

A Scope and Price Guide for a Selection of Popular Apps

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Introduction

Where we have provided you with a Quotation (Purchase Apps for your Frontline Apps), please attach this Scope and Price Guide.

This document is a guide to the products shown in the table below and also outlines a few key terms & conditions.

Prices are at 2018/9 rates for a standard-sized (40 units¹ or less) non-government organisation² located in a single state in Australia, and should be used as a guide only³.

Product	Start-up (One-off)	Consult (One-off)	Monthly (End of Month)
B1 Frontline Apps (Platform)	0.00	0.00	0.00
D510 Communication Book @ Frontline Apps	2,101.08	0.00	175.09
D610 Residential Statement @ Frontline Apps	2,101.08	0.00	175.09
C120 Core and / or Posted Roster Shift Entry*	2,101.08	0.00	175.09
C140 Core Roster Annual Projections*	2,101.08	0.00	175.09

*Frontline Apps Not Required

About Apps, Tools and Services

Frontline Apps is a free-of-charge app-hosting and tool-hosting platform.

You may then purchase apps, tools and services on that platform.

¹ For a definition of “units”, see Terms & Conditions.

² For information about government-managed services, see Terms & Conditions.

³ Organisations tend to require non-generic tailored packages, and we frequently tailor quotations to local requirements.

Our standard terminology, to make it easier to distinguish and discuss the three different types of purchases organisations historically order from us, is as follows:

- An **App** is something with a specific business purpose. On a smart phone, this might be a game or a calendar. On Frontline Apps it might be RosterCoster, or an OHS Risk Assessment App.
- A **Tool** is a system feature, not related to any specific business purpose, but which tends to make life easier for users interfacing with the suite of apps as a whole. For example, our Lists and Permissions Control Tool to allow you to manage basic location, user and client lists, and which of these are linked to which.
- A **Service** is simply consulting, by humans. For example, our free-with-platform help desk for resolution of software related requests⁴.

All Projects, Apps and Tools are tracked in our project management Software “CRM+”. A key benefit of the CRM+ is that it allows us to promote ideas sharing between organisations and best practice across the human services sector as a whole.

Special Topic: About Tools

Free Tools

Following on from the above definition of **Tools**, please ask us if we can, depending on the complexity of a given **App**, as part of the App’s licence to the free-of-charge Frontline Apps platform⁵, create various simple⁶ Tools that you might think will make life easier for the user.

For example, for a government department, on the Frontline Apps menu we display the date of the most recent automated “locally tailored costing run” of rosters. And also, we have given certain App Managers some basic bulletin tools at the front door of Frontline Apps, so that they can “capture” users who had no intention of visiting those managers’ apps.

Purchased Tools

Having discussed free tools (see above), it turns out that there is no limit to how complex and sophisticated communication and workflow tools, as tailored to local requirements, can be.

Talk to us about this, it is an interesting topic, limited only by an App Manager’s imagination. For example, imagine a user never needing to visit Frontline Apps at all to access your apps, but instead getting Frontline

⁴ More complex services are available for a fee. For example, training for users, and straight consulting with managers.

⁵ A one-off setup fee would most likely apply, unless the change was very simple, but no increase in recurrent licence fees.

⁶ On a technical level, more complex Tools begin to resemble Apps in terms of usefulness to you, and the work involved. We typically use the same model to quote these as we do to quote Apps.

Apps to send auto-emails to users if and when something needs their attention, containing links that send users directly into the relevant screens inside of your app. This is the “Facebook” model: you don’t actually ever need to hit the Facebook link on your smart phone, to respond to whatever is being flagged for your attention in Facebook.

Tailored tools like this can be purchased in the same way that you might purchase an app (see *Inclusions*), and as a guide, might include:

- ***Corporate Reporting Tools.***

These scan the data arising from all apps holistically, to allow you to create reports that are far more powerful than any report you might design inside a single app.

For example, both the Residential Statement App and RosterCoster (and also payroll and rostering tools supplied by vendors other than ourselves who are happy to data dump to us) contain powerful information with respect to the service a client needs versus the service a client gets.

- ***Workflow and Actions Tools.***

This is the idea of getting Frontline Apps to “talk” to the user as the user opens Frontline Apps via, for example, splash screens that invite the user to bypass the Home Page and be pushed directly into the screens within the various apps @ Frontline Apps that are awaiting attention.

Or allowing app managers to “talk” to users via the same model: splash screen bulletins. This often reaches users that matter, and registers with them, far more effectively than global emails.

Special Topic: Introduction to Selected Apps

B1 Frontline Apps (Platform)

Frontline Apps is an app-hosting platform (similar to an app-hosting smart phone, except coded into Microsoft Office and used on a PC), and is supplied free-of-charge⁷.

Prior to using any apps, a person or people within the organisation should be delegated the job of ensuring that the maintenance of the three master tables in Frontline Apps:

- Location details table
- Client details table
- Staff details table

⁷ Any costs that may apply now or down the track would relate to (optional, see “Exclusions”) apps that you may wish to purchase, as you might with a smart phone.

D510 Communication Book @ Frontline Apps

This is the 'communication book' that you often see in disability accommodation settings. The difference being that this one is linked to your pay periods, and everything is databased centrally. For example, you can make 'rubbish bins out' appear each time a 'Sunday' page prints out⁸.

D610 Residential Statement @ Frontline Apps

A New Legislation Version (“V2-2013”) is due for release in 2013. A roll-out will occur in 2013 to all DHS-managed accommodation services and to participating CSOs. As with V1-2009, design by DHS and configuration into our App Creator by us will be funded by DHS (free-of-charge to the funded sector). App Creator software, distribution, support⁹ and updates will unilaterally be the responsibility of Frontline Resourcing. Licence for V2-2013 for a standard-sized (40 units¹⁰ or less) organisation located in a single State in Australia is \$82.50 per month¹¹.

C120 Core and / or Posted Roster Shift Entry

This product, usually referred to as simply “RosterCoster”, is a powerful, high tech Excel based rostering tool designed specifically for Human Services that gives you greater control over rosters, and promotes consistency, effectiveness and efficiency in rostering.

If purchased in isolation to all other apps, R100 is used as a shift entry tool only (no costings), and includes sophisticated features to assist the user with coal-face planned rostering (typically, Core Rosters and Posted Rosters).

C140 Core Roster Annual Projections

This product is Annual Cost Projection Process for Core Rosters. This app has been tested and cross-checked in a large number of settings (>1,000) over a period of around two decades, and has been continuously improved and maintained for all of that time by our coding team.

A formal single day onsite costing validation with your team is required before costings can be quoted.

Value-added benefits accrue from this session in terms of your exposure to costing methodologies that we have used with respect to internally managed DHS houses since 1999.

⁸ Even though the Communication Book is a fully databased tool, it 'prints' as a book. While we more than have the technology to do online calendars and so on, it remains a fact that most accommodation settings want printed communication books.

⁹ User Support for V2, unlike for the previous V1, will be the Frontline Resourcing User Support Program (see Terms & Conditions).

¹⁰ For a definition of “units”, see Terms & Conditions.

¹¹ Excludes tailoring to local requirements. We recommend, however, against tailoring as a general rule – the standard DHS layout has been the subject of considerable research.

Terms & Conditions

The following is an overview of the main terms and conditions that apply. Additional information, including our privacy policy, is available via links on the home page of Frontline Apps and at www.frontlineresourcing.com.au.

- All prices quoted by us are always inclusive of GST. Access to an app or tool is via a one-off payment equal to the annual licence fee at the start of the first year, and then the annual licence fee payable at the end of each year. Payment method is via an invoice from us to you.
- Prices are indexed annually on July 1 guided by the benchmark rate that DHS indexes its funded sector. This indexation rate is more closely aligned to the needs of our target market than other rates such as CPI.
- Frontline Apps (including the App Creator into which designs for new apps are configured) and RosterCoster are protected for intellectual property by Frontline Resourcing, all rights reserved.
- Depending on your service types and which app the current documentation applies to, one unit means¹² 30 “institutional dormitories”, 40 “group homes” or 160 “ISPs”. For example, an organisation with 40 houses + 160 ISPs = 80 units. Price drops to 50% per unit after 40 units (economy of scale).
- Licence fees exclude help desk and user support statistics, locally tailored workflows, software enhancements requested by you (a separate add-on product is available for that), but as matter of course, you will receive all generic upgrades as they are added to the tool under our continuous improvement program.
- Licence includes the Frontline Resourcing User Support Program (USS): in-tool FAQs and handy tips in the first instance escalating to online user manual and help desk for users in the second instance, escalating to recommendations to the user to seek training assistance from the organisation’s App Coordinator (who we will train within the scope of the licence under the train-the-trainer model).
- The unit prices for non-government are not translatable to large scale government department running many hundreds of accommodation settings. Besides the fact that the house count being more easily thought of as being “very high”, government departments will have all sorts of specially tailored links to internal payroll, email and other systems. Long-standing simplified arrangements have evolved to meet the needs of government departments are reflected in the tables under (see below).

¹² Rarely, certain apps are based on a straight staff or client count, in which case a unit means 200 staff or 200 clients.

Guide to Our Rates

The following is an edited copy of content at www.frontlineresourcing.com.au under the tab “RR” (Ready Reckoner).

PROJ5 Hourly Rates (Consulting)

2019/20	2.00%	2018/19	2.00%	2017/18	2.00%	2016/17	2.00%	2015/16	2.00%
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Units	Hours	Days								
0.50	71.79	545.57	70.38	534.85	69.00	524.36	67.64	514.06	66.32	503.99
1.00	143.57	1,091.13	140.75	1,069.70	137.99	1,048.72	135.28	1,028.13	132.63	1,007.99
1.50	215.36	1,636.70	211.13	1,604.55	206.99	1,573.09	202.92	1,542.19	198.95	1,511.98
2.00	287.14	2,182.26	281.50	2,139.40	275.98	2,097.45	270.56	2,056.26	265.26	2,015.98

V1 Frontline Apps Standard Licences for Government Departments

Startup fee equal to annual licence applies at startup, then licence is quarterly or monthly licence after startup.
Excludes tailoring of apps for local requirements.

2019/20	2.00%	2018/19	2.00%	2017/18	2.00%	2016/17	2.00%	2015/16	2.00%
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Units	Licence	Licence	Licence	Licence	Licence
0.25	3,783.34	3,709.16	3,636.43	3,565.13	3,495.22
0.50	7,566.68	7,418.31	7,272.86	7,130.25	6,990.44
0.75	11,350.01	11,127.47	10,909.28	10,695.38	10,485.66
1.00	15,133.35	14,836.62	14,545.71	14,260.50	13,980.88
1.25	18,916.69	18,545.78	18,182.14	17,825.63	17,476.10
1.50	22,700.03	22,254.93	21,818.57	21,390.75	20,971.32
1.75	26,483.36	25,964.09	25,454.99	24,955.88	24,466.54
2.00	30,266.70	29,673.24	29,091.42	28,521.00	27,961.76

V2 Frontline Apps Standard Licence Units

P.A. for CSOs

Startup licence equal to annual licence applies at startup. After that, organisation chooses to pay a monthly, quarterly or annual licence after startup as per tables below.

For all group homes after the first 40 group homes (or equivalent), licence drops to half. As a guide, the licences for 80 group homes is shown in the tables below.

Opt out by email to damien.ryan-green@frontlineresourcing.com.au any time and removal of apps and a final licence fee at daily rate to that day applies with no exit fees.

Licences exclude tailoring of apps for local requirements.

Amounts for organisations paying monthly

Units	Licence <= 40	Licence for 80								
0.25	44.65	144.84	43.77	96.56	42.92	64.37	42.08	63.11	41.25	61.88
0.50	89.30	289.69	87.55	193.12	85.83	128.75	84.15	126.23	82.50	123.75
0.75	133.95	434.53	131.32	289.68	128.75	193.12	126.23	189.34	123.75	185.63
1.00	178.60	579.37	175.09	386.24	171.66	257.49	168.30	252.45	165.00	247.50
1.25	223.25	724.21	218.86	482.80	214.58	321.86	210.38	315.56	206.25	309.38
1.50	267.90	869.06	262.64	579.36	257.49	386.24	252.45	378.68	247.50	371.25
1.75	312.55	1,013.90	306.41	675.92	300.41	450.61	294.53	441.79	288.75	433.13
2.00	357.20	1,158.74	350.18	772.48	343.32	514.98	336.60	504.90	330.00	495.00

Amounts for organisations paying quarterly

Units	Licence <= 40	Licence for 80	Licence <= 40	Licence for 80	Licence <= 40	Licence for 80	Licence <= 40	Licence for 80	Licence <= 40	Licence for 80
0.25	133.95	434.52	131.31	289.68	128.76	193.11	126.24	189.33	123.75	185.64
0.50	267.90	869.07	262.65	579.36	257.49	386.25	252.45	378.69	247.50	371.25
0.75	401.85	1,303.59	393.96	869.04	386.25	579.36	378.69	568.02	371.25	556.89
1.00	535.80	1,738.11	525.27	1,158.72	514.98	772.47	504.90	757.35	495.00	742.50
1.25	669.75	2,172.63	656.58	1,448.40	643.74	965.58	631.14	946.68	618.75	928.14
1.50	803.70	2,607.18	787.92	1,738.08	772.47	1,158.72	757.35	1,136.04	742.50	1,113.75
1.75	937.65	3,041.70	919.23	2,027.76	901.23	1,351.83	883.59	1,325.37	866.25	1,299.39
2.00	1,071.60	3,476.22	1,050.54	2,317.44	1,029.96	1,544.94	1,009.80	1,514.70	990.00	1,485.00

Amounts for organisations paying per annum

Units	Licence <= 40	Licence for 80								
0.25	535.80	1,738.08	525.24	1,158.72	515.04	772.44	504.96	757.32	495.00	742.56
0.50	1,071.60	3,476.28	1,050.60	2,317.44	1,029.96	1,545.00	1,009.80	1,514.76	990.00	1,485.00
0.75	1,607.40	5,214.36	1,575.84	3,476.16	1,545.00	2,317.44	1,514.76	2,272.08	1,485.00	2,227.56
1.00	2,143.20	6,952.44	2,101.08	4,634.88	2,059.92	3,089.88	2,019.60	3,029.40	1,980.00	2,970.00
1.25	2,679.00	8,690.52	2,626.32	5,793.60	2,574.96	3,862.32	2,524.56	3,786.72	2,475.00	3,712.56
1.50	3,214.80	10,428.72	3,151.68	6,952.32	3,089.88	4,634.88	3,029.40	4,544.16	2,970.00	4,455.00
1.75	3,750.60	12,166.80	3,676.92	8,111.04	3,604.92	5,407.32	3,534.36	5,301.48	3,465.00	5,197.56
2.00	4,286.40	13,904.88	4,202.16	9,269.76	4,119.84	6,179.76	4,039.20	6,058.80	3,960.00	5,940.00