



3020 LifeX

Pricing Document

Hosted 3020 LifeX: Dispatch and First Contact
Solution for Critical Control Rooms

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HISTORY CHART

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1 Prices

1.1 Service Overview

The G-Cloud customer can choose from five LifeX™ service packages:

Package	Description
Entry Radio	Provides basic radio (Airwave and ESN) functionality and the capability to make and receive telephone calls
Entry Radio and Contact Centre	Extends the “Entry Radio” package to include advanced contact centre functionality for emergency call handling including ACD, IVR and EISEC integration
Full Radio	Extends the “Entry Radio” package to include resource management and location display on a map.
Full Radio and Contact Centre	Extends the “Full Radio” package to include advanced contact centre functionality for emergency call handling including ACD, IVR and EISEC integration
Contact Centre	Provides advanced contact centre functionality for emergency call handling including ACD, IVR and EISEC integration

Please refer to the *Service Definition* document for a more detailed description of the provided functionality per package.

In addition, the customer can choose to host the 3020 LifeX™ solution on a common “community” off-premise hosting platform or on an on or off-premise private cloud hosting platform.

Note that the on-premise private cloud solution incur additional service charges. The prices quoted below assume hosting on a common “community” off-premise hosting platform. Additional service charges to be determined during onboarding apply for on-premise deployments.

1.1.1 Entry Radio Package

This package is **£380,-** per user Month.

Minimum contract duration: 24 months

Pricing includes software maintenance, updates to latest released version and event & problem support.

Not included are:

- hosting platform cost and networking cost

- Onboarding service cost (connecting with customer Airwave/ESN – when available- and Telephony PoP, configuration, set-up, testing). To be determined during onboarding

1.1.2 Entry Radio and Contact Centre Package

This package is **£442,-** per user Month.

Minimum contract duration: 24 months

Pricing includes software maintenance, updates to latest released version and event & problem support.

Not included are:

- hosting platform cost and networking cost
- Onboarding service cost (connecting with customer Airwave/ESN – when available- and Telephony PoP, configuration, set-up, testing integration with customer GIS). To be determined during onboarding

1.1.3 Full Radio Package

This package is **£460,-** per user Month.

Minimum contract duration: 24 months

Pricing includes software maintenance, updates to latest released version and event & problem support.

Not included are:

- hosting platform cost and networking cost
- Onboarding service cost (connecting with customer Airwave/ESN – when available- and Telephony PoP, configuration, set-up, testing integration with customer GIS). To be determined during onboarding

1.1.4 Full Radio and Contact Centre Package

This package is **£539,-** per user Month.

Minimum contract duration: 24 months

Pricing includes software maintenance, updates to latest released version and event & problem support.

Not included are:

- hosting platform cost and networking
- Onboarding service cost (connecting with customer Airwave/ESN – when available- and Telephony PoP, configuration, set-up, testing integration with customer GIS). To be determined during onboarding

1.1.5 Contact Centre

This package is **£327,-** per user Month.

Minimum contract duration: 24 months

Pricing includes software maintenance, updates to latest released version and event & problem support.

Not included are:

- hosting platform cost and networking cost
- Onboarding service cost (connecting with customer Telephony PoP, configuration, set-up, testing integration with customer GIS). To be determined during onboarding

1.2 Rate Card for Professional Services

For the full SFIA rate card, please refer to Attachment_4_G-Cloud-11-rate-card-template.

Please note, that depending on the total call off service volume additional competitive discounts can be provided.

2 Pricing Assumptions

2.1 General Assumptions

The prices quoted are per concurrent user/month and reflect the Software of the delivery only and are based on a minimum 24 months contract duration, provided, that only the right to use the Software is included in the price and the terms for such usage right of the Software are according to Attachment 2 – Terms and Conditions.

The Software shall not be provided as a Software-as-a-Service (SaaS) model and any hosting service, provision of infrastructure and managed cloud support-services are not included in the price.

All prices mentioned herein are quoted net in GBP and any taxes, levies, fees, royalties, duties (including but not limited to customs clearance fees, import VAT as well as any withholding taxes) or other charges that may be imposed outside of Austria in relation to an Order / CallOff Contract as well as – if applicable, Austrian VAT – are not included in the price and shall be paid by the customer additionally.

All taxes and customs duties mentioned before shall be paid directly by the customer at the respective fiscal authorities and shall not be financed in advance by Frequentis.

Further, any import taxes, withholding taxes and other taxes or duties or similar tributes being imposed after contract signature as a consequence of the United Kingdom's exit from the European Union ("Brexit") shall be borne by the customer. In case there is no customs union between the UK and the EU following Brexit, customs handling shall be the customer's responsibility, and any further clearance fees or import VAT shall be paid by the customer directly to the UK customs or other UK fiscal authority, with Frequentis not being obliged to finance any such payments in advance.

Other system integrations to the 3020 LifeX™ *life* interface are not included. Cost for migrating to a new service provider are not included.

Together with the customer we will determine which hosting model shall be taken and what the resulting additional hosting and networking costs per month are; if applicable.

During on-boarding; additional services as per the SFIA rate card are required to determine the final configuration of the service, capacity and SLA requirements on the hosting platform and network for the intended usage, training needs, on-site testing and other preparation services. Estimates can be provided on request.

The responsibilities Frequentis would expect the customer to take are all applicable to the Operational Services phase of the contract. The full details of the actual responsibilities and commitments Frequentis would expect, would be finalised during the onboarding clarifications. This would be then documented and actioned in accordance with the agreed service contact.

- The customer will be responsible to provide the terminals and IT Network Infrastructure the 3020 LifeX™ web client shall run on, including certified USB footswitches, headsets and loudspeakers. Additionally, the WAN network (including firewalls, routers etc.) from

customer's premises to the off-premise hosting platform shall be provided by the customer in accordance to the determined capacity and SLA requirements.

- The customer will be responsible for the delivery of the Airwave, telephony and ESN -when available- Point of Presences (PoP). This includes ensuring the network connectivity is available.
- It is appreciated that ESN delivery is from a separate programme (ESMCP). However, the customer is contracting to ESMCP. If there are delays to the ESMCP programme it is the responsibility of the customer to provide this information in a timely manner Frequentis so the impact to the service can be assessed.
- The customer has to inform Frequentis if a special clearance (security validation to cover access to data centre sites) is needed, state the lead-time to get such clearance and provide the relevant documents and questionnaires, all in good time prior to the first on-site activities -if any- as planned in the agreed time schedule.
- Operational configuration (user, roles, phone numbers, personal settings etc.) shall be undertaken by the Frequentis in the onboarding phase. Once the system is in operational use, the operational configuration will be the responsibility of the customer.
- The customer shall provide training facilities for all on-site training courses.
- The customer will provide resources to support test assurance.
- Responsibility of Frequentis is defined by the service provided. The customer (or its affiliate(s)) is responsible for the overall system of the customer, excluding the 3020 LifeX Software (System under Maintenance).

The customer shall release Frequentis of its liabilities in case of any modification on the customer 's overall system or infrastructure that:

- a) is not compliant with the system requirements agreed with Frequentis with the system configuration and
- b) has negative impacts on the System under Maintenance.

- The customer shall ensure that Frequentis is informed and consulted (whenever necessary) via the change procedure (Change Management Process) in case of any change that might have impact on the provided service.
- Operation or operational support is not included in the monthly fee.

2.2 Standard Payment terms

- Service Charges: per month

Project costs: based on milestones to be agreed.