

G-Cloud Framework

The TILES System® Interview Management Software

Enterprise level

Pricing



Pricing

1. Public and Private Cloud Service Pricing

- 1.1 A one-off Onboarding charge for the TILES System® interview management software of £69,000 is payable on order.
- 1.2 Service Charge of £500 per month and £69 per user per month.
- 1.3 Service Charge and user costs per month is based upon a minimum terms of 12 months.
- 1.4 Minimum implementation is 15 users.
- 1.5 Standard Service Charge includes up to 100Gb data storage. Additional storage can be provided at £10 per 50Gb per month.
- 1.6 Onboarding includes creation of account hierarchy, email configuration and cosmetic branding.
- 1.7 Following the development of a detailed implementation plan, any additional configuration requirements will be costed as per the IMS SFIA rates.
- 1.8 The number of users is calculated on the basis of named individual user logon accounts.
- 1.9 Additional users can be ordered in blocks of 10 users (at the price set out above) at any time.

2. Volume Discounts

- 2.1 Volume discounts available for user numbers over 50. Price provided on application.

3. Pilot Trials

- 3.1 IMS recognises the benefits that Pilot trials may offer Enterprise customers in accurately gauging the benefits offered by the TILES System®. Pilot trials can be project managed by IMS Consultants qualified to Home Office Interview Advisor/Manager standards ensuring that the TILES System® is fully adapted/configured to suit the customer's investigative context.

4. Security Management

- 4.1 IMS recognises the paramount importance of the security management needs of individual customer organisations. IMS can ensure that the management and integrity of customer data is fully protected in accordance with customer agency security policies and compliance requirements. IMS data management is maintained in strict compliance with the Data Protection Act 1998 (DPA 1998) and General Data Protection Regulation (EU) 2016/679.

5. **Business Continuity and Disaster Recovery**

- 5.1 IMS can implement proven strategies to safeguard business continuity through disaster recovery plans affording customers operational resilience. IMS encourages customer agencies to ensure appropriate mitigation strategies are factored into the detailed IMS implementation plan at inception.