Blackthorn Cloud Services
v11.0
Price List

G-Cloud

Blackthorn

Blackthorn Cloud Services

Our cloud solutions cover a range of specialist services including: investigations, surveys, audits, risk management and skills discovery.

Our solutions are suitable for the handling and storage of protectively marked information up to OFFICIAL, and offer connectivity to the PSN-A, PSN-P, Internet, HSCN and RLI networks. Electronic data exchange with the Crown Prosecution Service is also supported.

1 PRICING OVERVIEW

There are 3 elements to the pricing of our services. Different pricing options are available within each element.

The mandatory elements are:

Optionally, customers can purchase:

- Platform Security Accreditation (to minimum of CSA CCM v3.0).

Minimum Service Subscription Period: 3 months.
Free Trial: 30 days (in commercial hosting environment).

All prices quoted are exclusive of VAT.

2 APPLICATION HOSTING

2.1 Hosting Options

Self-hosting

Customers can host on-premise or host with a third-party engaged by themselves. We refer to both options as 'self-hosting' as responsibility for hosting sits with the customer. This is a zero-cost option.

Blackthorn Hosting

Blackthorn hosting is provided by partner organisations. Hosted solutions are maintained by our own specialist support staff, all of whom hold a minimum of SC vetting. The infrastructure (servers, operating systems etc. are maintained our partners).

Three hosting options are available, each option offering a different levels of data protection.

- **Commercial Hosting *e.g.* Azure, AWS**
  Suitable for hosting solutions with less demanding security targets. Benefits from lower pricing.

  Refer to section 2.3 for further information.

- **Assured (IL0-2) OFFICIAL Private Cloud**
  (with extant Pan Government Security Accreditation)
  - Single Instance (single web server + single DB server)
  - Dual Instance (two web servers + single DB server)
  - Dual Instance with Hot DR (for configuration, refer pricing table)
  - PSN-A Connectivity.

  See section 2.4 & 2.5 for further information.

- **Elevated (IL-3) OFFICIAL Private Cloud**
  (with extant Pan Government Security Accreditation)
  - Single Instance (single web server + single DB server)
  - Dual Instance (two web servers + single DB server)
  - Dual Instance with Hot DR (for configuration, refer pricing table).
  - PSN-P Connectivity.

  See section 2.6 for further information.

2.2 Sole Tenancy / Multi-tenancy Options

Blackthorn GRC is able to offer hosting in either a single tenant or multi-tenant environment.

Single tenancy ensures your data is segregated from the data of other Blackthorn customers at the database, webserver and V-LAN levels. Multi-tenancy has been developed specifically for Public Service organisations with common data security/data privacy requirements who wish to leverage the cost benefits of services delivered from shared infrastructure. Although the infrastructure is shared, each tenant has their own separate, self-contained website and database to maintain effective data segregation. They share Operating Systems and V-LANs.

Multi-tenancy occupancy receives a 40% reduction on our standard hosting prices.

2.3 Commercial Hosting

Microsoft Azure is our preferred commercial hosting provider. We can offer data centres geolocated in either the UK (England) or wider Europe. This service does not come with PSN connectivity. Costs are based on 24 x 7 access. Hourly service access options available (e.g. 7am to 7pm).

2.3.1 Single Instance

Internet, Single Instance - *Hosting Options*			
Description	This is our standard solution for our commercial customers. Capacity 1 – 50 end users. Hourly backups to geo-redundant disks.		
Connectivity	Internet ONLY		
Setup – One Off	£ 995		
		Monthly	Annual Cost
Pen-Testing (* optional) Testing conducted once annually		Not Available	* £6,000
VM Hosting		£200	** £2,400
Basic Servicing & Monitoring		£495	£5,940
Storage – First 50Gb Free		Free	Free
- Additional 100Gb		* £10	* £120
Example: 30Gb of Data Pen-testing not required Monthly payments	Sole Tenancy	£695	£8,340

**** Annual advance payment (Annual Capex) affords a 20% reduction in VM Hosting costs (Commercial Hosting only). This applies in parallel to discounts offered elsewhere.**

2.4 Assured (IL0-2) OFFICIAL Private Cloud (Azure)

This environment has been designed to suit local government business activities requiring effective protection of data (and retention within UK legal jurisdiction). The service is delivered from UK sovereign data centres operated by security cleared staff. The service benefits from Microsoft Virtualisation Pricing.

This is a relatively new service and is currently only available with limited DR.

2.4.1 Single Instance with passive DR

Assured Single Instance - *Hosting Options*			
Description	This is our standard solution for Local Government customers and a practical baseline for initial operations. Capacity 1 – 50 end users. Hourly back-ups to passive DR data centre.		
Connectivity	Internet – (PSN-A, HSCN shortly)		
Setup – One Off	£ 2,985		
		Monthly	Annual Cost
Accreditation (* optional) Testing conducted once annually		Not Available	* £9,950
VM Hosting		£650	£7,800
Basic Servicing & Monitoring		£495	£5,940
Storage – First 50Gb Free		Free	Free
- Additional 50Gb		£25	£300
Example: 30Gb of Data Accreditation not required	Sole Tenancy	£1,145	£13,740
	Multi-Tenancy	£687	£8,244

2.5 Assured (IL0-2) OFFICIAL Private Cloud (VMware)

This environment has been designed to suit local government business activities requiring effective protection of data (and retention within UK legal jurisdiction). It includes scale out for a full range of DR options.

2.5.1 Single Instance with passive DR

Assured Single Instance - *Hosting Options*			
Description	This is our standard solution for Local Government customers and a practical baseline for initial operations. Capacity 1 – 50 end users. Hourly back ups to passive DR data centre.		
Connectivity	Internet, PSN-A, HSCN		
Setup – One Off	£ 2,985		
		Monthly	Annual Cost
Accreditation (* optional) Testing conducted once annually		Not Available	* £9,950
VM Hosting		£1,450	£17,400
PSN-A (* optional)		* £50	* £600
HSCN (* optional)		* £250	* £3,000
Basic Servicing & Monitoring		£495	£5,940
Storage – First 50Gb Free		Free	Free
- Additional 50Gb		£25	£300
Example: 30Gb of Data PSN + Internet for emails Accreditation not required	Sole Tenancy	£1,995	£23,940
	Multi-Tenancy	£1,197	£14,364

2.5.2 Dual Instance with passive DR

Assured Dual Instance - *Hosting Options*			
Description	Capacity 50+ end users. Hourly back ups to passive DR data centre.		
Connectivity	Internet, PSN-A, N3		
Setup – One Off	£ 3,980		
		Monthly	Annually
Accreditation (* optional) Testing conducted once annually		Not Available	* £11,940
VM Hosting		£1,800	£21,600
Basic Servicing & Monitoring		£695	£8,340
Storage – First 50Gb Free		Free	Free
- Additional 50Gb		£25	£300
Example: 30Gb of Data PSN + Internet for emails Accreditation not required	Sole Tenancy	£2,495	£29,940
	Multi-Tenancy	£1,497	£17,964

2.5.3 Dual Instance with Hot DR Instance

Assured Hot DR - *Hosting Options*			
Description	Same as Dual instance but has duplicate hot servers running at a remote DR location for near instant recovery.		
Connectivity	Internet, PSN-A, N3		
Setup – One Off	£ 7,960		
		Monthly	Annually
Accreditation (* optional) Testing conducted once annually		Not Available	* £14,925
VM Hosting		£3,500	£42,000
Basic Servicing & Monitoring		£1,295	£15,540
Storage – First 50Gb Free		Free	Free
- Additional 50Gb		£25	£300
Example: 30Gb of Data PSN + Internet for emails Accreditation not required	Sole Tenancy	£4,795	£57,540
	Multi-Tenancy	£2,877	£34,524

2.6 Elevated OFFICIAL Private Cloud IL3

This environment has been developed to suit most Central Government cloud hosting requirements where data confidentiality, integrity and availability are of paramount importance. The service is delivered from UK sovereign data centres operated by security cleared staff. Connectivity to secure WANs only.

2.6.1 Single Instance with passive DR

Elevated Single Instance - *Hosting Options*			
Description	This is our standard solution for Central Government customers and a practical baseline for initial operations. Capacity 1 – 50 end users. Hourly back ups to passive DR data centre.		
Connectivity	PSN-P, RLI		
Setup – One Off	£ 3,980		
		Monthly	Annually
Accreditation Testing conducted once annually		Not Available	£ 14,950
VM Hosting		£2,200	£26,400
Servicing & Monitoring		£895	£10,740
Storage – First 50Gb Free		Free	Free
- Additional 50Gb		£25	£300
Example: 30Gb of Data with Accreditation	Sole Tenancy	£3,095	£52,065
	Multi-Tenancy	£1,857	£31,239

2.6.2 Dual Instance with passive DR

Elevated Dual Instance - *Hosting Options*			
Description	Capacity 50+ end users. Hourly back ups to passive DR data centre.		
Connectivity	PSN-P, RLI		
Setup – One Off	£ 4,975		
		Monthly	Annually
Accreditation Testing conducted once annually		Not Available	£ 16,915
VM Hosting		£2,600	£31,200
Basic Servicing & Monitoring		£1,095	£13,140
Storage – First 50Gb Free		Free	Free
- Additional 50Gb		£25	£300
Example: 30Gb of Data with Accreditation	Sole Tenancy	£3,695	£61,255
	Multi-Tenancy	£2,217	£36,753

2.6.3 Dual Instance with Hot DR Instance

Elevated Hot DR - *Hosting Options*			
Description	Same as Dual instance but with duplicate hot servers at a remote DR location for near instant recovery.		
Connectivity	PSN-P, RLI		
Setup – One Off	£ 6,095		
		Monthly	Annually
Accreditation Testing conducted once annually		Not Available	£ 19,990
VM Hosting		£4,400	£52,800
Basic Servicing & Monitoring		£1,695	£20,340
Storage – First 50Gb Free		Free	Free
- Additional 50Gb		£25	£300
Example: 30Gb of Data with Accreditation	Sole Tenancy	£6,095	£93,040
	Multi-Tenancy	£3,657	£55,824

3 BLACKTHORN LICENSING OPTIONS

Price is per user, per month, unless otherwise stated.

Users Service	5-50	51-100	101-200	200+	Educational Pricing
Full user	£65.00	£55.00	£45.00	£9000.00 pm	No
TAR license	£35.00	£30.00	£25.00	£5000.00 pm	No

Application licensing is based on **concurrent usage**. The number of authorised account holders is unlimited but concurrent access to the service limited to the number of licenses purchased.

TAR (Task Assignee & Reporters) license holders have limited access to services.

Survey Respondents (Surveys solution) and Event Reporting activities (e.g. security alerts) do not require licenses, although Support is a mandatory requirement.

Licensing available for 5 users and above.

Pricing for 200+ users is dependent on all license holders operating from a common platform and performing a similar business function i.e. fraud management.

Perpetual licensing is available by purchasing 4 years of licensing upfront with a minimum of 20 full users. A perpetual License is only valid whilst appropriate Application Support is in-place. Application Support is an ongoing annual charge (see section 4).

Licensing Examples

Small of team of 6 case workers
£390 per month

3 Teams, each consisting of 1 supervisor and 19 case workers, plus 2 users creating reports, plus 4 managers with read only access.
£3,300 + £210 = £3,510 per month

Unlimited number of Task Assignees reporting to a team of 10 case workers
£5,000 + £650 = £5,650 per month

Large organisation with 700 staff requiring full and concurrent access
£9,000 per month

4 SUPPORT PACKAGE OPTIONS

We have 2 basic levels of support:

- Silver
- Gold

4.1 Silver Support Package

Standard help desk support provided 9am – 5pm, Monday through Friday excluding Public holidays. Service levels are defined in the associated Service Definition document.

Support is charged at a fixed rate of £995 a day, the number of days per month depending on the Blackthorn modules supplied and usage as defined below:

The minimum level of support is 0.5 days per month, increasing to 7.0 days if the full suite of Blackthorn services is licensed. Additional days can be purchased to cover bespoke development and delivery of niche functionality.

	1-50 users	51-100 users	100+
Support & Maintenance (Minimum)	+ 0.5 day per month	+ 1 day per month	+ 2 days per 100 users per month
	Up to 100 Respondents	Up to 1000 Respondents	Over 1000 Respondents
Blackthorn Surveys	+ 0.5 days per month	+ 1.0 days per month	+ 1.5 days per month
TWIF	+ 2.0 days per month		
Encryption	+ 2.0 days per month		
Risk Management	+ 2.0 days per month		
Alerting Module	+ 0.5 days per month		
Web Services	+ 0.5 days per month		

4.2 Gold Support Package

Same service level as Silver but P1 and P2 incidents receive 24x7 support. For this enhanced service, an additional £6,000 per month will be added on top of the Silver Support Package costs to cover the unsocial element of the service.

4.3 Additional Services

For more information about addition services for configuration and training please see Lot 3.

5 SERVICE CREDITS

Service credits will fall payable if Blackthorn fails to meet agreed service availability, performance or support targets as defined in the Service Definition documentation.

5.1 HOSTING PERFORMANCE/AVAILABILITY CREDITS

Where Blackthorn provides an on-demand, cloud based, hosted service, the following concessions will apply:

5.1.1 KPIs

- 95% of system performance tests deliver sub 3 second response to automated user requests. (Automatically generated user requests injected at Data Centre boundary and mimic a standard user request.)
- 99.95% system availability measured monthly. System uptime measured at the boundary of the Data Centre.

5.1.2 CAVEATS

- Response times for complex searches fall outside scope of SLA
- Performance of any network infrastructure outside of the Data Centre will be the responsibility of the customer
- System performance is measured on the seventh (7) day of each calendar month; simulated user requests generated every 120 seconds.

5.1.3 CONCESSIONS

Customers will be credited a percentage of the monthly hosting fees based on penalty points as follows:

Failure to achieve an individual KPI target will qualify as 1 penalty point.

1 penalty points in any one-month period = 1%
2 penalty points = 5% .

5.1.4 SERVICE CREDIT EXEMPTIONS

Service credits will not be paid if issues occur due to any of the reasons below:

- user omissions, errors (e.g. a badly structured report query that causes performance degradation) or malicious acts
- running complex searches
- if concurrent usage is above 75% of the user base.

5.2 SUPPORT CREDITS

Support credits will fall payable if Blackthorn fails to meet its Service Desk response times on 2 or more occasions.

5.2.1 KPIs

If the stated Support KPI specified below are not achieved in a given calendar month (Service Delivery Failure), the following concessions will apply:

Table 1 – Service KPIs

	Maximum Time for Initial Problem Analysis following notification from the customer	Fix Time (or interim workaround time if necessary)	Penalty Points
Priority 1	Within two (2) hours.	Within eight (8) hours.	5
Priority 2	Within six (6) hours.	Within five (5) working days.	4
Priority 3 (Standard)	Within two (2) working days.	Within ten (10) working days.	2
Priority 4	Best endeavours	Best endeavours	0

5.2.2 CONDITIONS

a. On receiving a trouble report, the Supplier will carry out its own defect assessment and classify the error/defect in accordance with categories define in Table 1 below. The Customer has the right to reclassify any error/defect as a critical, Priority 1 error/defect, or vice versa, at any time, providing that the reclassification is supported by a valid business explanation agreed with the Supplier.
b. The Supplier shall respond as follows to every Customer and/or Customer Affiliate's trouble report on the proviso that the issue is of a technical nature, and upon receipt.
c. The Supplier's responsiveness to trouble reports will be measured from the time that the incident is reported to Blackthorn and logged on the Blackthorn Ticketing System. If the Supplier logs the incident on the Customer's behalf, response times will be measured from the time that the Supplier logs the trouble report on the system.
d. Measurement of the Supplier's responsiveness will be temporarily suspended if the Supplier has cause to wait on the Customer for information, system access, or other materials key to the investigation of the incident and without which no further practical progress can be made. Measurement will continue once the requested information/access has been provided. The Customer will be notified at the time of any suspension of measurement. The Supplier, from time to time, might require remote access to the Customer's Blackthorn installation in order to investigate a reported defect. The delivery of timely and effective mitigation depends on the Supplier having reasonable access to the Customer's Blackthorn installation. If access is withheld, for whatever reason, the Supply shall not be bound by the service levels below.

5.2.3 CONSESSIONS

Customers will be credited a percentage of the monthly aggregate licensing and support fees based on the following thresholds:

3 penalty points in any one-month period = 1%
4-5 penalty points = 2%
6-7 penalty points = 3%
8-9 penalty points = 4%
10+ penalty points = 5%.

5.2.4 SERVICE CREDIT EXEPMTIONS

Service credits will not be paid if issues occur due to any of the reasons below:

- User omissions, errors (e.g. a badly structured report query that cause performance degradation) or malicious acts
- Customer hosting problems outside of Blackthorn's control.

END OF DOCUMENT