

# Kestrel Fact Sheet 3

## Licence structure and inclusions

### Purpose of the Fact Sheet

To outline what is typically included in our service to Kestrel clients and how the Licence Fees are structured.

### Licence Fee principles

The factors in determining price are:

- (1) Complexity of scope - initial and ongoing development
- (2) Number and complexity of data sources
- (3) Minimum Licence Term
- (4) Whether or not Software as a Service is required
- (5) Whether access is required by partner or multiple organisations

There are two components:

- (1) Monthly Licence Fee - the shorter the Minimum Licence Term, the higher this is
- (2) Initial Development Fee - the longer the Minimum Licence Term, the lower this is

We can adapt the proportion to suit a client's expenditure profile if required, i.e. increase the Initial Development Fee and reduce the Monthly Licence Fee to make best use of immediate capital expenditure or vice versa.

### Fixed means fixed

We offer a fixed Monthly Licence Fee with extensive inclusions so clients have budgetary certainty. We pride ourselves that, except where there has been a major change of scope, we never charge for any variations.

### Typical inclusions in the Monthly Licence Fee

- (1) Scoping, development, testing, installation
- (2) Licensing of the product
- (3) An unlimited number of users, potentially from multiple organisations
- (4) Full user support
- (5) Provision of the full suite of standard Kestrel Dashboards, Reports, Enquiries and Analytical Tools including the ongoing addition of new and improved tools as a result of better practice from elsewhere
- (6) Ongoing development beyond Version 1 as required
- (7) Ongoing enhancements within the agreed scope of the system
- (8) Changes required as a result of changes to your specifications and requirements (excluding major changes that require re-scoping of the system or exceed the support hours available)
- (9) Regular meetings
- (10) Improvements we at the UIC have identified through working with other clients
- (11) Initial training for key users (Kestrel is designed for minimum training requirements)
- (12) Reporting as required against SLAs and other key metrics

