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Inoapps GCloud 10 Framework

Cloud Support Pricing Document

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1 PREFACE

This document promotes Inoapps, as being the supplier of Oracle Cloud Support. Any questions relating to Inoapps Services advertised availability on HM Government CCS Digital Marketplace should be emailed to Sales.Support@inoapps.com. All pricing models are structured around our SFIA rate card.

2 VERSION CONTROL

Document Authorisation	
Document Version	V1
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3 COPYRIGHT

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4 INTRODUCTION

This document contains the pricing for Inoapps Cloud Support offerings as part of the Inoapps GCloud Submission. For full details of Inoapps please see the Inoapps Service Definition. Our service package pricing is based on the SFIA rate card. Where service packages are not specified within this document then they can be created in line with the SFIA rate card.

Please be aware that in line with the G-Cloud 9 Supplier declaration the payment terms for the above services are designed in a manner to ensure you as the buyer only pay for what you use. We are happy to discuss other payment models as required, termination is possible with 3 months' prior notice with payment for any unpaid months.

4.1 INOAPPS ORACLE CLOUD TRANSFORMATION SERVICES

For full details of the service please refer to the service definition.

5.5.1 Fee structure basis

In line with the SFIA rate card.

5 PRICING

5.1 INOAPPS CLOUD ARCHITECTURE AND SECURITY ASSESSMENT SERVICE

For full details of the service please refer to the service definition.

5.1.1 Fee structure basis

Please understand that the general basis of our fee structure is as follows:

Items	Comments	Pricing Structure
Inoapps Cloud Security Assessment Audit	Service package, as per the defined scope (see Service Definition for further details).	£8,400

We are always happy to engage with customers around alternative delivery models for our services and would be open to such discussions.

5.2 INOAPPS DATA MANAGEMENT AND INTEGRATION SERVICES FOR CLOUD

For full details of the service please refer to the service definition.

5.2.1 Fee structure basis

In line with our SFIA rate card.

5.3 INOAPPS ORACLE CLOUD SAAS MANAGED SERVICE

For full details of the service please refer to the service definition.

5.3.1 Fee structure basis

Monthly fee breakdown	
Business Assurance, Patch & Upgrade Testing Services	£3,500
Monthly fee breakdown	
Expert Services (5 hours per month)	£500
Total Per Month	£4,000

Costs based on the following parameters (costs can be flexed for additional requirements):

- 1 x Core Oracle SAAS Module
- Up to 5 additional Sub Modules to the Core module
- 1 Country
- 1 Environment
- Production & Staging only.

5.3.2 Contract Period

The minimum contract period is 12 months, rolling renewal, arrangement. However, we will honour and work to support other arrangements in the event that existing client contracts and/or governmental policy changes dictate variations to our stated terms.

Please be aware that in line with the G-Cloud 9 Supplier declaration the payment terms for the above services are designed in a manner to ensure you as the buyer only pay for what you use. This is in line with the Oracle Licensing terms of one calendar year. We are happy to discuss other payment models as required.

5.3.3 Contract Term & Changes

After agreed initial term, termination is possible with 3 months' prior notice with payment for any unpaid months.

5.4 INOAPPS ORACLE CLOUD PAAS MANAGED SERVICE

For full details of the service please refer to the service definition.

5.4.1 Fee structure basis

Monthly Support Fee - Elements

Monthly fee breakdown	
Business Assurance, Patch & Upgrade Testing Services	£1,200
Expert Services (2 hours per month)	£200
Total Per Month	£1,400

Costs based on the following parameters (costs can be flexed for additional requirements):

- 1x Core Oracle PAAS Module

5.4.2 Contract Period

The minimum contract period is 12 months, rolling renewal, arrangement. However, we will honour and work to support other arrangements in the event that existing client contracts and/or governmental policy changes dictate variations to our stated terms.

5.4.3 Contract Term & Changes

After agreed initial term

5.5 INOAPPS ORACLE CLOUD TRANSFORMATION SERVICES

For full details of the service please refer to the service definition.

5.6 INOAPPS ORACLE CLOUD SAAS TRANSFORMATION SERVICES

For full details of the service please refer to the service definition.

5.6.1 Fee structure basis

In line with the SFIA rate card.

5.7 INOAPPS ORACLE CLOUD DELIVERY SERVICES

For full details of the service please refer to the service definition.

5.7.1 Fee structure basis

In line with the SFIA rate card.

5.8 INOAPPS ORACLE CLOUD SAAS DELIVERY SERVICES

For full details of the service please refer to the service definition.

5.8.1 Fee structure basis

In line with the SFIA rate card.

5.9 INOAPPS CONFIGURATION SERVICES FOR HCM, WELLNESS, FINANCE, PROCUREMENT AND PROJECTS

For full details of the service please refer to the service definition.

5.9.1 Fee structure basis

In line with the SFIA rate card.

5.10 INOAPPS PBCS PACKAGES

Please note that these packages can also be done on a T&M basis in line with the SFIA rate card – we have put together package prices to offer our customers a best value approach if fixed costs are required.

Model	Organisation Description	Total Services Price
PBCS50	<ul style="list-style-type: none"> Requirements gathering Workshop Up to 5 differing user types (e.g. budget holder, planners, department heads etc.) Up to 3 custom dimensions (e.g. customer, product, resource) Income planning @ weekly level by (for example) customer by product Full profit and loss plan Support budget and forecast (assumed same business rules) Zero-based and historical-based budgeting Working and final versions available (assumed consistent rules logic) key financial statements build in Financials Reports and Excel templates Assumed approx. 4 linear approval levels Data loading in pre-defined flat files 	£57,500
PBCS75	<p>All items from Inoapps PBCS 50</p> <ul style="list-style-type: none"> Top down and bottom up planning available multiple/ "sandpit" versions Rolling forecast capability Statistical forecasting set-up KPI reporting Balance sheet and cash flow planning. 	£86,250
PBCS100	<ul style="list-style-type: none"> All items from Inoapps PBCS 50 & 75 Distinct detailed workforce planning (planning for named individuals for 1 legal entity area) 	£115,000
Model	Organisation Description	Total Services Price
	<ul style="list-style-type: none"> Full multi-currency capability across multiple regions Outward integration with third party systems Complex calculations available supporting multiple planning types (for example depreciation) 	

5.11 INOAPPS REPORTING AS A SERVICE (RaaS)

For full details of the service please refer to the service definition.

5.11.1 Fee Structure basis

All RaaS packs are sold on an Annual Subscription model

Functional Area	Pack	Annual Cost
Finance	GL and Fixed Assets	£6,000
	AR	£6,000
	AP	£6,000
	Expenses	£6,000
Procurement	Procurement	£6,000
Projects	Projects	£6,000
HCM	Core HCM and Talent	£6,000
	Payroll	£6,000

5.11.2 Roadmap Packs

The following RaaS packs are currently under development, and will be made available to customers on release.

Functional Area	Pack	Annual Cost
Finance	FRS Suite	£6,000
	SmartView Suite	£6,000
	Finance Integration Pack	£10,000
HCM	Recruitment and Learn (Taleo)	£6,000
	HCM Extract	£6,000

5.11.3 Multiple Subscriptions

If a customer signs up to multiple packs, then discounts are available. These discounts will be subject to formal approval, but would be on the following basis:

All Finance modules (GL, AR, AP & Expenses)	£20,000 per annum
3 or more packs	20% discount
5 or more packs	30% discount

5.11.4 Pack Contents

The contents of each pack is updated on an ongoing basis. The latest contents of each pack can be found in the Product Description document.

This can be access from the following link:

www.inoapps.com/reportingpackproductdescriptionlink

5.11.5 Subscription Models

There will be 2 subscription models available to customers:

Full service – this is the default offering. Inoapps will apply reports to the customers environment, and ensure all reports run correctly.

Download – ONLY to be offered if customer refuses to give us access to their system. Customer will be able to download the content themselves and apply to their system.

5.11.6 Service Considerations

It is expected that many customers will require additional professional services to assist with their content. This will be delivered on the following basis:

Type of Customer	Hourly Rate	Notes
Customers that do not subscribe to RaaS	£120	Available for all ad-hoc project work and report development
RaaS Customers ad-hoc development	£90	Available for all ad-hoc project work and report development
RaaS Customers – Fast Tracked report development	£55	For client funded RaaS - New content

5.12 INOAPPS SECUREPASS

SecurePass is a secure service that allows employees to manage their Oracle Cloud password reset process even if they do not have a corporate email account – and without having to contact your IT Helpdesk.

For full details of the service please refer to the service definition.

5.12.1 Fee Structure basis

Number of Users	Annual Subscription per user
0 -500	£20
501 – 1000	£10
1001 – 5000	£5
5001 – 10,000	£3
10,001 +	£2

- First month – free
- Annual subscription, payable quarterly
- Based on current active users at start of period
- Includes all infrastructure, support, implementation and SMS fees

5.13 INOAPPS SUBCONTRACTOR MANAGEMENT CLOUD

Subcontractor Management Cloud delivers an end-to-end process in a single, fully integrated Cloud solution. The application is based on 10+ years' experience of Oracle applications and technology. Our team also drew on its extensive Engineering & Construction sector experience to develop the application.

For full details of the service please refer to the service definition.

5.13.1 Fee Structure basis

Price per user per year
£1500

5.14 INOAPPS ORACLE CLOUD TRAINING SERVICE

For full details of the service please refer to the service definition.

5.14.1 Fee structure basis

All training packages are costed in line with the SFIA rate card. Example packages are listed below. Training courses are restricted to a maximum of 6 delegates per course.

Please note that pricing for training currently excludes hard copy materials. All training materials are provided in digital format. Physical copies can be provided upon request (additional fees may apply however customers are free to arrange for printing services via their own existing printing suppliers).

Training Services	Audience	Deliverables	Format	Pricing
TRAINING NEEDS ANALYSIS (*)	Transformation Managers, Business Sponsors, Change lead, End Users and Super Users.	1. Training Strategy 2. Training Plan	• Onsite Interviews • Online Surveys	• Business: £5,950 • Enterprise: £12,750
ORACLE CLOUD TRAINING				
System Admin – Vanilla	Super Users	1. Classroom Training x 2 days 2. Handbook	• Hands-on, classroom training • Virtual training • A5 Handbook	• £2,550
System Admin – Tailored	Super Users	1. Classroom Training x 2 days 2. Handbook 3. Pocket Guide – business processes and workflows.	• Hands-on, classroom training • Virtual training • A5 Handbook • A6 Pocket Guide	• £10,625
Functional Admin (**) – Vanilla	Super Users	1. Classroom Training x 2/3 days 2. Handbook	• Hands-on, classroom training • Virtual training • A5 Handbook	• £3,400
Functional Admin (**) – Tailored	Super Users	1. Classroom Training x 2 days 2. Handbook 3. Pocket Guide – business processes and workflows.	• Hands-on, classroom training • Virtual training • A5 Handbook • A6 Pocket Guide	• £11,900
Super User – Introduction	Super Users	1. Classroom Delivery x 1 day 2. Handbook	• Hands-on, classroom training • A5 Handbook	• £1,700
Super User(**) – Speed Learning	Super Users	1. Classroom Delivery x 2 days	• Short, informative presentation and demonstration training sessions.	• £1,700

5.15 INOAPPS ORACLE CLOUD READINESS ASSESSMENTS

Inoapps offer a range of packages which we will align to your specific cloud readiness requirements. Our package prices are estimated utilising the SFIA rate card. Our packages can be aligned to a range of customer requirements:

- Existing Oracle Customers E.g. E-Business Suite or PeopleSoft customers looking to convert to the Cloud
- New to Oracle /New to Cloud Customers

The scope of the cloud readiness assessment can vary depending on customer requirements, examples of the scope include:

Business Alignment Workshops

Using a range of facilitated workshops and structured interviews complete an assessment of the As Is Business flows (incl policy) and align these to the Industry standard modern business flows within the Oracle Cloud. Gaps will be identified and impact assessed.

Security, Architecture & Access

Assess the peripheral technical & security implications for your organisation associated with moving to the cloud e.g. network bandwidth, user access and mobile devices.

Data Management and Integration Workshops

Provide a high-level review and outline approach to data management including:

- Interfaces
- Management of legacy data
- Migration of active data

Stakeholder Profiling

Identification of the cultural impacts associated with the transition to cloud. This will incorporate high level stakeholder mapping and channel messaging.

BI Assessment

Whilst many solutions are designed from a process perspective, the underlying driver behind the systems is to manage the flow of data in order to provide meaning information to key stakeholders.

We will run a number of structured workshops designed to re-position your perspective in relation to BI and map out the high level KPIs and associated dashboards your organisation will need as part of its cloud transition. This early introduction to BI thinking will be invaluable to positioning your organisation to make the right decisions when structuring and scoping your cloud implementation.

Customisation Detangling

For Oracle customers with an existing on-premise ERP footprint, there will be a number of legacy customisations and personalisation's that have been introduced to your current solution. We will review these customisations with you and provide you with guidance on how these customisations are managed by the Modern Best Practice Business Flows within the Oracle Cloud SaaS solutions. Where residual gaps remain, we will work with you to create a recommended course of action to minimise business disruption.

Business Case Review

Our Oracle Cloud experts will work with you to review your outline business case and incorporate key components identified during the cloud readiness assessment. This will include outline cost and benefit estimates along with any associated assumptions. Inoapps can also offer a fully packaged business case service whereby we will create your cloud business case for you.

Pricing examples for our Cloud Readiness Assessments can be located within our pricing document or calculated on a time and materials basis using the SFIA rate card.

The extent and size of your cloud readiness assessment will vary depending on the scope of services and rationale for the assessment. Here are some examples:

5.15.1 Fee structure basis

All service fees are structured in line with the SFIA rate cards. Example packages are provided below. Alternate packages can be created to meet your specific business needs.

E-Business Suite/Peoplesoft Cloud Conversion (up to 4 business areas e.g. Finance, HCM, BI and Projects)	Package Price
<ul style="list-style-type: none"> • Business Alignment Workshops • Security, Access and Policy Workshops • Data Management and Integration Workshops • Stakeholder Profiling • BI Assessment • Customisation Detangling • Business Case Review • The Cloud Readiness Assessment will take place over a three-week period. 	<p>£22,100</p>

E-Business Suite/Peoplesoft Cloud Conversion (up to 4 business areas e.g. Finance, HCM, BI and Projects)	Package Price
<ul style="list-style-type: none"> • Business Alignment Workshops • Security, Access and Policy Workshops • Data Management and Integration Workshops 	<p>£13,375</p>
E-Business Suite/Peoplesoft Cloud Conversion (up to 4 business areas e.g. Finance, HCM, BI and Projects)	Package Price
<ul style="list-style-type: none"> • Stakeholder Profiling • BI Assessment • Customisation Detangling • Business Case Review • The Cloud Readiness Assessment will take place over a two week period. 	

Oracle SaaS New Customer (4 business areas e.g. Finance, HCM, BI and Projects)	Package Price
<ul style="list-style-type: none"> • Business Alignment Workshops • Security, Access and Policy Workshops • Data Management and Integration Workshops • Stakeholder Profiling • BI Assessment • Customisation Detangling • Business Case Review • The Cloud Readiness Assessment will take place over a three week period. 	£17,100

Oracle SaaS New Customer (one business area e.g. Finance)	Package Price
<ul style="list-style-type: none"> • Business Alignment Workshops • Security, Access and Policy Workshops • Data Management and Integration Workshops 	£12,400
Oracle SaaS New Customer (one business area e.g. Finance)	Package Price
<ul style="list-style-type: none"> • Stakeholder Profiling • BI Assessment • Customisation Detangling • Business Case Review • The Cloud Readiness Assessment will take place over a two-week period. 	

6 SFIA RATE CARD

	Strategy & architecture	Business change	Solution development & implementation	Service management	Procurement & management support	Client interface
1. Follow	£350	£350	£350	£350	£350	£350
2. Assist	£500	£500	£500	£500	£500	£500
3. Apply	£650	£650	£650	£650	£650	£650
4. Enable	£850	£850	£750	£750	£750	£750
5. Ensure/Advise	£975	£975	£850	£850	£850	£850
6. Initiate/Influence	£1050	£1050	£950	£950	£950	£950
7. Set Strategy/Inspire	£1500	£1500	£1200	£1200	£1200	£1200

6.1 STANDARDS FOR CONSULTANCY DAY RATE CARD

- **Consultant's Working Day** – 8 Hours exclusive of travel and lunch.
- **Working Week** - Monday To Friday Excluding 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.

7 ORDERING & INVOICING PROCESS

For ordering Inoapps InoHub Integration framework, please contact us at:

Inoapps

2 Fountainhall Road

Aberdeen

AB15 4DT

Email: Sales.Support@inoapps.com

Phone: 01483 549066 Fax: 01483 549100 60.

- Payment terms are net 30 days on receipt of our invoice. Professional Services are billed on a monthly time and materials basis in arrears.
- Purchase Orders and BACS payments accepted.
- Prices Exclude VAT.
- Inoapps standard terms and conditions (as per GCloud portal documentation) apply.