

Finworks Health Platform Digital CHC Pricing

G-Cloud 15

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1 The Finworks Health Platform Service

The Fincore Health Continuing Health Care (CHC) platform delivers NHS England's full CHC Maturity Index requirements in a single integrated solution. The workflow logic that supports the delivery of the complete CHC assessment process is twinned with a case management system to enable digital transformation and efficient administration of patient information, personal health budgets, and care plans.

2 Fees Overview

2.1 Monthly Fees

The following monthly fees and costs apply to our Finworks Health Platform services:

Fee Type	Description
Standard Fees and Costs	
SaaS Licence Fees	Licence fees depending on applicable population numbers, queryable data-storage and the number of cores provisioned.
Hosting Costs	Where hosting is provided by Fincore, the agreed costs will be passed to the customer. Where hosting is provided by the customer, the costs will be paid directly by the customer.
Optional Fees for Services	
Support Services Fees	A range of fixed fees and customised support arrangements are available. Please see the relevant section below with further details.
Disaster recovery and additional licence fees	Additional licence fees can apply to the SaaS licence depending on the selection of different options. Please see the relevant section below with further details.
Additional services	Additional service fees may be applicable for bespoke and additional arrangements above our Standard offering. Please see the relevant section below with further details.

2.2 Professional Services Fees

Implementation, onboarding, integrations and other professional services work is charged at our SFIA rate card rates.

This can be either on a time and materials or a fixed price basis. Fixed price quotes will include an allowance for contingency.

With our professional services you can have your Custom SaaS solution operational in as little as four to six weeks.

For more details see our service definitions for Professional Services and our SFIA rate card rates for these.

3 SaaS Licence Fees

3.1 Standard Monthly Fee

The table below indicates what is included in the Standard monthly fee. These fees become applicable once you are operational with your service or after any agreed proof of concept or integration phase.

Type of Fee	Fee per Month
<u>SaaS Standard Licence Fee</u> £5000 per month. This includes use with, • Population of 200,000 • 1 Terabyte of storage • Up to 16 cores	£5000
<u>Standard public cloud hosting</u> This is a recharge of public cloud hosting costs, or your own charges from your hosting provider *Indicative cost for standard system use based on AWS as of July 2020.	£2000 *

3.2 SaaS Standard Licence Per Population Per Month Fees

The SaaS Licence Fee per applicable population per month for Finworks Health Platform are:

Population	Fee per Month
0 - 200,000	Included in the Standard Monthly Fee
Over 200,000	2.1 pence per population

3.3 SaaS Standard Licence Fee for Additional Storage or Processing

Type of fee	Fee per Month
Fee per additional 1TB of storage (excluding the first 1TB)	£550
Fee per additional 8 server cores (excluding the first 16 cores)	£1100

If your usage patterns are not clear at the beginning or vary greatly, we can work together with you to find a solution that is suitable for your situation.

Please note, scheduled time-limited or temporary increases to licence capacity can be agreed upon request and discounted pricing may apply.

3.4 Additional Service Licence Fees

Licences for additional capabilities on the Finworks Health Platform are available for inclusion in the service provision including:

➤ **Data Hub**

Type of Fee	Minimum Fee
<u>SaaS Standard Licence Fee</u> £5000 per month. This includes use with, • 500 GB of storage • Up to 8 cores	£5000
<u>Standard public cloud hosting</u> This is recharge of public cloud hosting costs, or your own charges form your hosting provider *Indicative cost for standard system use based on AWS as of July 2020.	£2000 *
Type of fee	Fee per Month
Fee per additional 500 GB of storage (beyond the first 500 GB)	£2250
Fee per additional 4 server cores (beyond the first 8 cores)	£1200

A fee per instance will apply, and discount pricing may be available, please enquire with the Finworks team.

4 Support & Maintenance

4.1 Standard Support Fee per Month

We provide a Standard Support package that provides a helpdesk and various management capabilities with 2 days of support work per month. The Standard Support package is particularly useful for new clients who may not know how much support would be appropriate for their needs:

Service	Fee
Standard Support: Provided Monday to Friday, 9 am-5 pm, excluding public holidays. Includes two days per month of support work on a capped effort basis; phone and email helpdesk; issue management; service monitoring; capacity management; security management; and general service maintenance (please see our Service Definition document for further details)	£2000

4.2 Custom Support

Many of our customers have SLA-based support or custom support hours/arrangements and custom hosting. We can accommodate all these options, and in each case will agree on a Custom Support arrangement. Further details on the types of arrangements we can offer are included in our Service Definition document.

Charges for Custom Support are calculated according to the projected level of staff availability and utilisation required, for both support and maintenance, applying the rates in Finworks' SFIA rate card.

5 Hosting & Security Options

5.1 Cloud Hosting Fees per Month

The Finworks Health Platform can be easily deployed on the cloud platform of your choice.

Alternatively, it can also be deployed on dedicated commercial data centre infrastructures from hosting vendors or those already present in suitable in-house on-premises data centre facilities.

You will need to pay for these directly, or we can set up a suitable facility for you and recharge the costs to you.

Service	Fee per Month
Cloud Hosting costs recharge: The agreed costs of the hosting if provided by Finworks	Agreed costs recharged

5.2 Standard Service Upgrade to 'Hot Standby' Disaster Recovery

Hot standby disaster recovery can be provided as an upgrade to the Standard Service. The additional fee is given below:

Service	Fee
Hot Standby Disaster Recovery: Reduces target recovery time for disaster recovery to 4 working hours (working hours are: 9 am-5 pm, Monday to Friday, excluding public holidays); reduces target maximum data loss to 1 hour – please see our Service Definition for further details on all disaster recovery options. You must pay for all hosting fees for your Hot Standby DR environment(s). The planning for and creation of Hot Standby DR environments will require professional services chargeable at our SFIA Rate Card Rates. Ongoing support for your Hot Standby DR environments such as periodic failover tests will need to be covered by your customised SLA support agreement or alternatively will be charged as incurred at our SFIA Rate Card Rates.	Additional 20% of SaaS Standard Licence fees

5.3 Cloned Development and Test Environments

Clones of your environment used exclusively for development, maintenance and testing and not available to your normal user community are available at discounted licence fee rates.

Service	Fee per Month
Cloned Test Environments for Maintenance: Clones of your environment used exclusively for development, maintenance and testing of upgrades and customisations and in no way accessible to your main user base are charged at either 20% of the SaaS fee.	Additional 20% of SaaS Standard Licence fees
Cloned Test Environments for Developing New Applications: Clones of your environment used mainly or exclusively develop new applications for the platform may exceptionally be charged at 0%.	Exceptionally by agreement at 0% of SaaS Standard Licence fees

The provision of cloned environments will need to be agreed in writing and must form part of your call-off agreement.

All customers who choose to have cloned development and test environments will:

- pay for all hosting fees for these environments
- pay for any professional services required for planning for and creating your environment(s) based on our SFIA Rate Card Rates
- pay any ongoing support needed for your environments such as re-cloning or regenerating them. This will need to be covered by your customised SLA support agreement or alternatively will be charged as incurred at our SFIA Rate Card Rates

5.4 Hosting, Security and Other Add-Ons

You may request additional add-ons to the Standard Service hosting, security and other arrangements that may include:

- Restricted VPN access
- Two-factor identification
- Allow-Lists
- Different frequencies and locations of backups
- Alternative disaster recovery arrangements
- Additions to our Standard Support arrangements

Any add-ons would be chargeable via two methods:

1. for third party products and services, at cost plus a 20% support and management fee
2. for Finworks Health services, at a fee calculated in accordance with our SFIA rate card

6 Storage

Finworks reserves the right to charge additional storage fees where storage exceeds 2GB per licensed user. Additional storage is charged in increments of 50GB at £20/50GB/month.

7 Proof of Concept, Trials & Phased Implementation

Finworks is happy to undertake a proof of concept (POC) and pilots and to contract and deliver separate alpha and beta implementation phases in line with UK government best practice advice. Finworks may reduce or waive the minimum termination period and/or minimum user number requirements during any POC, pilot or phased delivery.

8 Onboarding, Integrations & Implementation

Onboarding, integrations, business analysis, training and other implementation services can be provided under G-Cloud or the Digital Outcomes and Specialists (DOS) framework.

These services are priced in accordance with Finworks' SFIA rate card on either a time and materials or a fixed fee basis depending on the nature of the project.

9 Educational Discount

A 5% educational discount is available.

10 Expenses

Expenses for travel outside the M25 and associated accommodation and subsistence, if required, will be charged at cost, invoiced monthly in arrears.

11 Skills for the Information Age (SFIA) Definitions and rate card

Standard rate card

	Strategy and architecture	Business change	Solution development and implementation	Service management	Procurement and management support	Client interface
1. Follow	835	835	835	835	835	835
2. Assist	910	910	910	910	910	910
3. Apply	1045	1045	1045	1045	1045	1045
4. Enable	1150	1150	1150	1150	1150	1150
5. Ensure or advise	1395	1395	1395	1395	1395	1395
6. Initiate or influence	1530	1530	1530	1530	1530	1530
7. Set strategy or inspire	1950	1950	1950	1950	1950	1950

Standards for consultancy day rate cards

- **Consultant's working day:** 8 hours exclusive of travel and lunch
- **Working week:** Monday to Friday excluding national holidays
- **Office hours:** 9:00am to 5:00pm Monday to Friday
- **Travel, mileage subsistence:** Included in day rate within M25. Payable at department's standard travel and subsistence rates outside M25
- **Mileage:** As for travel, mileage subsistence
- **Professional indemnity insurance:** included in day rate

Work outside of office hours and the working week will be charged at an agreed rate

Level definitions

	Autonomy	Influence	Complexity	Business skills
1. Follow	Works under close supervision. Uses little discretion. Is expected to seek guidance in expected situations.	Interacts with immediate colleagues.	Performs routine activities in a structured environment. Requires assistance in resolving unexpected problems.	- uses basic information systems and technology functions, applications, and processes - demonstrates an organised approach to work - learns new skills and applies newly acquired knowledge - has basic oral and written communication skills - contributes to identifying own development opportunities
2. Assist	Works under routine supervision. Uses minor discretion in resolving problems or enquiries. Works without frequent reference to others.	Interacts with and may influence immediate colleagues. May have some external contact with customers and suppliers. May have more influence in own domain.	Performs a range of varied work activities in a variety of structured environments.	- understands and uses appropriate methods, tools and applications. - demonstrates a rational and organised approach to work - is aware of health and safety issues. Identifies and negotiates own development opportunities - has sufficient communication skills for effective dialogue with colleagues. Is able to work in a team - is able to plan, schedule and monitor own work within short time horizons - absorbs technical information when it is presented systematically and applies it effectively
3. Apply	Works under general supervision. Uses discretion in identifying and resolving complex problems and assignments. Usually receives specific instructions and has work reviewed at frequent milestones.	Interacts with and influences department/project team members. May have working level contact with customers and suppliers. In predictable and structured areas may supervise others. Makes decisions which may impact on the work	Performs a broad range of work, sometimes complex and non-routine, in a variety of environments.	- understands and uses appropriate methods, tools and applications. - demonstrates an analytical and systematic approach to problem solving - takes the initiative in identifying and negotiating appropriate development opportunities. - demonstrates effective communication skills. - contributes fully to the work of teams - plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures - absorbs and applies technical information - works to required standards

	Autonomy	Influence	Complexity	Business skills
	Determines when issues should be escalated to a higher level.	assigned to individuals or phases of projects.		- understands and uses appropriate methods, tools and applications - appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client
4. Enable	Works under general direction within a clear framework of accountability. Exercises substantial personal responsibility and autonomy. Plans own work to meet given objectives and processes.	Influences team and specialist peers internally. Influences customers at account level and suppliers. Has some responsibility for the work of others and for the allocation of resources. Participates in external activities related to own specialism. Makes decisions which influence the success of projects and team objectives.	Performs a broad range of complex technical or professional work activities, in a variety of contexts.	- selects appropriately from applicable standards, methods, tools and applications. Demonstrates an analytical and systematic approach to problem solving - communicates fluently orally and in writing, and can present complex technical information to both technical and non-technical audiences - facilitates collaboration between stakeholders who share common objectives - plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures. - rapidly absorbs new technical information and applies it effectively - has a good appreciation of the wider field of information systems, their use in relevant employment areas and how they relate to the business activities of the employer or client. - maintains an awareness of developing technologies and their application and takes some responsibility for personal development
5. Ensure or advise	Works under broad direction. Is fully accountable for own technical work and/or project/ supervisory responsibilities. Receives assignments in the form of objectives.	Influences organisation, customers, suppliers and peers within industry on the contribution of own specialism. Has significant responsibility for the work of others and for the allocation of resources.	Performs a challenging range and variety of complex technical or professional work activities. Undertakes work which requires the application of fundamental principles in a wide and	- advises on the available standards, methods, tools and applications relevant to own specialism and can make correct choices from alternatives - analyses, diagnoses, designs, plans, execute and evaluates work to time, cost and quality targets - communicates effectively, formally and informally, with colleagues, subordinates and customers - demonstrates leadership - facilitates collaboration between stakeholders who have diverse objectives

	Autonomy	Influence	Complexity	Business skills
	Establishes own milestones and team objectives, and delegates responsibilities. Work is often self-initiated.	Makes decisions which impact on the success of assigned projects i.e. results, deadlines and budget. Develops business relationships with customers.	often unpredictable range of contexts. Understands the relationship between own specialism and wider customer or organisational requirements.	- understands the relevance of own area of responsibility or specialism to the employing organisation - takes customer requirements into account when making proposals - takes initiative to keep skills up to date. Mentors more junior colleagues - maintains an awareness of developments in the industry - analyses requirements and advises on scope and options for operational improvement - demonstrates creativity and innovation in applying solutions for the benefit of the customer
6. Initiate or influence	Has defined authority and responsibility for a significant area of work, including technical, financial and quality aspects. Establishes organisational objectives and delegates responsibilities Is accountable for actions and decisions taken by self and subordinates.	Influences policy formation on the contribution of own specialism to business objectives. Influences a significant part of own organisation and influences customers and suppliers and industry at senior management level. Makes decisions which impact the work of employing organisations, achievement of organisational objectives and financial performance. Develops high-level relationships with customers, suppliers and industry leaders.	Performs highly complex work activities covering technical, financial and quality aspects. Contributes to the formulation of IT strategy. Creatively applies a wide range of technical and/or management principles.	- absorbs complex technical information and communicates effectively at all levels to both technical and non-technical audiences. Assesses and evaluates risk - understands the implications of new technologies - demonstrates clear leadership and the ability to influence and persuade - has a broad understanding of all aspects of IT and deep understanding of own specialism(s). - understands and communicates the role and impact of IT in the employing organisation and promotes compliance with relevant legislation - takes the initiative to keep both own and subordinates' skills up to date and to maintain an awareness of developments in the IT industry

7. Set Strategy and inspire	Has authority and responsibility for all aspects of a significant area of work, including policy formation and application. Is fully accountable for actions taken and decisions made, both by self and subordinates	Makes decisions critical to organisational success. Influences developments within the IT industry at the highest levels. Advances the knowledge and/or exploitation of IT within one or more organisations. Develops long-term strategic relationships with customers and industry leaders.	Leads on the formulation and application of strategy. Applies the highest level of management and leadership skills. Has a deep understanding of the IT industry and the implications of emerging technologies for the wider business environment.	- has a full range of strategic management and leadership skills - understands, explains and presents complex technical ideas to both technical and non-technical audiences at all levels up to the highest in a persuasive and convincing manner - has a broad and deep IT knowledge coupled with equivalent knowledge of the activities of those businesses and other organisations that use and exploit IT - communicates the potential impact of emerging technologies on organisations and individuals and analyses the risks of using or not using such technologies - assesses the impact of legislation, and actively promotes compliance - takes the initiative to keep both own and subordinates' skills up to date and to maintain an awareness of developments in IT in own area(s) of expertise.
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12 VAT

All prices in this proposal exclude VAT.

13 Further Information & Contact Details

If you would like further information on our services or a formal quote against your needs, then please contact us as follows:

Contact

Email: discover@finworks.com

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Finworks is a trading name of Fincore Ltd.

