

## CareFor Pricing Definition

### G-Cloud 14

1<sup>st</sup> April 2026

#### Overview of C4 Ulysses and this cloud software proposal

- **C4 Ulysses**

C4 Ulysses Ltd, T/A CareLineLive / CareFor, of the MAS Group, a Cyber Essentials Plus (and Cyber Essentials), ISO 9001, 27001 certified supplier and a leading developer of domiciliary care management and care brokerage cloud software solutions for the care sector. Sister company MAS Networks Ltd T/A CareLineLive also of the MAS Group, assert that CareLineLive's total number of home care customers is now well over 650, managing in excess of 18,000 carers in total across the UK, Ireland, Jersey and Australia.

Across the MAS group, our customers range from the very smallest agencies to large scale enterprise customers, and include multiple local authorities and NHS Trusts, who provide a range of services including:

- Domiciliary/Homecare
- Care of the elderly
- Extracare
- Reablement
- Hospital discharge/Emergency care
- Supported living
- Outcomes based community care
- Sheltered housing
- Commissioning care

## Pricing

C4 Ulysses is offering our CareFor homecare management solution addressing the requirement for reablement, home care, domiciliary care, in-house/internal care service, pricing as follows:

### CareFor:

#### Overview of CareFor pricing (Bring Your Own Device Service - BYOD):

Pricing for each CareFor 'Desktop' Scheduling Cloud software named user 'Admin' licence (inclusive of access to Scheduling, mapping via Google maps, and eForms) starts at £47.25 each p.m. (upto and including 24 off) and reduces with volume to £42 each p.m. (for 25 or greater < 100), or £36.75 each p.m. (for 100 or greater). Hence e.g., for 25 the charge for this item would be £12,600 p.a. We also offer annual site licences. **Time-limited discounts may apply on these prices, please refer to the section of that name below.**

Pricing for the CareFor 'Carer' mobile app licence (including geo location) starts at £4.75 each named user (care worker/support worker) p.m. (for less than 100) and reduces with volume to £4.20 each p.m. (for 100 or greater < 500), or £3.70 each named user p.m. (for 500 or greater < 1000), or £3.15 each named user p.m. (for 1000 or greater). Hence e.g., for 100 the charge for this item would be £5,040 p.a. and with 25 named users accessing the CareFor Scheduling Cloud software system, the total annual charge would be £17,640 pa. We also offer annual site licences. **Time-limited discounts may apply on these prices, please refer to the section of that name below.**

CareFor Family Portal is inclusive in the charges shown above for the CareFor cloud software solution.

All customer support, hosting on the Live, and upto 2 additional environments, and maintenance is included in the price. The initial onboarding training is designed to make you a super user of the software.

For the licence flat fee you get access to all features and functionality within the core software. Optional modules are cost options as additions to CareFor.

### Contract management and account management

Under the terms of the Time-limited discounts we are offering, contract management conducted quarterly via online meetings is included at no extra charge for the contract term from go live reflecting the typical need for periodic contract performance reviews versus any agreed SLA. Please refer to the Time-limited discount section below for further details.

Account management conducted remotely/online is also included at no extra charge for the contract term from go live.

Hardware such as mobile devices, and mobile communication tariffs, are out of scope for G-Cloud but we would be pleased to help the customer source suitable items as required.

**A summary of all the one-off implementation professional services offered by the Supplier**

With the exception of any one off charges for non-roadmap development, under the terms of the Time-limited discounts we are offering, C4 Ulysses waive the implementation costs (project management, training etc.), where the implementation professional services are performed remotely/online, subject to the implementation being performed promptly. Prompt meaning that assuming the contract starts on day 1 of month 1, configuration of the customer’s CareFor system and onboarding starts during month 2, and invoicing commences from the 1<sup>st</sup> day of month 3, so the customer achieves full roll out with effect from month 3 at the latest. Hence, C4 Ulysses waive the one off charges for implementation professional services, assuming the work is performed online and this timeline is achieved.

For lengthy implementation projects C4 Ulysses reserve the right to charge for the professional services required., but because CareFor is an off the shelf commercial cloud software solution, this is unlikely to apply.

**An overview of the Supplier's typical overall costs in relation to pricing**

**CareFor:** Under the terms of the Time-limited discounts we are offering, up-front costs for implementation of the core system, typically : £Nil (please refer to the Time-limited discount section below for further details).

Annual operating costs for the core system as above, excluding mobile devices and communications tariffs, assuming 25 named users licensed to use the CareFor Cloud software solution with 100 care workers using the Carer Mobile app: £17,640 p.a.

Total project costs over say 3 years (core system only, and excluding expenses) from go live: £52,920 + VAT. **Time-limited discounts may apply on these prices, please refer to the section of that name below.**

**Pricing Table (all prices are shown excluding VAT, which is added at the prevailing rate)**

Pricing for our CareFor cloud software and integrated mobile app portfolio and professional services is unit priced in nature, charged on an as required basis and is as shown in the following tables.

**Table 1: CareFor Desktop cloud software and mobile app pricing (hosting, support and maintenance included, Time-limited discounts may apply on these prices, please refer to the section of that name below)**

Description	Frequency	Unit Price (£)
CareFor Desktop Scheduling cloud software per named user ‘Admin’ licence (including all CareFor core features, access to Google maps,	Monthly	£47.25

Description	Frequency	Unit Price (£)
eForms, hosting of Live, support & maintenance in accordance with CareLineLive Group Terms and Conditions and SLA, per G-Cloud 14) for 1 to 24 licences		
CareFor Desktop Scheduling Cloud software per named user Admin licence (including all CareFor core features, access to Google maps, eForms, hosting of Live, support & maintenance in accordance with CareLineLive Group Terms and Conditions and SLA, per G-Cloud 14) for 25 to 99 licences volume rate	Monthly	£42.00
CareFor Desktop Scheduling Cloud software per named user Admin licence (including all CareFor core features, access to Google maps, eForms, hosting of Live, support & maintenance in accordance with CareLineLive Group Terms and Conditions and SLA, per G-Cloud 14) for = or >100 licences volume rate	Monthly	£36.75
CareFor Desktop scheduling cloud software per named user Admin annual licence, valued at or offering better value than volume prices above, by factoring in the volume required and then treating as a site licence. I.e., for this volume rate priced per named user for 1 to 24 licences, for the volume required, and then allowing growth by treating as an annual site licence to 120% of	Annual	£567.00

Description	Frequency	Unit Price (£)
the selected, priced volume at no extra charge.		
CareFor Desktop scheduling cloud software per named user Admin annual licence, valued at or offering better value than volume prices above, by factoring in the volume required and then treating as a site licence. I.e., for this volume rate priced per named user for 25 to 99 licences, for the volume required and then allowing growth by treating as an annual site licence to 120% of the selected, priced volume at no extra charge.	Annual	£504.00
CareFor Desktop scheduling cloud software per named user Admin annual licence, valued at or offering better value than volume prices above, by factoring in the volume required and then treating as a site licence. I.e., for this volume rate priced per named user for = or > 100 named users, for the volume required and then allowing growth by treating as an annual site licence to 120% of the selected, priced volume at no extra charge.	Annual	£441.00
CareFor Carer mobile app named user licence.	Monthly	£4.75
CareFor Carer mobile app named 'User' licence, = or > 100 volume rate.	Monthly	£4.20

Description	Frequency	Unit Price (£)
CareFor Carer mobile app named User licence, = or > 500 volume rate.	Monthly	£3.70
CareFor Carer mobile app named User licence, = or > 1000 volume rate.	Monthly	£3.15
CareFor Carer mobile app per named User annual licence, valued at or offering better value than volume prices above, by factoring in the volume required and then treating as a site licence. I.e., for this volume rate priced per named user for 50 to 99 licences, for the volume required and then allowing growth by treating as an annual site licence to 115% of the selected, priced volume at no extra charge.	Annual	£57.00
CareFor Carer mobile app per named User annual licence, valued at or offering better value than volume prices above, by factoring in the volume required and then treating as a site licence. I.e., for this volume rate priced per named user for 100 to 499 licences, for the volume required and then allowing growth by treating as an annual site licence to 115% of the selected, priced volume at no extra charge.	Annual	£50.40
CareFor Carer mobile app per named User annual licence, valued at or offering better value than volume prices above, by factoring in the volume required and then	Annual	£44.40

Description	Frequency	Unit Price (£)
treating as a site licence. I.e., for this volume rate priced per named user for 500 to 999 licences, for the volume required and then allowing growth by treating as an annual site licence to 115% of the selected, priced volume at no extra charge.		
CareFor Carer mobile app per named User annual licence, valued at or offering better value than volume prices above, by factoring in the volume required and then treating as a site licence. I.e., for this volume rate priced per named user for 1000+ licences, for the volume required and then allowing growth by treating as an annual site licence to 115% of the selected, priced volume at no extra charge.	Annual	£37.80
CareFor Family Portal site licence, unlimited active service users p.m., included.	Annual	£0
Hosting and maintenance CareFor scheduling cloud software and Mobile app solution (UAT/Live, Development if required and Training, i.e. upto and including 3 staging environments) and Family Portal as applicable, included	Annual	£0
CareFor MyDBR annual licence only, no training or consultancy component. Enables customers to generate bespoke reports and exports	Annual	£500

Description	Frequency	Unit Price (£)
from the CareFor Cloud software solution		
CareFor SMS Text messages (send messages, free to receive)	Per instance	£0.05

**Table 2: Optional: CareBrokerage cloud software pricing (hosting, support and maintenance included)**

Description	Frequency	Unit Price (£)
CareBrokerage, per Local Authority / Commissioning annual licence	Annual	£8400
CareBrokerage, per Provider annual licence	Annual	£700
CareBrokerage, bundle per local authority / commissioning annual licence, including 100 Provider annual licence, additional Providers in excess of 100 volume, charged at £200 per annum each.	Annual	£25000

**Table 3: Professional services and miscellaneous pricing (Time-limited discounts may apply on these prices, please refer to the section of that name below)**

Description	Frequency	Unit Price (£)
The following apply to all the above cloud software solutions:		
Bespoke development, remote offsite, expenses not applicable	Per day or equivalent per hour (based on 8-hour day)	£700

Description	Frequency	Unit Price (£)
Technical services, remote offsite, expenses not applicable	Per day or equivalent per hour (based on 8-hour day)	£700
Consultancy, remote offsite/online, expenses excluded (not applicable)	Per day or equivalent per hour (based on 8-hour day)	£700
Project management, remote offsite/online, expenses excluded (not applicable)	Per day or equivalent per hour (based on 8-hour day)	£700
Contract management, remote offsite/online, expenses excluded (not applicable)  <b>Time-limited discount*:</b> for contracts signed and orders placed and confirmed between 1 <sup>st</sup> April 2026 and the earlier of 23:59 on 31 <sup>st</sup> October 2026 or the expiry of the G-Cloud 14 framework, we will offer an additional time-limited discount on the regular price such that the Time-limited discounted price is as shown.	Per day or equivalent per hour (based on 8-hour day)	£700  <b>*Time-limited discount price: £0</b>
Training, remote offsite/online, expenses excluded (not applicable)	Per day or £75 per hour (based on 8-hour day)	£600
Account management included BAU, remote/online	Per day or equivalent per hour (based on 8-hour day)	£0

**Time-limited discount**

We are pleased to offer incentivised pricing for CareFor sales via G-Cloud 14 whereby for contracts signed and orders placed and confirmed between 1<sup>st</sup> April 2026 and the earlier of 23:59 on 31<sup>st</sup> October 2026 or the expiry of the G-Cloud 14 framework, excluding any one off charges for non-roadmap development, C4 Ulysses waive the implementation costs, contract management charges (expenses excluded), where the implementation professional services are performed remotely/online, and if the implementation is prompt. Prompt meaning that the contract starts by 23:59 on 31<sup>st</sup> October 2026 at the latest, configuration of the customer’s CareLineLive system and

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onboarding starts during the earlier of December '26 or month 2, invoicing commences from the earlier of 1<sup>st</sup> January '27 or 1<sup>st</sup> day of month 3, so the customer achieves full roll out with effect from the earlier of January 2027 or month 3 at the latest. Hence C4 Ulysses waive the one off charges for project management, training etc. and contract management, assuming the work is performed online and this timeline is achieved.

Any further time-limited discounts will be defined in this section.

### **Minimum contract period**

The minimum contract term is from commencement and full go live to enable 12-months charges at the applicable Minimum Contracted Volume for the relevant volume and/or Time-limited discount to apply (with the exception of Trials/Pilots which could be much shorter). Contracts may be terminated in accordance with the G-Cloud 14 Call Off contract, hence e.g., upon suitable notice to end upon completion of the minimum term or later, or by notice following unremedied default, following the procedure set down by said contract.

### **Trial periods**

Free trials are available, including access to a full version of CareFor scheduling cloud software, CareFor family portal, and CareFor carer mobile app. Not included: professional services, customisations, integrations with third party systems, bespoke development, and provision of mobile devices, and mobile voice and data tariffs are excluded under G-Cloud 14. Time limited: by prior agreement. Part chargeable pilot schemes also available (automatically ongoing if proven).

### **Exit costs**

Our quoted cloud software SaaS charge normally includes sufficient time in each contract for our designated project manager (exit) to prepare and agree the exit plan with the customer, then manage the exit (supplier side) and for our technical services team to offboard the customer's data, preparing the .SQL database backup file, prior to deleting the customer's data in accordance with the following quite straightforward process which is our standard approach in this regard:

1. The Buyer provides written contract termination notice to: [accounts@mas-group.co.uk](mailto:accounts@mas-group.co.uk)
2. The Buyer will receive a written notification reply letting you know we have received the request. Our reply will include the end date.
3. C4 Ulysses will confirm at the same time what data we will be able to extract and deliver to you, please see the Service Definition for details.
4. The Buyer will be provided instruction on how to receive your data. The data comes in the form of a .SQL database backup file for CareFor.

5. With respect to receiving the .SQL database backup file for CareFor, the customer is obligated to configure the CareFor interface with their SFTP server, and once in place the customer will receive the .SQL file automatically via SFTP. C4 Ulysses can show the customer's IT team how to do this.

6. C4 Ulysses will delete the Buyer data in our hosting including any back-ups, within 3 months of the termination date, typically as stipulated in the Call-off Contract.

### **Education or research establishment pricing**

MAS Group do not offer education or research establishments specific market sector discounts on our pricing for the CareFor cloud software portfolio.

### **Sector specific pricing**

MAS Group do not offer specific market sector pricing for the CareFor cloud software portfolio.

### **Volume discounts**

MAS Group is pleased to offer volume discount rates, and these are included in the Pricing Tables above. Please contact us for further details (contact details below).

### **Order and payment options**

MAS Group is pleased to accept payment via any of the following methods:

- Purchase order consistent with G Cloud 14 Call Off Contract and subsequent invoice(s)
- BACS transfer
- Automated payment methods

### **Questions**

In the event of any questions or the need for additional information on our bid, please contact the author of this document, details below.

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