Govroam pricing

This document outlines the direct costs you may incur while participating in the govroam service. This includes set-up costs, operating costs, service closure costs and optional add-on services.

Further guidance is available from the team at govroam@jisc.ac.uk.

1. Pricing 2020-2021

The following table sets out the subscription charges for the govroam service. All figures exclude VAT. Subscription rates are tiered according to the nature and scale of the govroam rollout.

Pricing is reviewed annually.

<table>
<thead>
<tr>
<th>Tier</th>
<th>Definition</th>
<th>One-off boarding charge</th>
<th>Charge per month</th>
<th>Charge per year (with 5% discount)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual organisation</td>
<td>A single organisation which signs an agreement with Jisc directly.</td>
<td>£1,000</td>
<td>£310</td>
<td>£3,520</td>
</tr>
<tr>
<td></td>
<td>An organisation may comprise multiple locations or servers (see pg.4 for detailed definition).</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Regional federation</td>
<td>A group of organisations under a single regional federation operator (RFO).</td>
<td>£3,000</td>
<td>£720</td>
<td>£8,200</td>
</tr>
<tr>
<td></td>
<td>Consists of 2 to 25 organisations.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Only the RFO signs terms with Jisc.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>‘Super’ regional federation</td>
<td>A group of organisations under a single RFO.</td>
<td>£5,000</td>
<td>£3,080</td>
<td>£35,160</td>
</tr>
<tr>
<td></td>
<td>Consists of 26+ organisations.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Only the RFO signs terms with Jisc.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Visited-only</td>
<td>An individual organisation that wishes to support govroam-enabled visitors from other organisations, but does not require roaming connectivity for their own staff.</td>
<td>£0</td>
<td>£0</td>
<td>£0</td>
</tr>
</tbody>
</table>

Please note: there is currently no sub-categorisation of users, and all users use the same mobile app free of charge.
2. Pricing explained

2.1 Available discounts

<table>
<thead>
<tr>
<th>Entity</th>
<th>Overview</th>
<th>Discount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual subscription</td>
<td>For organisations and federations willing to pay for their subscription a year or more in advance.</td>
<td>5% discount on annual subscriptions paid in advance.</td>
</tr>
<tr>
<td>New super-federation</td>
<td>Jisc acknowledges that there is a steep increase in subscription rate between the federation and super-federation tiers, and so offers a 30% discount in the year of transition i.e. for the first 12 months.</td>
<td>30% discount for the first year of transition from a federation to a super-federation.</td>
</tr>
<tr>
<td></td>
<td>This discount may only be applied once to any given federation.</td>
<td>These reduced rates are: £2,156 (monthly)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>£24,612 (annual)</td>
</tr>
<tr>
<td>Visited sites only</td>
<td>For organisations who provide govroam at their site(s) for visitors from participating organisations, but whose own staff do not use govroam.</td>
<td>100% discount on annual subscription.</td>
</tr>
</tbody>
</table>

2.2 Eligibility

Govroam is designed for the public sector. However, our aim is to support productivity and collaboration and so we can consider applications from other relevant parties. Full eligibility details are outlined in the govroam service definition.

An organisation wishing to become a member must either:

- Be more than 50% publicly funded
- Have charitable status
- Be a commercial organisation providing services to a state or public body
- Be a commercial provider acting as an RFO for its govroam customers.

Commercial providers must be endorsed by a public sector organisation.

2.3 On-boarding costs

There is a fixed, one-off set up charge levied when an organisation or federation joins the govroam service:

<table>
<thead>
<tr>
<th>Tier</th>
<th>On-boarding charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual organisation</td>
<td>£1,000</td>
</tr>
<tr>
<td>Regional federation</td>
<td>£3,000</td>
</tr>
<tr>
<td>‘Super’ regional federation</td>
<td>£5,000</td>
</tr>
<tr>
<td>Visited only</td>
<td>No charge</td>
</tr>
</tbody>
</table>
2.4 Off-boarding costs

Jisc does not levy a specific off-boarding charge.

During their notice period, customers may request the data associated with their realm(s), as required. Please note that after offboarding is completed, the availability of this data will be limited and subject to our data retention policies.

2.5 Termination charges

Where the termination mechanisms specified in the govroam terms and conditions are complied with, no termination charge will be levied. However, if the mandated termination process is not followed, Jisc reserves the right to bill for any additional work required.

3 Related services

An entity considering govroam may also wish to review the following optional elements:

- Training on the deployment and ongoing management of govroam.
- Additional consultancy, for example around readiness of existing RADIUS service, or the creation of a ‘regional federation’ which aggregates a number of organisations under a single lead organisation.

3.1 Training

Jisc is an award-winning learning provider accredited by the Learning and Performance Institute. We offer training both in person and online, supported by our collaboration and support function, EdLab.

Optional govroam training courses are available from Jisc:

<table>
<thead>
<tr>
<th>Course name</th>
<th>Overview</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Govroam deployment</td>
<td>A deep-dive review of the technologies and configurations required to bring an organisation into the govroam trust fabric; aimed at technical implementation team members. A full day, hands-on face-to-face workshop held at venues around the country. Attendees are also given access to a virtual learning environment for 6 months following the course.</td>
<td>£450 per delegate (ex VAT)</td>
</tr>
</tbody>
</table>

| Troubleshooting govroam   | An operational perspective on supporting staff in a federated roaming context and troubleshooting any issues encountered. This course takes the form of two 90 minute live sessions delivered online with associated ‘homework’ exercises | £200 per delegate (ex VAT)  |

It is also possible to co-develop bespoke Jisc training to be delivered on-site for your team.

3.2 Consultancy

Jisc will consider any consultancy requests aligned with federated roaming. The following areas may prove particularly useful:

- Expert RADIUS architecture and configuration review
- Regional federation design and operation, with a focus on developing appropriate agreements and policies between participants
• Bespoke training packages for organisations adopting govroam, both in technical areas and around culture change in response to the opportunities afforded by roaming.

Please contact Jisc with your requirements to receive a quote for consultancy.

4 Frequently asked questions

a) What constitutes an ‘organisation’ for determining the appropriate charging tier?
For this purpose, an organisation is an entity in its own right, joining govroam either as an individual or through membership of a regional federation.

Organisation status will typically be self-evident, but where Jisc is required to assess status it will take into account such factors as: the entity’s size and branding; the realm(s) to be operated within govroam; the number and location of RADIUS servers; whether it would be expected to sign terms and conditions etc.

b) Does a GP Practice count as one organisation?
This depends on how the GP Practice support arrangements are set up:

• In some cases the Clinical Commissioning Group (CCG) would be the coordinating body for their GP practices and would use one realm for everything within the CCG. So, the CCG would run a RADIUS server and each GP practice would link to this for the initial govroam authentication step. This arrangement would count the CCG as one organisation, with each GP practice as a site, whether joining govroam directly or as part of a regional federation.

• In other cases a CSU or similar shared service might be running the RADIUS server for the GP practices of more than one CCG. There is still usually only one realm per CCG though, so the number of organisations would still be the number of CCGs.

• It is possible that each GP practice would want to have their own realm or use their own identity service. However, this would generate a high volume of realms to be dealt with both at the RFO and national level. In this case, each GP Practice would count as a separate organisation.

There is some flexibility around the number of realms permitted per organisation, pending discussion with the Jisc team.

Some RFOs initially set up their GP Practices as ‘visited-only’. Any sites that are visited-only are not charged so would not count towards their number of organisations.

The same principles would apply to care homes, pharmacies or the local offices of a public agency.

c) Should we join as full, or ‘visited-only’ members
Visited-only membership is available to those organisations wishing to support guests from govroam-enabled organisations, but which do not need to provide govroam roaming connectivity to their own staff. Visited-only participants offer the govroam SSID in relevant areas of their estate – you’re free to determine whether this is just in specific, publicly-accessible areas, or whether you do a blanket deployment.

Eligibility for visited-only govroam is broader than that for the full service, including universities and other educational institutions, as well as private sector organisations.

Visited-only govroam is free of charge. Organisations wishing to take this route agree to a lightweight set of terms and conditions, to ensure that they provide the right experience for end users.

d) Can we run a trial or proof of concept before joining govroam?
An organisation or federation can trial the technical boarding process free of charge. They are required to provide the same technical information as for the full on-boarding process outlined in our service definition. The participant is then configured to the roaming-beta server and provided with shared secrets and test credentials.

The trial process allows participants to test both outgoing and incoming authentications.
If the participant decides to proceed with govroam, the configuration is moved to the live servers and the setup process begins again.

The trial does not support roaming: end-users will not be able to use the service from other sites, nor can the participating organisation support visitors.

e) What happens if we need to change subscription tier?

<table>
<thead>
<tr>
<th>Tier</th>
<th>Grows to next tier</th>
<th>Shrinks to smaller tier</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual organisation</td>
<td>If an individual organisation forms a new federation as RFO, it starts paying at the federation or super-federation rate as appropriate from the month in which the change occurs. If it joins an existing federation, it may be recharged a portion of the existing RFO’s subscription as per the local rules of that federation. If the organisation was paying annually, any remaining subscription paid in advance can be levied against these new rates.</td>
<td>N/A</td>
</tr>
</tbody>
</table>
| Regional federation         | If a regional federation grows in membership to 26 or more participating organisations, it is reclassified as a super-federation and the RFO is charged the higher monthly rate from the month in which this change occurs. Jisc acknowledges that there is a steep increase in subscription rate between the federation and super-federation tiers, and so offers a 30% discount in the year of transition i.e. for the first 12 months, the monthly charge would be reduced to £2,156, or the annual payment reduced to £24,612. This discount may only be applied once to any given federation. If the RFO was paying annually, any remaining subscription paid in advance can be levied against the new rate. | If an individual organisation leaves a regional federation but continues to participate in govroam on its own:  
  - A technical boarding charge would be payable (unless it was previously the RFO and so was already boarded with Jisc).  
  - It would begin to pay the organisation tier rate from the month in which this change occurs, either at the monthly or annual rate. Any previous payments in advance made to its former RFO would be dealt with according to local RF rules. If the organisation was formerly an RFO, Jisc will consider the handling of any advance payment on a case-by-case basis, taking into account the rules of its former RF. | |
| ‘Super’ regional federation | N/A                                                                               | If a super-federation reduces in membership to 25 or fewer participating organisations, it is reclassified as a regional federation and its RFO would begin to pay at the new lower rate, monthly or annually as it chooses, in the month in which the change occurs. There would be no charge for this transition. However, any remaining advance payment made to Jisc at the higher rate may be lost; the handling of any advance payment will be considered on a case-by-case basis. |
It is strongly recommended that federations which anticipate transitioning into a new tier boundary inform Jisc as soon as possible, so that appropriate financial steps can be taken.

**Example**

A super-federation of 48 member organisations paid its annual subscription in advance, of which it has 6 months remaining. Three years ago, the super-federation received a 30% discount to aid its transition from the federation tier.

Its members decide to split into two federations, A and B, each of 24 members:

- Federation A retains the same RFO, and begins to pay at the reduced federation rate. The remaining 6 months of subscription covers the first year of the new rate, as well as the cost to transition between tiers.
- Federation B elects a new RFO, which has to pay a boarding fee to be set up with Jisc. It then begins to pay the regional federation subscription rate on behalf of its members.

But what if either of these federations gain 2 members and so cross back into being a super-federation?

- Federation A would not qualify for the 30% discount, as it retained the same RFO.
- Organisations in Federation B would benefit from the 30% discount in their first year. In subsequent years, they would pay the full rate.

**f) What happens if we choose to leave the govroam federation?**

If you pay monthly, you will receive a final invoice for the month in which you left. We invoice in whole months, so there is no pro rata discount for leaving part way through a month.

If you pay annually in advance, any remaining prepaid sum will be lost.

Whatever the circumstances of leaving, you will be required to remove all references to govroam from your websites, collateral etc.

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1 If the circumstances of leaving were agreed to be solely attributable to an act or omission by Jisc, we would consider pro rata return of remaining subscription.