



# Pricing Document

**Multi-agency Referral Hub Service**

**G-Cloud 15**

**JANUARY 2026**

Digital services for  
health and social care

Four overlapping wavy lines in teal, orange, yellow, and dark blue sweep across the bottom of the page.

## Table of contents

|          |                                                           |          |
|----------|-----------------------------------------------------------|----------|
| <b>1</b> | <b>Introduction .....</b>                                 | <b>3</b> |
| 1.1      | Purpose .....                                             | 3        |
| 1.2      | Patient / Person .....                                    | 3        |
| 1.3      | VAT.....                                                  | 3        |
| 1.4      | Pricing for existing G-Cloud 14 contacted customers ..... | 3        |
| 1.5      | Pricing structure.....                                    | 3        |
| 1.6      | Payment structure .....                                   | 3        |
| <b>2</b> | <b>RIVIAM Multi-agency Referral Hub Service .....</b>     | <b>4</b> |
| 2.1      | Mandatory pricing .....                                   | 4        |
| 2.2      | Optional components .....                                 | 6        |
| 2.2.1    | Referral management optional service lines.....           | 6        |
| 2.2.2    | Care co-ordination optional service lines .....           | 7        |
| 2.2.3    | Multi-agency Referral hub.....                            | 10       |
| 2.2.4    | Patient Portal .....                                      | 11       |
| 2.2.5    | Referrers Hub .....                                       | 12       |
| 2.2.6    | Hospital to Home Service .....                            | 13       |
| 2.2.7    | Sadie AI services .....                                   | 14       |
| 2.2.8    | NHS Interoperability optional service lines .....         | 15       |
| 2.2.9    | Additional services .....                                 | 19       |

### Version control:

| Date       | Version | Comment | Author       |
|------------|---------|---------|--------------|
| 28/01/2026 | 1.0     | FINAL   | Paul Targett |
|            |         |         |              |

## **1 Introduction**

### **1.1 Purpose**

This document provides the pricing for RIVIAM's G-Cloud 15 product range. Each product listed on G-Cloud 15 is listed in this document. Simply find the product listed in G-Cloud to see a pricing schedule.

Each pricing schedule has the mandatory pricing for the product first. Then the optional components that can be purchased with the service are listed.

### **1.2 Patient / Person**

Throughout this document, patient has been used interchangeably with person. RIVIAM products are designed to be use in and across health and social care. The scope of the project applies equally to health and social care and is also designed to support services working in an integrated fashion.

### **1.3 VAT**

All prices are quoted exclusive of UK HMRC VAT.

### **1.4 Pricing for existing G-Cloud 14 contacted customers**

If a customer has an existing G-Cloud 14 contract with RIVIAM for the same service in G-Cloud15, RIVIAM will charge only the recurring costs. If the Customer selects new services, then G-Cloud15 setup and recurring costs will be charged.

### **1.5 Pricing structure**

This document contains two sections:

- 1) Mandatory pricing components that must be taken with this product
- 2) Optional components that the Customer may decide to purchase with the service.

### **1.6 Payment structure**

Customers are required to pay 80% of setup fees on commencement of the Contract. The remaining 10% when a service moves into user acceptance testing, and then the final 10% on go-live.

The recurring monthly amounts start one month before the live agreed service date.

## 2 RIVIAM Multi-agency Referral Hub Service

### 2.1 Mandatory pricing

The following pricing components must be selected with this product:

| Component # | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Setup Cost £ | Recurring costs based on estimated annual referral numbers charged monthly. |                     |
|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|-----------------------------------------------------------------------------|---------------------|
|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |              | Annual Referral Numbers                                                     | Recurring Monthly £ |
| 1           | <b>Core RIVIAM patient record</b> , instance service, includes core care record, referral and case management tools for patient and referral management. <ul style="list-style-type: none"> <li>Core solution includes setting up a single pathway and referrers form.</li> <li>Referrer form limited to 100 fields.</li> <li>Setting up Customer users for RIVIAM</li> <li>By default, RIVIAM provides access over the internet for clinicians and administrators.</li> <li>Includes backup of data on a nightly basis</li> <li>Includes RIVIAM Web application over the internet.</li> </ul> | 40,000       |                                                                             |                     |
|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |              | 15,000                                                                      | 3,250.00            |
|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |              | 20,000                                                                      | 3,750.00            |
|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |              | 30,000                                                                      | 4,250.00            |
|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |              | 40,000                                                                      | 4,750.00            |
|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |              | 50,000                                                                      | 5,000.00            |
|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |              | 75,000                                                                      | 5,750.00            |
|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |              | 100,000                                                                     | 7,000.00            |
|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |              | >150,000                                                                    | 7,500.00            |
|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |              |                                                                             |                     |

| Component # | Description                                                                                                                                                                                                                                                                                                                                                                       | Setup Cost £ | Recurring Monthly £ |     |
|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|---------------------|-----|
|             |                                                                                                                                                                                                                                                                                                                                                                                   |              |                     |     |
| 2           | <b>RIVIAM Referral Portal without login</b> , a simple 3-page website on a domain (FQDN) of the customer's choice, allowing URL access to configured referral forms.<br><br>Provides the internet end points for RIVIAM's referral forms. For a customer domain could be example, <a href="https://abcnhstrust.nhs.uk/referral/adhd">https://abcnhstrust.nhs.uk/referral/adhd</a> | 20,000       |                     | 650 |
| 23          | <b>Multi agency referral hub</b> up to 50 organisations, includes: <ul style="list-style-type: none"> <li>• Setting up a new organisation and their users</li> <li>• Assigning an organisation to one or more pathways</li> </ul> Setting up notification alerts.                                                                                                                 | 15,000       |                     | 650 |
| 3           | Project Management one off charge is applicable for contracts where total setup (mandatory + optional) over £80,000 of £8,000.                                                                                                                                                                                                                                                    | 8,000        |                     |     |

## 2.2 Optional components

The following components are optional and can be added to this service:

### 2.2.1 Referral management optional service lines

| Component # | Description                                                                                                                                                                                                                                                                                                                                              | Setup Cost £                            | Recurring Monthly £ |
|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|---------------------|
| 4           | <b>Solution Model</b> - Where more than one pathway is required, then Customers are advised to purchase a Solution Model service, that manages an analysis and design of requirements within a 3-month period. It includes up to 3 analysis workshops with Customers, assumed to be online, and then a design workshop to review implementation options. | 35,000                                  | N/A                 |
| 5           | <b>Additional pathway</b> - Setup of additional pathway, steps and routing rules, includes analysis support, design meeting, configuration and go live testing.                                                                                                                                                                                          | 5,000                                   | N/A                 |
| 6           | <b>Additional referral form</b> (limited to 100 fields), this can be for a professional or patient/citizen, includes analysis, form design and go live support.                                                                                                                                                                                          | Small - 3 days work plus go live £3,250 | N/A                 |
|             |                                                                                                                                                                                                                                                                                                                                                          | Medium - 5 days work - £4,750           |                     |
|             |                                                                                                                                                                                                                                                                                                                                                          | Large - 10 days work - £8,500           |                     |

|   |                                                                  |                                         |     |
|---|------------------------------------------------------------------|-----------------------------------------|-----|
| 7 | <b>Updates to an existing referral form</b> and go live support. | Small - 3 days work plus go live £3,250 | N/A |
|   |                                                                  | Medium - 5 days work - £4,750           |     |
|   |                                                                  | Large - 10 days work - £8,500           |     |

### 2.2.2 Care co-ordination optional service lines

| Component # | Description                                                                                                                                            | Setup Cost £ | Recurring Monthly £ |
|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|---------------------|
| 8           | <b>Bundle offer – customers can select this bundle offer that includes: task, list, risk, and real-time messaging</b> are available as a bundle offer. | 40,000       | 1,200               |
|             | <i>Or can be purchased individually:</i>                                                                                                               |              |                     |
| 9           | <b>Task management</b> core service enables the ability for a RIVIAM instance to centrally manage tasks.                                               | 20,000       | 650                 |
| 10          | <b>List management</b> allows RIVIAM users to manage lists of patient/people and referrals.                                                            | 10,000       | 650                 |
| 11          | <b>Risk management</b> allows RIVIAM users to manage risks about a person.                                                                             | 20,000       | 650                 |

|    |                                                                                                                                                                                                                                                         |        |     |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-----|
| 12 | <b>Real-time messaging service</b> manages incoming and outgoing communication with stakeholders.                                                                                                                                                       | 15,000 | 650 |
| 13 | <b>Multi-disciplinary team (MDT) service</b> supports the ability to host meetings discussing plans around different patients.                                                                                                                          | 20,000 | 650 |
| 14 | <b>Questionnaire module</b> includes dashboard and 1 questionnaire, to track and capture patient or known contact feedback.                                                                                                                             | 13,000 | 650 |
| 15 | <b>Additional questionnaire setup x 1</b> , with design and implementation support for less than 100 questions                                                                                                                                          | 3,000  | N/A |
| 16 | <b>Bundle of 9 additional questionnaires (10 total)</b>                                                                                                                                                                                                 | 20,000 | N/A |
| 17 | <b>Clinic and appointment management module</b> , provides clinic and appointment management.<br><br>Where customers also select EPR integration, the clinic / diary management function will book into the EPR solutions.                              | 15,000 | 650 |
| 18 | <b>Appointment synchronisation</b> , where a customer requires clinics and appointments are synchronised with 3 <sup>rd</sup> party EPR solutions RIVIAM can pool and balance the available appointments (previously called the appointment harvester). | 10,000 | 650 |
| 19 | <b>Waitlist management</b> , allows services to effectively manage wait lists for clinics.                                                                                                                                                              | 15,000 | 650 |



|    |                                                                                                                                                                                                                                                                                                                                                                             |        |     |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-----|
| 20 | <b>Service directory</b> , provides health and social care professional with an easy to search website for services and then a link to complete a RIVIAM referral or a third party URL link (e.g. existing non-RIVIAM referral form).<br><br>Service directory manager allows a user to create services and update information such as availability, eligibility & location | 15,000 | 650 |
| 21 | <b>Needs based service directory</b> , designed for use by members of the public to find services based on a set of questions and answers.                                                                                                                                                                                                                                  | 15,000 | 650 |
| 22 | <b>NHS Personal Demographics service (PDS) Access</b><br>This service is only paid for once per Customer.                                                                                                                                                                                                                                                                   | 2,500  |     |

### 2.2.3 Multi-agency Referral hub

| Component # | Description                                                                                                                                                                                                                                                              | Setup Cost £ | Recurring Monthly £ |
|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|---------------------|
| 23          | <b>Multi agency referral hub</b> up to 50 organisations, includes: <ul style="list-style-type: none"><li>• Setting up a new organisation and their users</li><li>• Assigning an organisation to one or more pathways</li><li>• Setting up notification alerts.</li></ul> | 15,000       | 650                 |
| 24          | <b>Consent management</b> allows consent rules to be set at a person level to limit access to patient/person and referral records within RIVIAM.                                                                                                                         | 15,000       | 650                 |

## 2.2.4 Patient Portal

| Component # | Description                                                                                                                                                                                                                                                                                                                                                                       | Setup Cost £ | Recurring Monthly £      |
|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------------------|
| 25          | <b>Patient portal</b> allows patients to have a secure login to manage their care including access to: <ul style="list-style-type: none"> <li>• Appointments</li> <li>• Questionnaires</li> <li>• 2-way messaging</li> <li>• Where existing RIVIAM products have been purchase integration is provided.</li> <li>• Includes updating look and feel to customer's brand</li> </ul> | 35,000       | 2,500                    |
|             | <b>Otherwise</b> , RIVIAM will work with the customer to build the integration required on a day rate basis @£750 per day.                                                                                                                                                                                                                                                        |              |                          |
| 26          | <b>NHS Patient Login</b>                                                                                                                                                                                                                                                                                                                                                          | 5,550        | N/A                      |
| 27          | <b>NHS APP integration via Wayfinder</b>                                                                                                                                                                                                                                                                                                                                          | 15,000       | 650                      |
| 28          | <b>High quality secure video calling from within the patient portal to RIVIAM's hosted service</b>                                                                                                                                                                                                                                                                                | 10,000       | 1p per minute per caller |

### 2.2.5 Referrers Hub

| Component # | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Setup Cost £                                                                    | Recurring Monthly £      |
|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|--------------------------|
| 29          | <p><b>Referrers hub</b> allows referrers to have a secure login to manage referrals and status information about patients.</p> <ul style="list-style-type: none"> <li>• Setting up new referrer's hub for the Customer</li> <li>• Allows referrers to login using Microsoft Office 365 email, Google Mail or Apple Mail.</li> <li>• Where existing RIVIAM products have been purchase integration is provided.</li> <li>• <b>Otherwise</b>, RIVIAM will work with the customer to build the integration required on a day rate basis @£750 per day.</li> </ul> | 40,000                                                                          | 1,200                    |
| 30          | <p><b>High quality secure video calling from within the referrer's hub to RIVIAM's hosted service</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <p>10,000</p> <p>Not applicable if already setup in another RIVIAM product.</p> | 1p per minute per caller |

### 2.2.6 Hospital to Home Service

| Component # | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Setup Cost £ | Recurring Monthly £ |
|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|---------------------|
| 31          | <p><b>Core hospital to home service</b> allows hospital wards to make referrals to selected service providers and track the readiness of the services for a patient's discharge.</p> <p>Service includes setting up a questionnaire that collects information to determine the need of the person.</p> <p>Provides the ward with a live dashboard of service provider readiness and alerts service providers to new referrals from hospitals that need attention.</p> <p>This cost is for a single hospital trust.</p> | 25,000       | 650                 |
|             | <p><b>This service must also purchase the</b> Multi-agency service to allow service provider organisations to receive referrals from the hospital ward.</p>                                                                                                                                                                                                                                                                                                                                                            |              |                     |

**2.2.7 Sadie AI services**

| <b>Component #</b> | <b>Description</b>                                                                                                           | <b>Setup Cost £</b> | <b>Recurring Monthly £</b>         |
|--------------------|------------------------------------------------------------------------------------------------------------------------------|---------------------|------------------------------------|
| 32                 | <b>Sadie AI document summary &amp; analysis</b> - using private Large Language Model (LLM) to analysis referral information. | 25,000              | 1,300 for 5,000 requests per month |
| 33                 | <b>Sadie AI clutter classifier</b> , automatically assess an image of a room and classifies into a standard index            | 15,000              | 650                                |

### 2.2.8 NHS Interoperability optional service lines

The following service lines are for interoperability services. These costs are for the RIVIAM service, unless otherwise stated. Customers may be charged an additional fee by the 3<sup>rd</sup>-party platform provider to connect to these services. These third-party platform costs are not part of these service costs and are dependent on the Customer's own commercial relationships with those providers.

| Component # | Description                                                                                                                                                           | Setup Cost £ | Recurring Monthly £ |
|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|---------------------|
| 34          | <b>Bundle process for NHS eReferrals with referral and advice &amp; guidance -</b>                                                                                    | 25,000       | 1,800               |
| 35          | <b>NHS eReferrals service - referral management.</b><br>Routes referrals into Pathways and steps                                                                      | 20,000       | 1200                |
| 36          | <b>NHS eReferrals service – advice &amp; guidance.</b><br>Routes advice requests into tasks for clinician response.                                                   | 20,000       | 1200                |
| 37          | <b>NHS Booking &amp; Referral Management Services BaRS</b><br>integration to allow receiving of referrals and appointments from 111 services.                         | 20,000       | 1200                |
| 38          | <b>NHS Personal Demographics service (PDS) Access.</b><br>This service is only paid for once per Customer.                                                            | 2,500        |                     |
| 39          | <b>NHS Login for staff (CIS2)</b> , can then be used on RIVIAM products that NHS staff access                                                                         | 2,500        |                     |
| 40          | <b>NHS Integration with share care record viewer for</b><br>read only access, assumes customer has commercial arrangement with Share Care Record provider for access. | 10,000       | 650                 |

| Component # | Description                                                                                                                | Setup Cost £ | Recurring Monthly £    | Annual Charge |
|-------------|----------------------------------------------------------------------------------------------------------------------------|--------------|------------------------|---------------|
|             |                                                                                                                            |              |                        |               |
| 41          | <b>NHS Email automated processing</b> , per email account setup                                                            | 3,500        | 650                    |               |
|             |                                                                                                                            |              |                        |               |
| 42          | <b>EPR adaptor configuration and setup for The Access Group RiO (includes optional launching RIVIAM products from RiO)</b> | 15,000       | 650                    |               |
|             | <b>Optum/EMIS Community Services</b>                                                                                       |              |                        |               |
| 43          | <b>EPR Adaptor configuration</b> and setup for EMIS Community instance                                                     | 15,000       |                        |               |
| 44          | EPR EMIS annual license for EMIS Community small user base < 501 EMIS instance users                                       |              | £100 per EMIS instance |               |
| 45          | EPR EMIS annual license for EMIS Community small user base 501 to 2000 EMIS instance users                                 |              | £200 per EMIS instance |               |
| 46          | EPR EMIS annual license for EMIS Community small user base > 2000 EMIS instance users                                      |              | £458 per EMIS instance |               |



| Component # | Description                                                                                                                                            | Setup Cost £ | Recurring Monthly £  | Annual Charge                        |
|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|----------------------|--------------------------------------|
|             |                                                                                                                                                        |              |                      |                                      |
|             | <b>Optum/EMIS Primary Care Services</b>                                                                                                                |              |                      |                                      |
| 47          | EPR EMIS annual license for EMIS Primary Care setting per EMIS instance                                                                                |              |                      | 100                                  |
| 48          | EPR EMIS annual license for EMIS Primary Care patient population per practice                                                                          |              |                      | @ £0.04 x per patient x per practice |
|             |                                                                                                                                                        |              |                      |                                      |
| 49          | <b>EPR TPP SystmOne API license using NHS IM1 API (includes optional launching RIVIAM products from SystmOne)</b>                                      | 15,000       | 650 per 10 TPP units |                                      |
|             |                                                                                                                                                        |              |                      |                                      |
| 50          | <b>NHS EPR ADT HL7 / ADT interface</b> , designed to integrate with ADT compliance NHS systems. Includes initial configuration and ongoing management. | 15,000       |                      |                                      |
| 51          | <b>EPR Service Adaptor instance</b> per connection to ADT interface in live running.                                                                   |              | 650                  |                                      |
|             |                                                                                                                                                        |              |                      |                                      |
| 52          | <b>NHS GP document delivery</b> using the Kettering standard over MESH mailbox, unlimited number of document deliveries. For EMIS GP practices         | 5,000        | 2,000                |                                      |

|    |                                                                                                                                                                                                                                                                                                                      |       |                     |  |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|---------------------|--|
|    | customer has to provide EDI and GP practice codes, for TPP SystmOne only require GP practice code to setup service.                                                                                                                                                                                                  |       |                     |  |
|    |                                                                                                                                                                                                                                                                                                                      |       |                     |  |
| 53 | <b>HSCN Access</b> - Access to RIVIAM Web application for clinicians and administrators (authorised users) over the HSCN (NHS) network. Customers only need to pay for this service once with RIVIAM.                                                                                                                | 2,500 | 650                 |  |
| 54 | Database replication over HSCN, where the customer has access to a near-real-time replication of production database. Customer needs to be able to setup a VPN to access service over HSCN. This service is useful where a Customer has an internal business analytics team who would like RIVIAM data for analysis. | 5,000 | 650                 |  |
| 55 | SMS messages delivered to UK mobile phone networks                                                                                                                                                                                                                                                                   |       | 4p per message sent |  |

### 2.2.9 Additional services

| Component # | Description                                                                                      | Setup Cost £ | Recurring Monthly £ |
|-------------|--------------------------------------------------------------------------------------------------|--------------|---------------------|
| 56          | <b>VPN whitelist service</b> to allow RIVIAM to white list access to RIVIAM production services. | 1,500        |                     |
|             |                                                                                                  |              |                     |