

G-Cloud 14 Pricing Document
Microsoft Power Virtual Agents
LOT 2: Cloud Software

VE3 Global Ltd
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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: 569016805661807.

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

1. Published subscription pricing

Foundation - £6,000 per year

Includes one live chatbot instance, one test instance, up to 2,000 chat sessions per month, and standard administration features.

Professional - £13,200 per year

Includes all Foundation features, plus up to 10,000 chat sessions per month, premium channels, analytics, and integration support.

Enterprise - £24,000 per year

Includes all Professional features, plus up to 30,000 chat sessions per month, advanced security controls, API integration support, and premium support.

2. One-off setup and activation charges

Service onboarding and activation - £1,500 one-off

Includes initial service setup, baseline configuration, and onboarding of up to 3 Microsoft 365 workloads.

Service onboarding and activation - £1,600 one-off

Includes initial service setup, channel configuration, and onboarding of up to 3 virtual agents.

Additional virtual agent onboarding - £400 one-off per virtual agent

Applies to each additional virtual agent above the first 3 virtual agents included within the onboarding charge.

3. Optional published add-ons

Additional 100-user pack - £2,400 per year

Adds up to 100 named users to any subscription tier.

Additional chat session pack - £1,800 per year

Adds up to 5,000 chat sessions per month to any subscription tier.

Advanced language pack - £1,500 per year

Provides multilingual support and advanced conversation analytics. This add-on is included within the Enterprise subscription.

4. Included as standard

Role-based access control, standard audit logging, and service usage dashboards are included within the service.

Standard software support during UK business hours is included.

Bot runtime, analytics, and channel management are included within the subscribed service entitlement.

5. Pricing assumptions and notes

The annual subscription is billed annually in advance and is based on a minimum contract term of 12 months.

The applicable subscription tier is determined by the chat session volume 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 Microsoft Power Virtual Agents 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