

1 Microlink Digital Workplace Adjustment System

	SERVICE	DESCRIPTION	UNITS	CHARGES (Ex VAT) 17 Sep 2026 – 16 Sep 2027	CHARGES (Ex VAT) 17 Sep 2027 – 16 Sep 2028	CHARGES (Ex VAT) 17 Sep 2028 – 16 Sep 2029	CHARGES (Ex VAT) 17 Sep 2029 – 16 Sep 2030
☐	Service Fee	End to End Case Management/Assigned Advisors/Consultations/Key Relationship Management/Management Information/Audits. (Excluding cost for products and assessment)	0 – 10 Cases per month 11 – 30 Cases per case 31 – 45 Cases per case 46 – 70 Cases per case	£3,875 £362 £336 £310	£3,952 £369 £343 £316	£4,031 £376 £349 £323	£4,112 £384 £356 £329
☐	Onboarding Fee	Legal, Compliance, IT Security, Referral Pathway, Dedicated on-boarding Team, Process Mapping, Communications	Per Organisation	£4,133	£4,216	£4,300	£4,386
☐	Pan Disability Workplace Needs Assessment	Approved Assessor conducting Pan-Disability Assessment with Comprehensive Report	Per Assessment	£336	£343	£349	£356
☐	Specialist chair installation	Delivery and set up of specialist chair for colleague	Per Installation	£103	£105	£108	£110
☐	Standard training	Catalogue training provided for colleague	Per case / 2-hour session	£289	£295	£301	£307
☐	Specialist training	Bespoke training provided for Colleague	Per case / 3-hour session	£387	£395	£403	£411
☐	End User Technical Support	End user support - Providing Colleague technical support post implementation or	Per hour or part	£57	£58	£59	£60
☐	Organisational Technical Support	Organisational support – e.g., assisting Group IT in technical troubleshooting, compatibility testing, upgrade projects	Per hour or part	£129	£132	£134	£137
☐	Consultancy	Provision of specialist services, e.g., JAWS scripting	Per day	£1,033	£1,054	£1,075	£1,097
☐	Coaching	Specific coaching needs	Per Case	Per Case	Per Case	Per Case	Per Case
☐	Ad hoc work and additional reports	Ad hoc assistance and information required outside the scope of the reports specified in Schedule 6	Per hour	£57	£58	£59	£60
☐	ATW Case Management	Managing the billing for ongoing support	Per case per month	£155	£158	£161	£164

Wasted Visits/ Late Cancellations charges

Any assessment Wasted visit	Assessor arrives but colleague is not available, and they are unable to re-	100% of Fee
Any assessment Late cancellation	Cancellation within 24 Hours of the booked appointment	100% of Fee