



## G-Cloud 11 Pricing

Firmstep Customer Experience Platform

Pricing

Government Digital Marketplace v11 2019

## Pricing

The SaaS license includes all hosting, platform updates and support.

Solution License includes:

- Access to the software
- All hosting within the agreed conditions
- Support and Maintenance
- All solution updates including major new versions
- Membership to the customer network

Borough / District Local / County Authority	Population	Expected forms use (Per month) *
Small	< 100,000	6000
Medium	100,000 - 200,000	12000
Large	200,000 - 300,000	24000
X-Large	>300,000	48000
Unitary / Met Local Authority	Population	Expected forms use (Per month) *
Small	< 150,000	12000
Medium	150,000 - 250,000	24000
Large	250,000 - 350,000	48000
X-Large	350,000 – 500,00	72000
XX-Large	>500,000	96000
Housing Association	Housing stock	Expected forms use (per month) *
Small	>5,000	6000
Medium	5,000>10,000	12000
Large	>10,000 - 25,000	24000
X Large	>25,000	48000

For all other customers, the price is £0.25 per form submission starting at 50,000 per year.

\*Acceptable use policy: based on the average monthly usage over a 12-month period

Includes payment integration module for customers to make payments online

Unless otherwise stated pricing excludes project management and professional services

## Pricing – Platform New Subscriptions

### Core Solutions

Authority Type	Forms, Self, Dash: Annual License Options					Implementation & Activation fee
	Small	Medium	Large	X-Large	XX-Large	
Borough / District Local/County Authority or Housing Association	£13,500	£20,500	£25,500	£30,500	£35,500	Excluded
Unitary / Met Local Authority	£20,500	£25,500	£30,500	£35,500	£40,500	Excluded

### Service

(requires a Core Solution license)

Service (CRM Alternative)	Annual License	Implementation & Activation fee
Up-to 15 FTE front office users with unlimited back office users	£15,500	Excluded
Additional (over 15) front office Service users (each)*	£650	Included

\*The Service license definition: The Service license works on front office user licenses of Full Time Equivalent (FTE) front office staff member. These are staff directly dealing with customer enquiries on a full-time basis. These will be people working in reception, face to face advisors and telephone advisors. N.B this is not the same as 'concurrent' users. For example - 2-part time customer service advisors doing a job share would equate to 1 FTE user license. Staff that might be involved in the backend process and delivering a service or responding to a request (complaint for example) will not require a front office user license.

## Pricing – Platform New Subscriptions

### MyServices

Premium MyServices require either a MyService Catalogue Subscription or Forms, Self, Dash license

Solution	Annual License Options (XXL is the same pricing as X-Large)				Implementation & Activation fee
	Small	Medium	Large	X-Large	
MyServices library Subscription	£5,500	£7,500	£9,500	£11,500	Included
Premium MyServices: Report it	£3,500	£5,000	£7,000	£9,000	Excluded
Premium MyServices: Integrated Blue Badge	£5,500	£7,500	£9,500	£11,500	Excluded
Premium MyServices: Contact us (complaints)	£3,500	£5,000	£7,000	£9,000	Excluded
Premium MyServices: FOI	£3,500	£5,000	£7,000	£9,000	Excluded
Premium MyServices: Bin Collections	£3,500	£5,000	£7,000	£9,000	Excluded
Premium MyServices: DFG / home adaptations	£7,500	£9,500	£11,500	£13,000	Excluded
New - Premium MyServices	£3,500	£5,000	£7,000	£9,000	Excluded
Calendar integration for MyServices booking processes Includes 20 calendar resources.	£3,000	£3,000	£3,000	£3,000	Excluded

Additional MyServices may become available and will be charged inline to with the pricing above.

## Pricing – Platform New Subscriptions

### Value adding solutions

Solution	Annual License Subscription options (XXL is the same pricing as X-Large)				Implementation & Activation fee
	Small	Medium	Large	X-Large	
Kiosk site wide subscription excludes all hardware	£12,000	£14,000	£16,000	£18,000	Included
Calendar Bookings with Managed Local Calendar integration - Up-to 500 resources	£7,000	£7,000	£7,000	£7,000	Excluded
Calendar Bookings with Managed Local Calendar integration - Up-to 50 resources	£3,000	£3,000	£3,000	£3,000	Excluded
Calendar Booking Service Per 100 additional resources	£600	£600	£600	£600	Included
Queuing for Service site wide subscription – Wall Boards and Self-Service Queuing Excludes all hardware	£7,500	£9,500	£11,500	£13,500	Included
Self-Personalised Home Screen	£3,000	£5,000	£7,000	£9,000	Excluded
Offline Forms Up-to 100 devices	£10,000	£10,000	£10,000	£10,000	Included
Offline Forms Additional 25 devices (over 100)	£2,500	£2,500	£2,500	£2,500	Included
Shared Digital Workspace: Up-to 100 external users	£10,000	£10,000	£10,000	£10,000	Included
Shared Digital Workspace: Additional 25 users (over 100)	£2,500	£2,500	£2,500	£2,500	Included
CMS: Drupal Website and Intranet hosting	£5,500	£7,500	£9,500	£11,500	Excluded
Single Sign-On (SSO) for Revenues, Benefits or Housing	£5,500	£7,500	£9,500	£11,500	Excluded
Single Sign-On (SSO) for other portals	£4,500	£5,500	£6,500	£7,500	Excluded
MyAccount per secure service e.g. Benefits, Councils, Rents, NDR, Landlords	£10,000	£11,000	£12,000	£13,000	Included
Business Portal	£7,500	£9,500	£11,500	£13,500	Excluded
Additional portals, such as Councillors' Portal	£3,500	£5,500	£7,500	£9,500	Excluded
System Polling Services (SPS)	£5,000	£6,000	£7,000	£8,000	Included
Citizen Mobile app	£10,000	£13,500	£17,500	£20,500	Included
Alexa skill builder	£5,000	£7,000	£9,000	£11,000	Included
Web Bots / Chat Bots	£5,000	£7,000	£9,000	£11,000	Included
GovDelivery - enhanced citizen subscriptions	£3,500	£5,000	£7,000	£9,000	Included
Self license	Requires 'Forms'	Requires 'Forms'	Requires 'Forms'	Requires 'Forms'	Excluded
Dash license	Requires 'Forms'	Requires 'Forms'	Requires 'Forms'	Requires 'Forms'	Excluded

## Pricing – Firmstep Renewal

Renewals will be excepted at the new G-CLOUD 11 rates, or at the rates below.

Only existing customers who originally purchased these products previously on G-CLOUD 8 or lower qualify for these renewal rates.

Solution	Annual License Subscription options (XXL is the same pricing as X-Large)				Implementation & Activation fee
	Small	Medium	Large	X-Large	
MyAccount per secure service e.g. Benefits, Councils, Rents, NDR, Landlords	£5,500	£6,500	£7,500	£8,500	N/A