



SARD

Pricing Structure

G-Cloud 15

SARD Systems:

Multisource Feedback (360)

January 2026

Pricing Structure:

At SARD we are transparent with our costing models to ensure you know exactly what you would pay and why. We like to ensure you have all the relevant information available to make an informed decision. To that end there are no hidden costs, what you see is what you will pay.

There are three key factors which we consider when calculating a price, which are:

1. Number of modules purchased
2. Number of users
3. Length of contract

Number of modules:

We operate on the premise of 'More for Less', essentially the more modules you look to procure the cheaper comparatively these modules are per head. As all our systems are based on the same platform, they interface with each other and are supported by the same internal customer support team, we can pass these cost savings on to the client. Further details on additional SARD modules are available upon request.

Number of users:

The simple truth is, as with any commodity, the more you take the cheaper it becomes, and this is no different. As such we have a sliding scale of costs. This is not to penalise smaller trusts by charging more per head, but instead to ensure that we deliver the exact same level of service you should expect from us. As we offer the highest quality customer support, we must maintain a reasonable minimum viable cost point.

Length of contract:

For any provider of a system or service, the longer the contract the greater level of security it provides to both parties. For us it means we can ensure that we have the correct resource to support the partnership through the life of the contract. This is particularly important to us as our success has been based on our customer service from the first meeting to the end of the contract. This long-term approach supports service continuity and stable customer relationships. We provide the same level of service whether it is a one-year contract or a five-year contract.

Typical Price Range

SARD Multisource Feedback (360) typically costs between **£0 and £30** per user per annum, depending on user volumes, contract length and module configuration. This system may be included without cost if procured in combination with SARD Medical Revalidation and Appraisal.

Should you require SARD to input paper-based patient questionnaires we work out an average per annum amount to cover the 5-year process. It typically works out under £5 per user, per annum.

Included in Price

Our contracts include your chosen SARD system along with, supported implementation, system maintenance and system updates. Additionally, where possible feature requests are also included. If the request is within scope of the original project and there is a demonstrable benefit to other clients, we may not charge. If a change was requested that didn't fit that criterion, we would of course discuss potential costing with you before any work was undertaken.

As previously mentioned, customer support and technical support is integral to our offering. This includes:

- Online Chat
- Telephone Support
- Detailed User & Administrator Guides
- Quick start Guides
- Video Tutorials

This support is available to every user of the system and is managed internally by SARD.

Included in the price above is a built-in tolerance of 10% in year for adding new users. This means that without having to communicate with us, you can add up to 10% of the users you initially purchase with no additional charge. At the end of the year, we will discuss with the Trust the number of users now required if that has risen above the amount agreed initially. Any additional licenses are then charged at the same 'per head' rate as outlined above.

Within our pricing system, there are no additional costs unless you require:

- Non-standard services such as technical user training beyond your core administrators (this is not usually required as the system is extremely simple to use);
- Support beyond the standard first line telephone and email support
- Expansion of capacity beyond purchased number of seats

All prices are quoted excluding VAT.

Invoicing Process

Typically we invoice on an annual basis across the term of the contract in advance of on-going provision. We are however happy to discuss payment terms prior to implementation.

Multiple Product Purchase

We are always happy to discuss costing discounts based on multiple product purchases.