Government Efficiency through Innovative Reform

IBM Public Sector Solution for Microsoft Dynamics – Social Housing

GBS Pricing Document

G-Cloud 9

Table of Contents

Overview **2**

Major differentiators 2
Validity Period 2

Pricing **3**

Microsoft Dynamics 365 Service Pricing 3
IBM Public Sector Solution for Microsoft Dynamics – Social Housing Pricing 6
Professional Services 7
IBM Application Support Helpdesk 7

OVERVIEW

IBM's solution for social housing organisations provides a modern digital services and customer engagement platform based on Microsoft Dynamics 365 and the Microsoft Cloud.

A powerful platform for social housing transformation and 'Digital by Default' programmes including customer self-service, end-to-end business process automation, systems integration, mobile working and business intelligence.

Successfully deployed to many Housing organisations.

Offering highlights

- ***Based on the world class Microsoft Dynamics 365 platform and Microsoft Cloud services***
- ***Social Housing ready out-of-the-box to deliver best practice, quickly and at reduced cost***
- ***Integrated customer self-service including 'My Account', online service requests and knowledge management***
- ***Multi-channel support for web, social, chat, email, telephone and walk-in***
- ***End-to-end process automation through into service delivery and mobile working***
- ***Robust security model that ensures data integrity and privacy.***
- ***Cloud deployment with seamless integration to Housing systems and other cloud and on-premise systems.***
- ***Platform for application consolidation replacing aging legacy systems throughout the organisation***

Major differentiators

- A complete platform for digital transformation projects across the organisation
- Social Housing ready out-of-the-box
- World class, secure managed service operated from Microsoft's data centres
- Integration out-of-the-box with many well used Microsoft technologies including Office 365, Exchange, SharePoint, Skype / Lync, Yammer, Power BI and Field Service.

Validity Period

Please note, this service is only available under published G-Cloud 9 terms and conditions.

PRICING

Microsoft Dynamics 365 Service Pricing

For more information on Microsoft Dynamics 365 licensing options and details, please refer to the Microsoft Dynamics 365 Licensing and Pricing Guide.

Service	Price	Unit	Comments
Dynamics 365 Enterprise Edition Plan 1 (Tier 1, 0-99 Users)	£73.70	Per user per month	Includes full access to the following apps: Dynamics 365 for Sales, Customer Service, Field Service, Project Service Automation and PowerApps and Flow.
Dynamics 365 Enterprise Edition Plan 1 (Tier 2, 100 – 249 Users)	£57.70	Per user per month	As above
Dynamics 365 Enterprise Edition Plan 1 (Tier 3, 250 – 499 Users)	£51.30	Per user per month	As above
Dynamics 365 Enterprise Edition Plan 1 (Tier 4, 500 – 999 Users)	£44.90	Per user per month	As above
Dynamics 365 Enterprise Edition Plan 1 (Tier 5, 1000+ Users)	£38.50	Per user per month	As above
Dynamics 365 for Customer Service Enterprise Edition	£60.90	Per user per month	Includes full access to the Dynamics 365 Customer Service app only
Dynamics 365 for Sales Enterprise Edition	£60.90	Per user per month	Includes full access to the Dynamics 365 Sales app only
Dynamics 365 for Field Service Enterprise Edition	£60.90	Per user per month	Includes full access to the Dynamics 365 Field Service app only
Dynamics 365 for Project Service Automation Enterprise Edition	£60.90	Per user per month	Includes full access to the Dynamics 365 Project Service Automation app only
Team Member Enterprise Edition (1 – 99 Users)	£6.40	Per user per month	Includes restricted light use and read access of Operations, Sales, Customer Service, Field Service and Project Service Automation. Includes access to PowerApps and

			Flow.
Team Member Enterprise Edition (100 – 249 Users)	£5.50	Per user per month	As above
Team Member Enterprise Edition (250 – 499 Users)	£4.50	Per user per month	As above
Team Member Enterprise Edition (500 – 999 Users)	£3.50	Per user per month	As above
Team Member Enterprise Edition (1000+ Users)	£2.60	Per user per month	As above

Notes:

- New customers enrolling in a Microsoft Dynamics 365 subscription must purchase a minimum of 20 user subscription licenses to activate the paid subscription.
- For full functionality across both Dynamics 365 and the IBM Public Sector Solution for Microsoft Dynamics – Social Housing, the Dynamics 365 Plan 1 license subscription is recommended.
- Configuration and solution implementation activities will be based on the SFIA rate card.

Additional Dynamics 365 options

Item	Price	Unit
Dynamics 365 Enterprise Edition - Additional production instance	£352.50	Per instance per month
Dynamics 365 Enterprise Edition - Additional non-production instance	£96.20	Per instance per month
Dynamics 365 Enterprise Edition - Additional portal	£320.50	Per portal per month
Dynamics 365 Enterprise Edition - Additional portal page views	£32.10	500,000 page views per portal per month
Dynamics 365 Enterprise Edition - Additional social posts	£64.10	10,000 additional posts per month

Dynamics 365 Enterprise Edition - Additional database storage	£3.20	Per GB per month
Dynamics 365 Enterprise Edition Plan 2	£134.60	Per user per month
Dynamics 365 for Operations Enterprise Edition	£121.80	Per user per month
Dynamics 365 for Operations Enterprise Edition device license	£48.10	Per device per month
Dynamics 365 for Customer Service device license	£93.00	Per device per month
Dynamics 365 for Sales Enterprise Edition device license	£93.00	Per device per month
Dynamics 365 for Field Service device license	£93.00	Per device per month
Dynamics 365 for Field Service – Resource Scheduling Optimisation	£19.20	Per user per month
Microsoft Social Engagment additional 10k posts	£64.10	Additional 10,000 posts per month
SharePoint Online (Plan 1)	£3.30	Per user per month
SharePoint Online (Plan 2)	£6.60	Per user per month

Notes:

- Configuration and solution implementation activities will be based on the SFIA rate card.

IBM Public Sector Solution for Microsoft Dynamics – Social Housing Pricing

IBM Public Sector Solution for Microsoft Dynamics – Social Housing can be purchased on either a price per user per month, or price per organisation per annum basis as follows:

Price per User

Pricing is banded based on the number of Microsoft Dynamics 365 user licenses purchased for the production / non-production environment(s) which will consume the service, as follows:

Number of Users	Price	Unit
0-99	£15.00	Per user per month
100-199	£10.00	Per user per month
200-499	£8.00	Per user per month
500+	£5.00	Per user per month

Price per Organisation

Pricing is based on one Microsoft Dynamics 365 production environment and unlimited non-production environments with an unlimited number of users as follows:

Number of Users	Price	Unit
Unlimited	£25,000.00	Per annum

Notes:

- Configuration and solution implementation activities will be based on the SFIA rate card.

Professional Services

In almost all cases, as well as the Licence Costs detailed above, the customer will require some professional services to assist with the design, development and deployment of the Microsoft Dynamics 365 solution.

Details of available services can be found in G-Cloud 9 under ‘IBM Dynamics 365 Services’.

IBM Application Support Helpdesk

IBM provides flexible, industry-leading support, services, and resources that enable users to quickly address technical issues, deepen their professional expertise, and maximise Return on Investment (ROI). IBM’s Microsoft Dynamics 365 application support lets customers choose a plan that best meets your business needs and gets you back to work faster whenever issues arise.

Pricing is based on the service plan selected and therefore can be quoted after further discussion with the Customer.

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