001 or more	17	22

“Users” are defined as the peak number of service users (end-users and administrative users) during any month with active credentials that allow them to use any part of the service.

Users with and without workflow access are totalled separately and the banding above applies separately to each of these user types.

The minimum number of users we charge for is 25, i.e. the minimum subscription fee is £500 per month for users without access to workflow and £675 for users with access.

One-off users or users with restricted usage can be priced pro-rata to a normal user on the basis of objective usage measures (the above minimum monthly fees will still apply).

6 Support & Maintenance

6.1 Standard Support

We provide a Standard Support package that is applicable only if you take the Standard Service (see above):

Standard Support Fee per Month (£)

Service	Fee
Standard Support: Provided Monday to Friday, 9am-5pm, excluding public holidays. Includes: 2 days per month of support work on a capped effort basis; phone and e-mail helpdesk; issue management; service monitoring; capacity management; security management; and general service maintenance - please see our Service Definition document for further details	3,600

6.2 Custom Support

Many customers may want a dedicated instance of our service, custom hosting, SLA-based support or custom support hours/arrangements. We can accommodate all these options, and

in each case will agree a Custom Support arrangement. Further details on the types of arrangement we can offer are included in our Service Definition document.

Charges for Custom Support are calculated according to the projected level of staff availability and utilisation required, for both support and maintenance, applying the rates in Finworks' SFIA rate card.

7 Hosting & Security Options

7.1 Standard Hosting

Our SaaS subscription fees include hosting on Microsoft Azure on a shared (multi-tenanted) instance of the service, with backup and disaster recovery provided in accordance with our Service Definition document.

7.2 Custom Hosting

We can also provide a dedicated instance of our application for you in a dedicated hosting environment. This can be on Microsoft's Azure Cloud Platform or in any other reasonably specified public or private cloud or on premise hosting environment. You can provide the hosting environment yourself or we can provide it and recharge it to you at cost. Additional fees apply for Custom Hosting:

Custom Hosting Fees per Month (£)

Service	Fee
Custom hosting application management: A fee to cover the work entailed in managing our application in a custom hosting environment	3,600
Hosting costs recharge: The actual costs of the hosting if provided by Finworks (or £0 if you provide the hosting environment or pay for it directly)	actual costs recharged

Implementation fees will also apply, charged at our SFIA ratecard rates. And support and maintenance will also need to be on a Custom Support basis.

7.3 Standard Service Upgrade to 'Hot Standby' Disaster Recovery

Hot standby disaster recovery can be provided as an upgrade to the Standard Service. The additional fee is: (see next page)

Hot Standby Disaster Recovery Upgrade Fee (£)

Service	Fee
Hot Standby Disaster Recovery: Reduces target recovery time for disaster recovery to 4 working hours (working hours are: 9am-5pm, Monday to Friday, excluding public holidays); reduces target maximum data loss to 1 hour – please see our Service Definition for further details on all disaster recovery options	Additional 20% of SaaS subscription fees

7.4 Hosting, Security and Other Add-Ons

You may request add-ons to the hosting, security and other arrangements that are part of either our Standard Service or Custom Service. For example:

- > Restricted VPN access
- > Two factor identification
- > White listing
- > Different frequencies and locations of backups
- > Alternative disaster recovery arrangements
- > Minor additions to our Standard Support arrangements

If we can provide these add-ons, we will charge them: (i) for third party products and services, at cost plus a 20% support and management fee; and (ii) for Finworks services, at a fee calculated in accordance with our SFIA ratecard.

8 Storage

Finworks reserves the right to charge additional storage fees where storage exceeds 2GB per licensed user. Additional storage is charged in increments of 50GB at £20/50GB/month.

9 Proofs of Concepts, Trials & Phased Implementations

Finworks is happy to undertake proof of concepts (POCs) and pilots, and to contract and deliver separate alpha and beta implementation phases in line with UK government best practice advice. Finworks may reduce or waive the minimum termination period and/or minimum user number requirements during any POC, pilot or phased delivery.

10 Onboarding, Integrations & Implementation

Onboarding, integrations, business analysis, training and other implementation services can be provided under G-Cloud or the Digital Outcomes and Specialists (DOS) framework.

These services are priced in accordance with Finworks' SFIA rate card on either a time and materials or a fixed fee basis depending on the nature of the project.

11 Educational Discount

A 5% educational discount is available.

12 Expenses

Expenses for travel outside the M25 and associated accommodation and subsistence, if required, will be charged at cost, invoiced monthly in arrears.

13 VAT

All prices in this proposal exclude VAT.

14 Further Information & Contact Details

If you would like further information on our services, or a formal quote against your needs, then please contact us as follows:

Contact

e: gcloud@finworks.com

t: 020 7397 0620 and ask for Jonathan Turpin

Website

www.finworks.com

Address

Finworks
47 Mark Lane
London
EC3R 7QQ