G-Cloud 10

Pricing Document

GOSS Cloud Software Services

GOSS Cloud Support Services

GOSS

"Your website is the heart of your organisation. It's a place where your customers increasingly go first to find information, request services, buy products, get help, and post feedback"

Rob McCarthy

CEO, GOSS Interactive

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Table of contents

1   GOSS G-Cloud 10 Pricing Introduction

GOSS provide a range of Cloud Software, as Software as a Service, via the G-Cloud 10 Framework. The GOSS solutions range from powerful dedicated line of business applications, aimed specifically at supporting teams and departments within the Public Sector to address key business challenges, to flexible, adaptable, 'Enabler' technologies, empowering teams or even whole organisations to leverage and adapt GOSS technology to meet their own specific use case, all the way through to the full GOSS Digital Platform to provide extensive customer transactional management capabilities for organisations to effectively deliver end to end online services to their public customers. GOSS also provides a range of Cloud Support services to support the Cloud Software Services, such as deployment, training, and configuration.

In addition to these Professional Services, GOSS also provide a full suite of customer experience management (CXM) services to ensure that the digital services provided to your customers have been designed, devised and delivered specifically with your customers in mind. The GOSS Transform team provides Digital Transformation services to help you and your organisation fully understand the customers you support and enabling you to fully realise your digital transformation aspirations, supporting channel shift and the moving of services online to a Cloud delivery model, saving your organisation time and money. In conjunction with that, the GOSS Creative team provide a wide array of creative and service design, together with brand strategy, user experience (UX), user centred design (UCD), customer experience (CX) and user interface design (UI). This unique blend of services, skills, knowledge, experience and market leading technology makes GOSS an obvious choice of Digital Transformation partner.

This document supports the GOSS Digital Marketplace Catalogue entries and should be read in conjunction with all relevant, supplier terms and conditions, and GOSS Service Definition Documentation attached within the Digital Marketplace.

2 GOSS CLOUD SOFTWARE SERVICES:

2.1 GOSS Cloud Software: GOSS Platform

The following table displays the monthly fees for the production/live environment for the GOSS Cloud Software. Please refer to the Service Definition Document for further details as to what is included.

GOSS Cloud Software Production/Live Environment	LITE per month*	PROFESSIONAL per month*	CORPORATE per month*	PREMIUM per month*	PREMIUM PLUS per month
GOSS Digital Platform (Includes CMS, Forms, and MyAccount: Self-Service and Assisted-Service, VPN). *7-15** on-boarding Cloud Support days required.*	£1,295	£1,690	£2,220	£2,790	N/A ***
GOSS SelfServe (Includes Forms, and MyAccount: Self Service and Assisted Service, VPN). *7–15 ** on-boarding Cloud Support days required.*	£995	£1,270	£1,770	£2,270	N/A ***
GOSS Content (Includes GOSS CMS for website /intranet content management). *5–7** on-boarding Cloud Support days required.*	£695	£970	£1,520	N/A ***	N/A
GOSS Forms (For creation and delivery of online eforms). *5-7** on-boarding Cloud Support days required.*	£833	£1,108	£1,658	N/A ***	N/A

Table 1: GOSS Platform Cloud Software Services Pricing (Production/Live Environment)

* Please note that in addition to the above prices, to cover a utility pricing model as required by G-Cloud, GOSS observes a fair usage policy that supports a suggested indicative number of site interactions, unique visits, depending of the service selected. GOSS reserve the right to charge for interactions/visits in excess of those specified.

** Please note the numbers of days required for on-boarding will depend on which platform option has been selected.

*** N/A: GOSS would be happy to discuss and price individual use cases as required

2.2 GOSS Cloud Software: GOSS Enable It

The following table displays the monthly fees for the production/live environment for the GOSS Cloud Software. Please refer to the Service Definition Document for further details as to what is included.

GOSS Cloud Software Production/Live Environment	TEAM per month*	DEPARTMENT per month*	SERVICE per month*	ENTERPRISE per month*
GOSS Case It (Includes full GOSS Case Management standalone solution). *7-15** on-boarding Cloud Support days required (not including training).* Alternative case management applications can be developed in partnership with GOSS, additional service days will be required.	£595	£795	£899	£1,096
GOSS Book It (For creation of Bookings for Events and Calendar appointment bookings including provision of a GOSS Payment Connector). *7-20** on-boarding Cloud Support days required.*	£895	£945	£1,110	£1,390
GOSS Apply It (For creation flexible online application and end to end business process incorporating a rapid development and rollout facility, designed for team or departmental online services or processes). *7-15** on-boarding Cloud Support days required.*	£490	£540	N/A ***	N/A ***
GOSS Build It (For creation flexible online application and end to end business process incorporating a rapid development and rollout). *7-15** on-boarding Cloud Support days required.*	£690	£890	N/A ***	N/A ***

Table 2: GOSS Cloud Software Services - Enable It Pricing (Production/Live Environment)

* Please note that in addition to the above prices, to cover a utility pricing model as required by G-Cloud, GOSS observes a fair usage policy that supports a suggested indicative number of site interactions, unique visits, depending of the service selected. GOSS reserve the right to charge for interactions/visits in excess of those specified.

** Please note the numbers of days required for on boarding will depend on which platform option has been selected.

*** N/A GOSS would be happy to discuss and price individual use cases as required

2.3 GOSS Cloud Software: GOSS for Business

The following table displays the monthly fees for the production/live environment for the GOSS Cloud Software. Please refer to the Service Definition Document for further details as to what is included.

GOSS Cloud Software Production/Live Environment	TEAM per month*	DEPARTMENT per month*	SERVICE per month*	ENTERPRISE per month*
GOSS for Claims (Providing a portal solution to allow citizens to register an insurance claim and the Council to track and monitor the progression of the claim within departments until resolution). *7-15** on-boarding Cloud Support days required. Includes knowledge transfer/training.*	£550	£690	N/A ***	N/A ***
GOSS for Complaints (Includes full GOSS Case Management standalone solution, provided as standard with Complaints, Compliments or Comments Case Management). *7-20** on-boarding Cloud Support days required. Includes knowledge transfer/training.*	£525	£595	£799	£1,096
GOSS for Registrars (A powerful Appointment Planner enabling Registrar Admin Teams to effectively manage Registrar diaries, activities & check-ins. *10-25** on-boarding Cloud Support days required. Includes knowledge transfer/training.*	£500	£870	N/A ***	N/A ***

Table 3: GOSS Cloud Software Services – GOSS for Business Pricing (Production/Live Environment)

* Please note that in addition to the above prices, to cover a utility pricing model as required by G-Cloud, GOSS observes a fair usage policy that supports a suggested indicative number of site interactions, unique visits, depending of the service selected. GOSS reserve the right to charge for interactions/visits in excess of those specified.

** Please note the numbers of days required for on boarding will depend on which platform option has been selected.

*** N/A GOSS would be happy to discuss and price individual use cases as required

2.3.1 GOSS Cloud Software: GOSS Expansions

The following GOSS Expansions are charged as a monthly fee with additional on boarding/configuration charges. Refer to GOSS GC10 Service Definition documentation for details on which Expansions are available to specific software services.

GOSS Expansion Modules*	Additional price per month
GOSS Contribute	£275 plus initial 1-3 days set-up/configuration.
GOSS Find my Nearest	£275 plus initial 2-5 days set-up/configuration.
GOSS Rate this Page	£75 plus initial 1-2 days set-up/configuration.
GOSS Search Crawler	£150 plus initial 1-3 days set-up/configuration.
GOSS Social Media Publisher	£150 plus initial 1-2 days set-up/configuration.
GOSS Enhanced Events	£425 plus initial 5-10 days set-up/configuration.
GOSS Bookings	£625 plus initial 5-15 days set-up/configuration.
GOSS Bookings Diary (Bookings add-on)	£425 plus initial 2 -7 days set-up/configuration.
GOSS Case Management Toolkit	£695 plus initial 5-15 days set-up/configuration.
GOSS Complaints	£425 plus initial 5-15 days set-up/configuration.
GOSS Disruptions	£695 plus initial 5-15 days set-up/configuration.
GOSS Claims	£400 plus initial 5-10 days set-up/configuration.
GOSS Registrars	£475 plus initial 10-20 days set-up/configuration.
GOSS Apply Expansion **	£425 plus initial 5-15 days set-up/configuration.
GOSS Build Expansion**	£695 plus initial 5-15 days set-up/configuration.
GOSS Performance Dashboard	£395 plus initial 5-10 days set-up/configuration.
GOSS Services Directory	£425 plus initial 5-10 days set-up/configuration.
Current GOSS Payment Connectors • Adelante • Barclaycard • Capita • Civica • Paris (Northgate) • PayPal • Worldpay	£295 plus initial 3 days set-up/configuration.
Any Other Payment Providers:	From £295 plus initial 6+ days set up/configuration.

GOSS Connectivity Expansions	
GOSS Authentication Expansions: Government Verification Modules (i.e. My Gov Scot):	£395 per module plus initial 3-8 days configuration each.
Social Media Authentication Expansions: Current, Facebook, Google, LinkedIn, Amazon	£0 plus initial 3–5 days configuration each.
GOSS Active Directory/ADFS Expansions (Active Directory Federation Services)	£395 plus initial 3-8 days set-up/configuration.
Other GOSS Service Expansions	
GOSS additional Disaster Recovery Options	DR environments range from: £495 plus 3 days deployment up to £3,790 plus 8 days deployment for 'always on' status (depending on GOSS Service selected).
GOSS Cloud Support Upgrade Options	• Lite/Team Upgrade to Professional/Department: £75 • Professional/Department Upgrade to Corporate/Service: £150 • Corporate/Service Upgrade to Premium/Enterprise: £250
GOSS VPN *Note: some Cloud Software Services already include VPN provision.*	£295 plus initial 3 days set-up/ configuration.
GOSS Dedicated Database Option	£460 plus initial 2 days set-up/ configuration.
GOSS Platform - Service Connectors** Examples of these could include *but are not limited to:* • Bartec Waste System Connectors • Capita Services Connectors • Civica Services Connectors • idox Services Connectors • Northgate Services Connectors • Pitney Bowes Services Connectors • CAPS Services Connectors • ArcGIS Services Connectors • Microsoft Dynamics Services Connectors • Microsoft SharePoint Services Connectors • Agilisys Services Connectors	GOSS provide integration to a significant number of legacy/third party systems. Integration varies from system to system and the levels of integration required hence connected services range from: • £295 plus initial 5-10 days configuration for a Level 1 Integration • £595 plus initial 5-10 days configuration for a Level 2 Integration • £895 plus initial 10-15 days configuration for a Level 3 Integration • £1,195+ plus initial 15-25 days configuration for a Level 4 integration. • £2,500+ plus initial 15-25 days configuration for a Level 5 integration. • Level 6 integrations are out of gauge and can be supplied on request

• Vuelio Services Connectors • Kier Services Connectors • Verint Services Connectors • Salesforce Services Connectors • Whitespace Services Connectors	
GOSS Platform/Enable It Expansion Services**. Examples of these could include *but are not limited to*: • Fly Tipping services • Graffiti services • Complaints, comments and compliments services • Parking Permits • Blue Badge services • Temporary event notifications • Bus Pass, Taxi Licences • Street Trading • Missed Bins services • Bins ordering (new or replacement) • Garden Waste services • Check bin dates, subscribe to bin dates • Assisted Collections • Bulky Waste Collections • Incident Management Reporting • Subject Access Requests (for GDPR) • Fire Protection Assessments • Change of Circumstances • Council Tax balance look up and payments	GOSS provides "vanilla" out of the box Transactional Services from: • From £295 plus initial 5+ days configuration for a Level 1 Service • From £595 plus initial 5+ days configuration for a Level 2 Service • From £895 plus initial 10+ days configuration for a Level 3 Service • From £1,195 plus initial 15+ days configuration for a Level 4 Service • From £2,500+ plus initial 15-25 days configuration for a Level 5 Service. • Level 6 Services are out of gauge and can be supplied on request

Table 4: GOSS Platform Cloud Software Additional Modules Pricing

* Depending on the Core GOSS Service Platform utilised will determine which Expansion packs are available and also to what extent they may be used in line with the GOSS suggested fair usage policy as outlined within the GOSS GC10 Service Definition document.

** Depending on specific use case and requirements, a combination of GOSS Service Connectors and Expansion Services may be required.

2.3.2 GOSS Cloud Software: Additional Environments

2.3.2.1 GOSS Pre-Production Environments:

GOSS Pre−Production Environment (monthly fee)				
For true like-for-like configuration, this environment must match the production/live environment selected above i.e. A Premium Production/Live Environment requires a Premium Pre-Production Environment. This also applies for 'GOSS Enable It' Services.				
GOSS Cloud Software Service:	**LITE**	**PROFESSIONAL**	**CORPORATE**	**PREMIUM**
GOSS Digital Platform	£495	£795	£1,395	£1,590
GOSS SelfServe	£495	£595	£995	£1,295
GOSS Content	£495	£495	£912	NA
GOSS Forms	£495	£495	£995	NA

Table 5: GOSS Platform Cloud Software Services Pricing - Pre-Production Environments

2.3.2.2 GOSS Additional Environments (Test/Development)

GOSS Test and/or Development Environment(s) (monthly fee) per environment instance	
GOSS Standard Test or Development Any GOSS Platform or Enable It Service	£495

Table 6: GOSS Platform and Enable It Cloud Software Services Pricing - Test/Development Environments

2.4 GOSS Cloud Software: LiveChat

GOSS LiveChat	
Price per month:	£250
Unit Definition:	Up to 10 named users
Options:	Up to 20 users: £350 per month Up to 50 users: £450 per month Up to 100 users: £600 per month
Notes:	Please refer to the GOSS Service Definition and Digital Marketplace catalogue entry for more details. Service fee above excludes mandatory GOSS LiveChat training webinar priced at £300.

Table 7: GOSS Cloud Software – GOSS LiveChat Pricing

The above GOSS LiveChat is provided as standard with a GOSS Lite Support Service Plan. Plan upgrades are available. Please refer to Other GOSS Service Expansions above in Table 4.

2.5 GOSS Cloud Software: Pricing Notes

- All prices are exclusive of VAT and subject to the terms and conditions included within the relevant GOSS G-Cloud 10 Service.

- Proposed Cloud Service levels are based on expected website/intranet/portal traffic volumes for the specific service level selected and in line with GOSS suggested fair usage policy. Pro-rata charges and configuration will apply for increased service levels as required – please see the GOSS Service Definition for more details.

- Clients may upgrade software service level part-way through the contract term for an increased monthly service fee and consultancy service fee. e.g. A client may increase from "GOSS Content" to "GOSS Digital Platform".

- Additional software expansions, modules and options are available. Please refer to the GOSS Service Definition for more details. Prices include configuration for a single site only. Additional fees will apply for configuration on multiple sub-sites.

- The expansion add-on module monthly fees are added to the appropriate Lot 2 Cloud Software (SaaS) fee as listed in Section 2.1 to Section 2.3.

- Production/Live Environments, for support and guaranteed availability details please refer to GOSS Service Definition Document. Please note the additional environments in 2.3.2 include software maintenance/updates, however they are not covered by the main Production/Live Environment Support Agreement/SLA.

- Clients may if they wish, consider changing the location of data storage and processing locations, this would be out of gauge at this time, however GOSS would engage with clients to agree a price for this on a case by case and suitability basis.

- An extensive array of GOSS Cloud Support Services are available to support your procurement, development and implementation of any GOSS Cloud Software Service. Please refer to Section 3 below.

3   GOSS CLOUD SUPPORT SERVICES:

Type	GOSS Cloud Support	Price
Planning:	• Project management • GOSS Transform Digital Transformation Consultancy • GOSS Creative: design and brand consultancy • GOSS Engage: consultancy	• £890 per day • From £890 per day • From £750 per day • From £890 per day
Set-up and Migration:	• On-boarding/deployment/implementation • Configuration services • (Data) migration consultancy • Support consultancy • Integration services • Consultancy • Advanced technical post-training consultancy	• £750 to £890 per day • £750 to £890 per day • £890 per day • £750 to £890 per day • £890 per day • £890 per day • £1,650 per day
QA/Testing	• GOSS Creative • GOSS Transform	• from £750 per day • from £890 per day
Training:	• A wide variety of training courses are available to meet client knowledge transfer requirements. • Webinars, training classes, workshops etc.	• Please refer to the training table below.
Ongoing Support:	• All GOSS teams can provide additional support services on top of those included within a GOSS cloud software service. Rates will vary with support type and support location.	• From £750 per day +

Table 8: GOSS Cloud Support Services Pricing Table

3.1 GOSS Cloud Support Services: Discounts

To support Public Sector clients with limited or fixed annual budgets, GOSS can provide clients with a block of discounted, pre-paid, Cloud Support days to be called off as required throughout a year. These days can be called off for a range of identically priced services, (excluding service bundles, and GOSS Creative and GOSS Transform packages and training).

- 20 * GOSS Cloud Support Configuration/Consultancy Days @ 2% discount
- 50 * GOSS Cloud Support Configuration/Consultancy Days @ 5% discount
- 100 * GOSS Cloud Support Configuration/Consultancy Days @ 6% discount

3.1.1 GOSS Cloud Support Services: GOSS Access Plus

GOSS Access Plus Credits are a great way to allow GOSS clients to budget for and cloud services they may require throughout a given year. They allow clients to purchase a choice of credit options which can redeemed against any GOSS Cloud Support Services, depending on the service required will depend on the numbers of credits required, more details here: https://www.gossinteractive.com/access-plus/service-options Credits are only valid for 12 months from initial purchase. Discounts are available from Access Plus Credits, depending on the level purchased will depend on the level of discount applied.

- Bronze Plan: £2,500 per annum. 125 Credits
- Silver Plan: £5,500 per annum. 300 Credits
- Gold Plan: £7,500 per annum. 420 Credits
- Platinum Plan: £9,500 per annum. 545 Credits
- Titanium Plan: £15,000 per annum. 800 credits

3.2 GOSS Cloud Support Services: GOSS Training

The GOSS Service Definition and GOSS website https://www.gossinteractive.com/training provide more information on the courses listed below.

Course Type: Introduction	Price
Introduction Webinar: covering GOSS Digital Platform, GOSS SelfServe, GOSS Forms, GOSS Content and GOSS Data Retention Manager	£250 to £500 per session
Course Type: GOSS Content	
GOSS recommends 2-3 of the following 4 courses should be taken, depending on user skills, experience and requirements.	
GOSS Writer: Publishing using GOSS Content	£1,200 per day
GOSS Editor: Digital Online publishing using GOSS Content	£1,200 per day
Webmaster: Managing GOSS Content	£1,200 per day
Administrator Level 1: Managing GOSS Content	£1,200 per day
Course Type: GOSS Forms	
Recommendations will vary in line with client requirements and client technical capabilities.	
GOSS Forms Level 1	£1,200 per day
GOSS Forms Level 2	£1,400 per day
GOSS Forms Level 3	£1,650 per day
GOSS Forms Level 4	£3,300 to £4,400 per session
Course Type: Business Process and Workflow	
For use in the GOSS Digital Platform and GOSS SelfServe Platforms – to create and customise online transactions.	
Introduction to Business Process Mapping	£3,300 per session
Developer Ready Business Process Mapping	£1,650 per day
Workflow Level 1 – Creating Workflow Processes	£1,650 per day
Workflow Level 2 – Integrations	£1,650 per day
Solutions Level 1 (2, 3 or 4 days)	£3,300, £4,850 or £6,500 per session
Course Type: .NET Technical Training or Java Technical Training	
Technical Level 1	£1,650
Technical Level 2	£1,650
Technical Level 3	£1,650
Course Type: Recommended GOSS Platform Bundles	
GOSS Digital Platform (6 days - must be taken in 2 blocks of 3 days): Includes content, administration/security, forms, workflow and self-serve training	£6,250 per bundle

GOSS SelfServe (5 days - must be taken in 1 block of 5 days or 2 blocks of 2.5 days and 2.5 days): Includes content, administration/security, forms and self-serve training	£5,750 per bundle
GOSS Forms (must be taken in 1 block of 4 days or 2 blocks of 2 days): Includes content, administration/security and forms training	£4,750 per bundle
GOSS Content (must be taken in 1 block of 2 days): Includes content and administration/security	£2,150 per bundle
Course Type: GOSS Enable It	
GOSS Case It – Using Case Management	£1,200 per day
GOSS Case It – Building Cases	£1,650 per day
GOSS Book It – Creating and Managing Book and Pay	£1,200 per day
GOSS Book It – Creating Plug Ins for Book and Pay	£1,650 per day
GOSS Apply It – Using GOSS Apply	£1,200 per day
GOSS Apply It – Building New Applications	£1,650 per day
GOSS Build It – Using GOSS Build It	£1,200 per day
Course Type: Other	
GOSS LiveChat Webinar	£300 per webinar
Google Analytics: Basic	£1,800 per day
Google Analytics Intermediate	£1,800 per day
Google Analytics Advanced	£1,800 per day
Google Analytics Bundle (Basic, intermediate and advanced)	£3,920 per bundle

Table 9: GOSS Training Course Pricing

3.3 GOSS Cloud Support Services: Pricing Notes

- All prices are exclusive of VAT and subject to standard GOSS terms and conditions listed within the Digital Marketplace.
- All GOSS Cloud Support Services are delivered remotely unless specified. Any onsite days will incur travel and subsistence at agreed rates. Please note GOSS Training includes GOSS expenses for any on-site delivery.
- For clients attending GOSS courses at other locations, clients are responsible for their own expenses. Some advanced courses are delivered at GOSS HQ.
- Course pre-requisites will apply for delegate skills and, on-site room set-up etc. E.g. Training delegates will undertake a Forms Assessment being allocated a place on a forms course.
- The GOSS website listing of each course provides more information on the level, length, course pre-requisites, and an outline of course learning aims and objectives.
- Discounted Advanced Technical Post-Training consultancy is charged at £1,650 for the first day post training. For multiple concurrent days ordered, 2 days at £1,500 each, 3 days at £1,400 each.

4   GOSS CLOUD SUPPORT SERVICES: GOSS CREATIVE

GOSS Creative Cloud Support services deliver 'design that improves, transforms, engages and delivers. These services are available as part of a wider GOSS Software project or can be commissioned independently. The specific GOSS Creative listing within the Digital Marketplace includes a GOSS Creative price list.

Type	GOSS Creative Cloud Support Example GOSS Professional Services	Price
Planning:	Design Consultancy	£1,200 per day
	Brand Consultancy	£1,200 per day
	Creative Design Services	£750 per day
	Brand Audit	£3,750
	Website Design Audit	£2,250
	Design Workshop (max 10 people)	£1,000
	Discovery Workshop (max 10 people)	£1,000
Set-up and Migration:	Creative Design Services	£750 per day
	Launch Campaign	£750 per day
	Brand Refresh	£3,750
	New Brand Development	£11,250
	Brand Guidelines	£2,250
	Brand Toolkit Logos/straplines and graphic in all formats for digital and print.	£1,500
QA/Testing	Creative Design Services	£750 per day
Discounted Service Packages	Brand Refresh Package: Full audit, identity refresh, brand guidelines and brand toolkit.	£10,000
	Full New Brand Package: Full audit, new brand development, brand guidelines and toolkit.	£16,000

Table 10: GOSS Cloud Support Services Pricing

Please refer to the GOSS Service Definition for more detail on the GOSS Creative Services.

5 GOSS CLOUD SUPPORT SERVICES: GOSS TRANSFORM

The GOSS Transform Team provides a range of consultancy services to support the delivery of Digital Transformation and Channel Shift, saving your organisation time and money. The team of consultants are highly skilled and experienced, and specialise in areas such as customer insight, digital strategy, user experience design, business process mapping, channel shift and organisational engagement. They are supported by the GOSS Creative Team who provide creative design services to support graphic design, website design and online service and brand development.

This pricing document supports the GOSS Digital Marketplace entries and should be read in conjunction with the relevant terms and conditions and Service Definition Document attached within the Digital Marketplace.

The GOSS Transform Team can deliver one off Digital Transformation support/consultancy services through to bespoke service packages to meet your specific transformational challenges. For details on other GOSS Services such as GOSS Creative, and GOSS Cloud Support for Web Project deployment, please refer to the other Catalogue Services within the Digital Marketplace – each service includes a Service Definition and detailed pricing information.

5.1 GOSS Cloud Support Services: GOSS Transform Digital Transformation Services

	GOSS Transform: Culture	GOSS Transform: Customers	GOSS Transform: Delivery	GOSS Transform: Digital Transformation
Prices:	From £2,745 to £20,525	From £2,930 to £13,500	From £2,670 to £14,760	From £2,670 to £48,785
Example Services include:	• Project Team Engagement Scoping Workshop(s) • Senior Management and Stakeholder Engagement Workshop(s) • Service Team Engagement Workshop(s) • Communications and Marketing Plan • Implementation plan for project • Transformation Strategy: Developed from customer insight/baseline capture/best practice • Business case development • Training and skills transfer • Application of and assessment of Digital Standards	• Persona Development: realistic but fictional character representing organisation's target audience • Customer and Stakeholder Focus Groups: obtaining structured feedback through engagement • Customer Research: Understand customer's needs, interaction preferences and digital barriers • Persona Maximisation: improve services, communications, satisfaction and gain efficiencies • Persona Banners: effective way to communicate the needs of customers • Map customer experiences using the channels that they currently use	• Baseline capture: validate current data, undertake demand analysis and collecting customer interactions • Technical assessment: analysis of the technology that you currently have in place, alongside any plans that you have to develop or change the technology • Alpha: Content Review and Develop the Information Architecture (IA) • Alpha: Card Sorting and Tree Testing • All phases: User Testing • Service design/redesign using Lean Capture, Analyse, Evaluate, Re-engineer • Workshops based on the GOSS BPM methodology • Approach adapted to refine its use in the public sector • Complements Government Digital Services (GDS) Government Service Design Manual	• Delivered to Local Authorities, Housing, Police, NHS, Central Government Agencies • Organisational Engagement Workshops • Persona Development: realistic but fictional character representing organisation's target audience • Customer Research: Understand customer's needs, interaction preferences and digital barriers • Baseline: interactions and costs identifying opportunities for savings • Transformation Strategy: Developed from customer insight/baseline capture/best practice • Channel's reviewed/implemented using GOSS User Centred Design (UCD) process • Service design/redesign using Lean Capture, Analyse, Evaluate, Re-engineer • Training and skills transfer • Application of and assessment of Digital Standards

Table 11: GOSS Transform Digital Transformation - Cloud Support Services Pricing

5.2 GOSS Cloud Support Services: GOSS Transform Training

The following table shows the GOSS Transform training available:

Course	Price per session
GOSS Engage Process Modelling Service Standalone Training	£2,500 per session
GOSS Engage Process Modelling Service Training and Process Review	£5,400 per session

Table 12: GOSS Transform: Training Course Pricing

5.3 GOSS Cloud Support Services: GOSS Transform Pricing Notes

- All prices quoted are exclusive of VAT and are subject to GOSS Terms & Conditions as detailed within the G-Cloud 10 Digital Marketplace, and the GOSS/Client Call-Off Contract.

- The GOSS website listing of each course provides more information on the level, length, course pre-requisites, and an outline of course learning aims and objectives.

- Travel and subsistence: GOSS reserves the right to charge expenses for services delivered onsite. This this would be pre-agreed with the customer within the Call-off Contract. Please note that certain on-site training courses already include GOSS expenses. Full details available in SFIA Rate Cards

- GOSS Cloud Support Services: Professional Services rates may vary dependent upon onsite/off-site, service type, service length, and resource level.

6 GOSS CLOUD SOFTWARE & SUPPORT SERVICES: GOSS ENGAGE

The GOSS Process Modelling Services include a full range of services to support transformation and change within an organisation. This includes the online process modelling tool, support and training.

6.1 GOSS Cloud Software: GOSS Engage Process Modeller

The costs for the different levels of the process modeller are as follows:

	Starter	Pro	Team	Bronze	Silver	Gold	Platinum
Subscription costs per year	£276	£660	£1,032	£3,630	£5,500	£6,430	£8,290

Additional user licences are available for Bronze subscriptions and above. These are available as user packs, each pack contains:

- 5 named modeller licences
- 1 concurrent modeller licence
- 10 viewer licences

A user pack subscription costs £1,390 per year. If required multiple user packs can be purchased.

For local authorities, we can offer enterprise licences* to better enable them to roll out process change and transformation across the organisation by allowing more of their staff to use the modeller to support transformation activities. This offers an unlimited number of users, both modeller and viewer:

	Small (<100K citizens)	Medium (100 – 250K citizens)	Large (>250K citizens)
Named modeller users	Unlimited	Unlimited	Unlimited
Concurrent modeller users	Unlimited	Unlimited	Unlimited
Viewer licences	Unlimited	Unlimited	Unlimited
Subscription costs per year	£13,523	£17,041	£22,977

6.2 GOSS Cloud Support Services: GOSS Engage Process Modelling Training

The training is designed to equip delegates with the skills and knowledge to conduct process reviews and to identify improvements and savings for the organisation. The on-site training costs are:

	Standalone training	Training & process review
Number of days	1.5	2
Maximum number of delegates	8	8 + service representatives
Cost	£2,500	£5,400

Discounts: We offer a 5% discount on the Engage subscription costs to organisations purchasing the process modeller and training for their team.

7 GOSS SOFTWARE AND CLOUD SUPPORT SERVICES: Pricing Notes

- All prices quoted are exclusive of VAT and are subject to GOSS Terms & Conditions as detailed within the G-Cloud 10 Digital Marketplace, and the GOSS/Client Call-Off Contract.

- Please refer to GOSS Service Definition(s) for details of the GOSS Suggested Fair Usage Policy.

- Please refer to GOSS Service Definition(s) for full details of the Service Plans and Support Plans related to specific Cloud Software Services

- All Training Services include onsite expenses.

- Travel and subsistence: GOSS reserves the right to charge expenses for services delivered onsite. This this would be pre-agreed with the customer within the Call-off Contract. Please note that certain on-site training courses already include GOSS expenses.

- Clients travelling to GOSS HQ or any other offsite training courses will be at their own expense.

- GOSS Cloud Support: Professional Services rates may vary dependent upon onsite/off-site, service type, service length, and resource level.

- In the event any customer requires additional GOSS staff vetting as part of their specific business requirements, GOSS will charge a minimum of 2 days cloud support services per person.

For all and any clarifications or questions regarding this document, please contact GOSS.

< End of GOSS G-Cloud 10 Pricing Document >