



Quality and Insight

G-Cloud 9 – Pricing Document

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## 1 Pricing Overview

Pricing is based on the scale of implementation. We operate a price per user / agent per month based on forecast user volumes. The table of our charges is detailed below:

	Up to 75 agents	76 agents or more
Licences –per agent per month	£5.20	£4.70
Annual configuration and system administration support	£1,400	£1,400

The pricing mechanism will depend on the type of deployment, and will be ascertained and agreed during the initial project definition.

Professional service days are procured per day and are determined by the customer's project. Typical implementations for 100+ seat environment are around 8-10 days. Only days used are charged. (The minimum service day purchase is 2 days).

## 2 Price Bandings

### 2.1 Minimum Order Quantities

Annual configuration costs are payable in advance at the commencement of the agreement and on the anniversary of that agreement. Agent numbers are agreed annually at commencement and at anniversary points. Charges per agent are agreed at that point and unless subsequently agreed in writing will remain in force for one year.

Annual configuration costs of £1400 are payable regardless of the size and term of the deployment. However there are no minimum users and the minimum term is one month.

### 2.2 Example Pricing

The table below provides an example implementation cost for a 50 seat contact centre.

	Investment Requirement
Health Check – 4 days (2 on and 2 off site) Agilisys Quality Analyst @ £500 per day	£2,000
Set up – 3 days to analyse and review current processes @ £500 per day	£1,500
Implementation - 3 days @ £500 per day	£1,500
Training – 3 days based on 1 QA and 2 supervisors @ £500 per day	£1,500

	Investment Requirement
Licences – based on 60 users, per annum (£5.20 per agent per month)*	£3,744
Total	£11,644

### 3 Ordering and Invoicing

Please contact [gcloud@Agilisys.co.uk](mailto:gcloud@Agilisys.co.uk) indicating your area of interest and a member of the Agilisys Team will contact you to discuss how we can meet your requirements.

Agilisys requires customer acceptance of a formal proposal through a Purchase Order (PO) number to raise an invoice for work. In accordance with the G-Cloud framework the completion of a call-off contract is also required.

All professional services are billed monthly in arrears for work that has been conducted, using the rate scale.

Payment terms are in line with those recommended for payment of SMEs within 30 days of an invoice being issued.

Agilisys will respond to request for quotations within 24hours (or one working day) upon understanding of the scope of work.

Once the customer (or potential customer) has defined the scope of work a formal response / quote will be issued and is valid for 30 days.

Commencement of work will be determined between customer and Agilisys.

All problems or issues are resolved as soon as possible in line with severity rating outlined in terms and conditions.



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