

Customer Experience Services powered by Amazon Connect: LOT 2: Cloud Software

VE3 Global Ltd
G-Cloud 14 Pricing Document
Customer Experience Services powered by Amazon Connect
Lot 2: Cloud Software

All prices are stated in GBP and exclude VAT. This document sets out the complete published pricing structure for this service so that a buyer can calculate the applicable Call-Off Contract charges without contacting the supplier.

Framework / Lot: RM1557.14 / Lot 2 - Cloud Software

Supplier: VE3 Global Ltd

Digital Marketplace Service ID: 385864419300319

Pricing basis: Published monthly subscription pricing with fixed one-off onboarding charges and fixed optional add-ons.

1. Published subscription pricing

Foundation - £350 per month per organisation

Includes one live environment, up to 10 named contact centre agents, up to 3 inbound or outbound contact flows, standard dashboards, call routing controls, and basic queue management.

Professional - £850 per month per organisation

Includes all Foundation capabilities plus up to 35 named contact centre agents, up to 10 contact flows, omnichannel routing, historical analytics, supervisor dashboards, and API-based integration support.

Enterprise - £1,650 per month per organisation

Includes all Professional capabilities plus up to 100 named contact centre agents, unlimited contact flows, advanced speech analytics, role-based access controls, premium reporting, and priority support.

2. One-off setup and activation charges

Service onboarding and activation - £1,800 one-off

Includes initial service setup, baseline configuration, queue and routing setup, and onboarding of up to 3 telephony channels or service queues.

Additional telephony or service queue onboarding - £250 one-off per queue

Applies to each additional telephony channel or service queue above the entitlement included within the onboarding charge.

3. Optional published add-ons

Additional agent pack - £150 per month

Adds up to 10 named contact centre agents to any subscription tier.

Speech analytics add-on - £300 per month

Provides enhanced AI-assisted call analytics, keyword spotting, and interaction quality insights.

Annual prepayment discount - 5%

Applies to recurring subscription charges and is available to all buyers on the same basis.

4. Included as standard

Standard software support during UK business hours is included.

Standard dashboards, queue administration controls, and service usage reporting are included.

Routine software updates, service monitoring, and platform administration within the subscribed entitlement are included.

5. Pricing assumptions and notes

Recurring charges are billed monthly unless otherwise agreed through a published payment schedule.

The applicable subscription tier is determined by the number of named agents and service entitlement selected by the buyer.

Where the buyer exceeds an included entitlement, the relevant published add-on charge will apply.

The prices in this document are the published G-Cloud 14 prices for Customer Experience Services powered by Amazon Connect and apply equally to all buyers. Any discounts are published in this document and are available to all buyers on the same basis.

For general queries regarding this service listing, please contact prime@ve3.global

