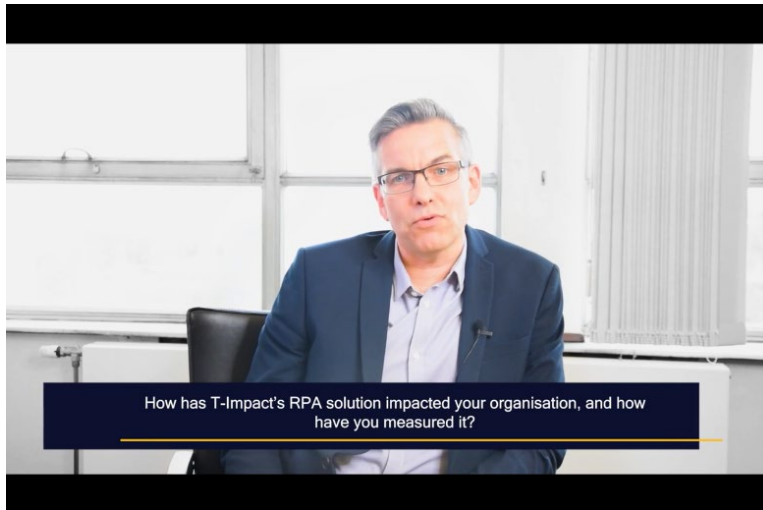


T-Impact Cloud Software RPA Prebuilt Solutions

Prebuilt RPA workflows & optional Configuration packs

Pricing Document

G-Cloud 12 Digital Marketplace - Software as a Service



"T-Impact have been great to work with. They came into the project with a positive can-do attitude paired with the expertise and knowledge we needed. They increased our productivity and provided cultural benefits as well."

Alan Patrickson - Durham County Council
[Durham County Council video testimonial](#)

Valid from July 20, 2020 onwards

Contact: publicsector@t-impact.com - 01865 818952

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WHY BUY CLOUD SOFTWARE FROM T-IMPACT

T-Impact are committed to assisting local and central government protect and improve public services. Our Cloud Software & Support packages enable you to streamline services and improve the services provided to citizens.

There are several reasons you should buy Prebuilt RPA solutions from T-Impact:

1. **Exclusive** - We have exclusive access to these RPA workflows. You can't purchase them elsewhere.
2. **Reduced risk** - We built these RPA solutions in collaboration customers, who continue using the solutions today.
3. **Faster delivery** - These solutions are already built and generally require only small tweaks to meet your specific needs. Accelerate your time to value and demonstrate significant savings to your board.
4. **Price** - We have discounted our cloud software licenses, anticipating that you will buy services from us too. In many cases, we are selling licenses cheaper than we can buy them.
5. **SME procurement quotas** - Purchasing from T-Impact will help you meet your public sector SME procurement quotas
6. **Support public sector** - Every purchase you make will help your colleagues in the NHS & Local Government, who receive service credits when we sell process solutions developed in partnership
7. **Reputation** - T-Impact is a premiere implementation partner and authorised reseller for several leading technology vendors, including UiPath, IBM, Salient, Microsoft & Bonitasoft
8. **Accountability** - T-Impact can provide both Cloud Software and Cloud Services, taking full accountability for your project outcomes. If you buy your licences from T-Impact, you have a "single throat to choke" for your project.
9. **Assurance** - Selecting & configuring your software subscriptions can be quite confusing. We offer a FREE license consulting surgery to ensure you purchase the correct number & configuration of licenses to eliminate waste & delays to your projects.

Please see our other G-Cloud Cloud Software & Cloud Support offers.

PRICING

The commercial pricing options are summarised in the following table. All prices are exclusive of VAT & travel expenses.

Cloud Software: RPA Prebuilt solutions	Base Price	Optional Configuration Pack
Manage universal claims processing DWP	£ 8,500	£ 13,065
Housing Robots- rent increase	£ 8,501	£ 13,065
Housing Robots- social housing	£ 8,502	£ 13,065
Housing Robots- Accessible housing data (Archival Filing Robot)	£ 8,503	£ 13,065
HR New starter on boarding	£ 8,504	£ 13,065
Care in the community / Adult Social Care	£ 8,505	£ 13,065
Private Sector License - Landlord & property checks	£ 8,506	£ 13,065
Enhance Single view of the Customer (central filing robot)	£ 8,507	£ 13,065
Streamline finance payment processing	£ 8,508	£ 13,065
Process direct debits	£ 8,509	£ 13,065
Sales & Marketing - Lead generation capture Robot	£ 8,510	£ 13,065
Debt collection - enforcement agency cash allocations	£ 8,511	£ 13,065

T-IMPACT OVERVIEW

Introduction

T-Impact work with public sector service directors, helping them achieve more with less.






We have numerous Local Council, NHS & Central Government customers and have an established track record with private sector customers in banking, telecoms and logistics.

T-Impact's Digital Transformation services are designed to complement your existing programmes, technology and skills. We can help you define and successfully deliver your Digital Transformation.

Our Digital Transformation services enable you to

1. understand & measure resident/patient/customer needs, building one customer view
2. Develop smarter digitally enabled service/patient pathways to improve care and reduce costs
3. Work with work smarter with your existing partners and suppliers
4. Empower your team to design & implement solutions that complement rather than replace your existing systems

Typical benefits include

	Customer Service	Provide a better service to your customers by allowing critical staff to focus on those customers rather than admin & back office procedures
	Save Money Every penny counts	Launch new products & services, without hiring more staff and reduce existing operating costs
	Help to eliminate errors, duplications & waste	Improve quality – zero data entry errors, audit everything, complying with policy and regulation every time with automated compliance reporting
	Rationalise Back Office Admin	Automate admin and maximise the expertise of your most talented staff – they know your business the best!
	Innovation & creativity	Start or accelerate your digital transformation journey and migrate data to a new IT system, without waiting for API's to be developed.

Why choose T-Impact

As an SME, we rely on our specialisation and reputation for superior service to compete with big generalist consulting and implementation firms.

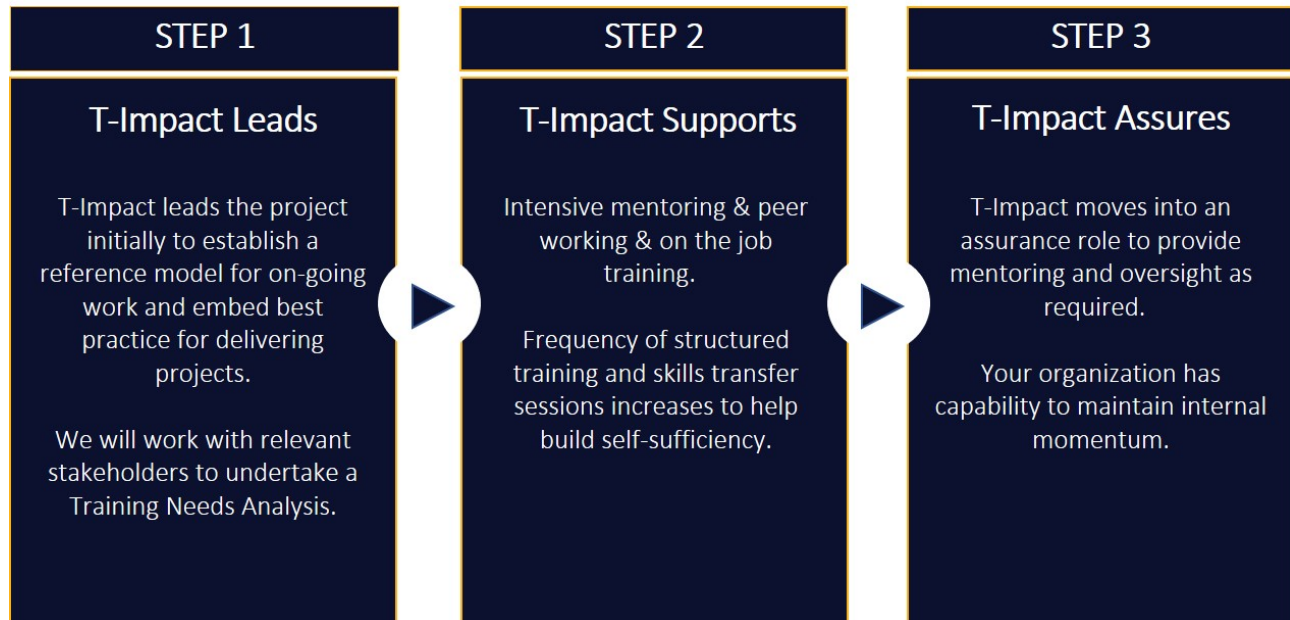
Our customers tell us that they chose us because:

1. We are focused & highly specialised - we are not generalists, all our staff have deep expertise with the services we offer
2. We are agile and react quickly - PO to on-site in as little as 1 week
3. We take accountability and ownership for getting things done
4. We take it personally
5. We measure quality, ensuring standards and expectations are exceeded
6. We have strong customer testimonials - more video testimonials than most larger firms

More than 80% of our work comes from customer referrals and repeat business. We achieved a Net Promoter Score of 9/10. You can rely on us to deliver an outstanding service.

Knowledge transfer - building long-term value

T-Impact are committed to building long-term value in your organisations. We have several Centre of Excellence services designed to encourage self-proficiency, building long term value in your organisation.



Government Digital Services (GDS) Compliance

Our solutions are compliant with Government Digital Standards (GDS). We have helped many customers with discovery through Alpha, Beta and live operations.

Our Services

Our services help you design your Digital Transformation and deliver automated processes that improve services and reduce costs. The following illustration highlights our key services. Our typical approach is to deliver a few projects, as a reference model, then transfer knowledge to your team, building your self-reliance.



User research

Understand the needs of your residents/patient (customers), building a body of empirical evidence which can be used to design a persona based customer view

User journey & User experience design

Model the user journey your residents/patients/customers currently experience, understanding the “moments of truth” where you have best opportunity to delight or frustrate them.

Analyse the user journeys to understand where they can be improved, aligning to your customer needs and removing defects & waste. Identify opportunities to work smarter with your existing partners and suppliers.

Quantify your improved service costs, identifying the cost/savings and defining the empirical evidence required for service design.

This service is supported by process modelling, analysis and simulation tools, which enable your team to accelerate & standardise this work, delivering long-term value across your organisation.

Process discovery

Identify and prioritise the processes which you should be focusing on to build a comprehensive Digital Transformation roadmap.

This service is supported by process mining tools, which enable your team to leverage the skills and experience across your organisation, vastly accelerating delivery and reducing costs.

Service landscape and design

Model your existing services to understand the impacts of the improved service design. Ensure impacts to all organisations, processes and technologies are considered in your Digital Transformation roadmap.

Identify opportunities to utilise the latest technologies, which can often achieve the additional features and benefits without replacing your existing IT systems.

Business case for change

Prepare costs, benefits and return-on-investment analysis to help build support for proposed changes.

Define the change management & communication strategy to gain support of sponsors department/team leads and front-line staff - winning heads, hearts and minds during delivery

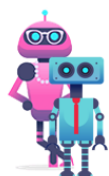
Service automation

Implement the end to end delivery, ensuring your team have the skills to support changes and confirm benefits realised. Use agile, waterfall or Scaled Agile Framework to rapidly deliver results.

Automate your services, leveraging the latest complementary technologies, such as Robotic Process Automation (RPA), Artificial Intelligence (AI) and Workflow (BPMS). These often allow you to achieve desired outcomes without replacing your existing IT systems.

T-Impact Digital Automation specialisation

We specialize in 4 complimentary technologies that add value with minimal changes to existing IT systems



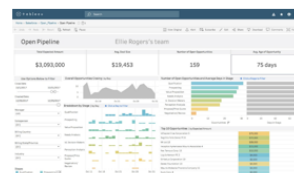
Robotic process automation (RPA)



Workflow & Business Process Management Systems (BPMS)



Artificial Intelligence (AI) & Business Rules Management Systems (BRMS)



Data visualisation & dashboards

Existing IT systems



Licensing



ERP



Rev & Benefits



Housing

G-Cloud Support services catalogue

We have packaged our services into the following G-Cloud Support services.

T-Impact Cloud Support services

	Establish	Deliver	Transfer Knowledge
Digital Transformation	GDS Discovery Services Expert staff to support your projects		Roadmap Enablement pack Process mining & backlog Service Improvement Enablement pack Model & Improve processes
RPA	RPA Organisational Assessment Business case & ROI (3 Processes) RPA Roadmap & Business case Business case & ROI (10 Processes) RPA Vendor Assessment RPA Licence needs Assessment	RPA as a Service 1 bot & workflows on your infrastructure RPA as a Service 10 Pack 10 bots, workflows & cloud infrastructure RPA Services Expert staff to support your projects	RPA Prebuilt solutions Working solutions, customised to your needs RPA Off boarding plan Scope & plan migration to a new RPA platform RPA CoE - Developer Reference project, training & mentoring RPA CoE - Business Analyst Reference project, training & mentoring RPA CoE - Project lead Reference project, training & mentoring
BPMS, BRMS & AI		AI Services Expert staff to support your projects BPMS Workflow Services Expert staff to support your projects BRMS Rules mng Services Expert staff to support your projects	AI Licence needs Assessment BPMS Licence needs Assessment BRMS Licence needs Assessment

Our RPA pre-built RPA workflows were designed/built in collaboration with our customers. Every time you purchase one of these solutions, you are contributing money to a good cause - supporting your public sector colleagues.

Our RPA pre-built solutions include the following:

Housing solutions	Finance	General Purpose
<ul style="list-style-type: none"> Housing Robots- rent increase Housing Robots- social housing Housing Robots- Accessible housing data (Microfiche Filing Robot) Private Sector License - Landlord & property checks 	<ul style="list-style-type: none"> Manage universal claims processing DWP Streamline finance payment processing Process direct debits Debt collection - enforcement agency cash allocations 	<ul style="list-style-type: none"> HR New starter on boarding Care in the community / Adult Social Care Sales & Marketing - Lead generation capture Robot Handwriting Robot - extract handwritten data from forms Enhance Single view of the Customer (central filing robot)

G-Cloud Software services catalogue

As a Gold/Premiere partner for the largest technology firms, we include the world's best Digital Transformation tooling in our G-Cloud Software offers and as part of our bundled offerings.

T-Impact Cloud Software services Stand alone & Software included in bundles

	Establish	Deliver	Transfer Knowledge
Digital Transformation	IBM Blueworks Live Model, analyse & improve processes Salient Insights + DBA SIM Process dashboards & simulation		Roadmap Enablement pack UiPath Automation Hub Service Improvement Enablement pack IBM Blueworks Live & Salient insights + DBA SIM
RPA	UiPath RPA Platform All core offerings available	RPA as a Service UiPath RPA Developer & IBM Blueworks Live RPA as a Service 10 Pack 10 UiPath RPA Cloud unattended & RPA Developer RPA Services Expert staff to support your projects	
BPMS, BRMS & AI		Microsoft Cognitive Analytics Pre-packaged cloud AI capability Bonitasoft Enterprise Automate & report workflow across your business	IBM Watson AI Pre-packaged cloud AI capability IBM DBA: IBM BPM Automate & report workflow across your business IBM DBA: IBM ODM Expose rule for end user management

DATA PROTECTION & REGULATION

ISO and Cyber Essential Certifications

T-Impact are BS ISO 9001:2015 accredited and Cyber Essentials certified. We are happy to provide certification on request. We partner with UiPath, providing the security of BS ISO 27001 through all their products.



Data backup, data restoration and disaster recovery

Several of the CoE services we provide include assets that can be downloaded from the T-Impact cloud document repository, built on Share Point.

T-Impact Business Continuity & Disaster recovery plans, processes and systems are designed to be BS ISO 27001:2013 compliant. T-Impact operate over 3 locations in 2 countries, with automated failover to cloud infrastructure.

T-Impact is a cloud-first firm, with all project & applications deployed on the cloud. Our cloud-based data centres are geographically dispersed, and “mirrored” across multiple locations. All business-critical data is replicated across data networks with failover to prevent system downtime.

Privacy

The solutions we provide will not store any customer data outside your organisation. Any data our solutions retrieves from your existing IT Systems & Tools will be updated back into your IT systems or other authorised data stores. No customer data will be stored on T-Impact infrastructure.

Regulated market experience

T-Impact have delivered life-critical systems to customers, such as NHS Blood & Transplantation. Our solutions are trusted to support clinical diagnostic decisions that are deemed high risk.

We have experience providing services regulated by the following regulatory frameworks:

- Good Manufacturing Practice (GMP)
- In-Vitro Diagnostic Devices (IVDR), regulated by MHRA
- UKAS accreditation
- Human Tissue Authority (HTA)
- General Data Protection Regulation 2016/679 (GDPR)

DELIVERY

Pricing Overview, Discounts and Data Extraction Costs

Pricing and discounts are set out in a separate pricing document, available from G-Cloud.

There is no data collected or maintained by these service offerings, therefore data extraction is not applicable.

Ordering and Invoicing

Contact the T-Impact team at publicsector@t-impact.com and we'll be happy to answer any questions and provide a quote, including a detailed cost breakdown.

For all orders placed, we require commercial approval, in the form of a Purchase Order and completion of a Call-off Contract in accordance with the G-Cloud framework, prior to commencement.

Onboarding and Offboarding Support

Each of our CoE services is designed as a stand-alone offering but can build on and enhance the previous offerings.

On-boarding is included as part of the service and on-boarding plans will be shared during project initiation.

T-Impact can also provide migration of existing RPA automation solutions. We can on board this onto UiPath from vendors such as Automation Anywhere & Blue prism. This is a separate chargeable service, available on G-Cloud.

T-Impact can support off boarding, migrating solutions from UiPath to other leading RPA vendor platforms. This is a separate chargeable service, available on G-Cloud.

Contract Duration

Work typically starts within 2 weeks after PO received. Assets are often available to download within a week.

Each of the CoE services include several features, which can be utilised anytime, up to 12 months after ordering, subject to 2 weeks notice for resource allocation.

Service constraints

This service is available during normal UK working hours, Monday to Friday 9 Am to 5 PM, excluding public holidays.

Service levels

Support for the service is provided for the duration of the assignment.

T-Impact will make every effort to complete your support request remotely. In exceptional circumstances on-site support will be provided. We will only travel to your site after your team have performed basic diagnostic tests, under our direction.

You are required to offer T-Impact remote access to systems where necessary to facilitate support and maintenance services.

If we must travel to your site, you will be invoiced for the travel costs and the travel time will be deducted from your monthly support allowance.

Changes to the IT systems which your Robotic Solution accesses are treated as a Change Request. You should notify us of changes in advance and allow us time to implement the required changes to your Robotic Solution.

Technical Support

Incidents should be logged through the T-Impact Customer Support Portal, which provides access to subscription-related resources depending on your subscription. Incidents can be created on the T-Impact Customer Services Portal or sent via email (rpa@timact.atlassian.net). Please provide as much information as possible when logging an incident to enable us to give you the best support, e.g. error messages, codes or screen prints.

On receipt of your support request, we will work with you to classify your incident based on impact, respond, and assign resources to resolve your incident. If the work will take less than an hour, we will complete it then notify you. Otherwise, we will notify you of the estimated resolution time.

Incidents are classified by severity based on impacts, as follows:

Severity Level	Description	Example
1	Incident having a critical impact on customer service delivery in terms of services and revenue and no work around options are available	Customer orders cannot be taken
2	Incident which has operational impact but there is no impact on service delivery at customer side. A severity 1 incident with a work around that mitigates impact	Customer orders take longer to process
3	Incident which may reduce solution capability but has no impact to service and production. A severity 2 incident with a work around that mitigates impact	Customer orders can be taken but confirmation response uses incorrect font

Hours of support and response times depend on the service level you purchased.

Standard Support

4 hours per month standard support is included with every RPAaaS subscription. Support is provided Monday to Friday from 9 Am to 5 PM for UK time zone, excluding UK Bank Holidays. Responses are normally provided by email.

Security Level	Initial Response	On-Going Response
1	1 Hour	1 Hour
2	2 Hours	1 Business Day
3	1 Business Day	1 Business Day

Premium Support

Incur an additional charge for each Robotic Solution. Support is provided Monday to Saturday from 9 Am to 6 PM for UK time zone, excluding UK Bank Holidays. Responses are normally provided by email. Sunday and extended hours support are available for an extra charge, where required.

Security Level	Initial Response	On-Going Response
1	1 Hour	1 Hour
2	2 Hours	4 Hours
3	4 Hours	1 Business Day

Support Escalation

The following support escalation procedure will be used by both parties:

- a. All incidents which have been logged for technical support, through the T-Impact Customer Support Portal, and not received an initial or on-going response by the defined response times shall be escalated to the T-Impact Service Delivery lead.
- b. If the incidents responses are subsequently not provided within an hour, the incidents shall be escalated to the T-Impact Commercial Director.

Ordering & Invoicing Process

Contact the T-Impact team on publicsector@t-impact.com, who will be happy to answer any questions and provide a quote, including a detailed cost breakdown.

For all orders placed, we require commercial approval, in the form of a Purchase Order and completion of a Call-off Contract in accordance with the G-Cloud framework, prior to commencement.

Contract termination

No refunds are offered for work completed before contract termination. Refunds are available for work that has not been initiated.

Additional detail regarding the termination process is defined in the G-Cloud Framework Agreement and associated Call-off Terms and Conditions. This is further supplemented with the UiPath end user license agreement.

Technical Requirements

Technical specifications will be provided for any software licenses purchased. For example, the following Azure configuration is recommended for UiPath Unattended Robot subscriptions installed on cloud infrastructure:

- 1 B4MS (4 vCPU(s), 16 GB RAM)
- Windows - (OS only)
- 1 managed OS disks - E15, 100,000 transaction units
- VPN Gateways type, VpnGw1 tier, 730 gateway hour(s), 10 GB, Inter-VNET outbound VPN gateway type

Other Details

Other key points to note under this offering include:

- All software subscriptions are provided under Software as a Service (SaaS). We do not propose to handle or access any personal data.
- The exact scope of work will be set out in the corresponding Call-Off Order Form and as agreed with both parties
- All pricing and terms on individual Call-Off Order Forms should be treated as confidential
- This offering is subject to the Ordering Procedures and provisions of the Call-Off Agreement.
- This offering is subject to T-Impact & UiPath terms and conditions of sale.

OUR EXPERIENCE

Relevant Cloud Experience

T-Impact is the only SME RPA UiPath partner on G-Cloud working with 6 Local Councils & the NHS.



We have delivered more than £4 Million of cloud software and services to public bodies via G-Cloud, including:



1. Fixed-price bespoke solution design and development
2. Fixed-price GDS compliant Discovery, Alpha, Beta and Live implementations
3. Knowledge transfer, mentoring and training
4. 24/7 Live Application Support Services for digital solutions, managing life-critical processes

Details of our experience supporting cloud-based technologies is available upon request, subject to NDA.

Clients

A few of the public sector organisations we are currently working with:

<p>Hackney London Borough Council</p> 	<p>London Borough of Hackney Council has always tried to put their residents first by providing as many services as possible in an electronic and digital format.</p> <p>By allowing more technologically advanced individuals to access information in that way, they can free up staff and resources to assist those that are less digitally able. T-Impact helped implement a robotics solution to make this happen.</p>	<p>Learn more here https://www.t-impact.com/case-study/london-borough-of-hackney/ </p>
<p>Durham County Council</p> 	<p>Durham County Council (Durham) were looking to embark on a council-wide digital transformation to increase the efficiency of their services and positively impact the lives of local citizens.</p> <p>With T-Impact's expertise in Robotic Process Automation (RPA) delivery and UiPath's world leading RPA software, Durham were able to establish their Centre of Excellence (CoE).</p> <p>Working with T-Impact, they assessed the RPA vendors and selected UiPath as the best solution for their needs. They then deployed an internal team, which was trained and mentored in Robotic Process Automation (RPA) development. This team worked closely with T-Impact to deliver four</p>	<p>Learn more here https://www.t-impact.com/case-study/durham-county-council/ </p>

	robots, proving both capability and a solid return-on-investment.	
NHS BT  Blood and Transplant	<p>The NHS is an essential service to save and improve lives, but it has often been dealt a poor hand by underfunding from the Government and constant tinkering by politicians.</p> <p>Already burdened with an ageing IT system, NHSBT were looking for a delivery partner who could implement a strategic IT framework to accelerate value deliver to users and customers.</p> <p>T-Impact designed and implemented a suite of process and decision automation tools to simplify the management of the transplant service, alerting patients and surgeons to ensure transplants can be completed as quickly as possible.</p>	<p>Learn more here</p> <p>https://www.t-impact.com/case-study/nhs-blood-transplant-services/</p>
Dacorum Borough Council 	<p>Dacorum Borough Council wanted to set-up a centralised RPA programme quickly across all departments of the Council to understand the processes that automation would prove most productive from an efficiency and cost saving perspective.</p> <p>T-Impact worked with Dacorum and helped identify and implemented 3 processes, generating new revenue, avoiding costs and saving hundreds of annual hours in human resource.</p>	<p>Learn more here</p> <p>https://www.t-impact.com/automation-in-local-gov-webinar/</p>

Partners



Procurement frameworks



HM Government
G-Cloud
Supplier

Crown
Commercial
Service
Supplier



Contact Details

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