

G-CLOUD 15 – Pricing

Liberty Converse CX Platform SaaS Pricing

Liberty Converse CX platform pricing for all Editions (per annum) – Table 1

Item	Edition Type (per annum)		
	Digital Edition	Voice Edition	Digital & Voice Ed.
Liberty Converse CX platform (including 10 concurrent Agents)	£5,400	£6,600	£7,800
Softphone	×	✓	✓
Voice Virtual Agent DTMF	×	✓	✓
Liberty Voice Connectivity (including 10 Voice Connection licences)	×	✓	✓
Liberty Voice Connection Minutes (7,500 per agent per month)	×	✓	✓
Call-Back	×	✓	✓
MS Teams Integration	×	✓	✓
Liberty Digital connectivity (inc. 5,000 Digital Messages per agent per month)	✓	×	✓
Digital Virtual Agent Chat Bot	✓	×	✓
Web Chat	✓	×	✓
Email	✓	×	✓
SMS (Gov.Notify, BT/EE SMS, Twilio)	✓	×	✓
Social Messaging (Facebook Messenger, Instagram, WhatsApp)	✓	×	✓
TTS characters (10 million)	×	✓	✓
Included Storage	50GB	100GB	150GB

Additional Concurrent Agents

Pricing for additional Concurrent Agents (per agent per month) – Table 2

Item	Price (per Agent, per month)
Digital Edition including: 5GB storage 5,000 Digital Messages	£45
Voice Edition including: 10GB storage - Softphone 1 Liberty Voice Connection 7,500 SIP Liberty Voice Connection minutes	£55
Digital & Voice Edition including: 15GB storage 1 Liberty Voice Connection - Softphone 5,000 Digital Messages 7,500 Liberty Voice Connection minutes	£65

Telephony options

Pricing for telephony options (per month) – Table 3

Item	Price (per month)
Speech Recognition for Voice Virtual Agents (100 hours)	£180
Additional Liberty Voice Connections (per licence)	£7
DDIs for Liberty SIP Channels (UK geographic or non-geographic – per DDI)	£0.30
Opus Managed SIP Trunks Channels (Price per Trunk)	£6.50

Opus can provide an SMS solution on request. Pricing will be dependent upon volume and destination and is available on request.

Agent options

Pricing for Agent options (per agent per month) – Table 4

Item (all agents must be licensed)	Price (per Agent, per month)
Agent Evaluation	£5
Screen Recording (including 5GB storage)	£5
Surveys	£5
Transcriptions (including 5 hours of transcriptions ¹)	£5
Workforce Management and third-party WFM integrations	£5
Video Assist (includes 5 hours of video - Digital and Voice Edition Agents only)	£3.75
Liberty AI (includes 1,000 AI Units)	£5
Liberty AI Agent Assist	£5

Increase to included items

Pricing to increase included capacity (per month) - Table 1

Item	Price (per month)
Extra 75,000 Liberty Voice Connection minutes	£75
Extra 10,000 Outbound minutes to UK standard 01, 02, 03, 07 numbers	£200
Extra 50,000 Digital Messages	£70
Extra 1 million TTS characters	£65
Extra 100 Transcription hours	£100
Extra 100 Video Assist hours	£75
Extra 50,000 Liberty AI Units	£95
Extra 100 Speech Recognition hours for Voice Virtual Agents	£180
Extra Storage (per 100GB)	£20

Pre-paid Vouchers

Vouchers² are designed as a pre-paid pot of capacity that can be used to offset any monthly overuse and therefore avoid additional overuse charges.

¹ Hours are reset each month (unused hours are lost)

² Vouchers do not increase the agreed monthly capacity.

Vouchers can be used at any time in a contract term and are valid for 12 months, or the length of the contract (whichever is the shortest).

Pricing for prepaid Vouchers (per unit) - Table 2

Item	Price (per unit)
75,000 Liberty Voice Connection minutes	£90
10,000 Included Outbound minutes to UK standard 01, 02, 03, 07 numbers	£240
50,000 Digital Messages	£84
1 million TTS characters	£78
100 Transcription hours	£120
100 Video Assist hours	£90
50,000 Liberty AI Units	£115
500 Speech Recognition hours for Voice Virtual Agents	£1,080

Overuse

Pricing for overuse (per unit) - Table 3

Item	Price (per unit)
Overuse per Liberty Voice Connection minute	£0.0015
Overuse per Outbound SIP minute (UK standard 01, 02, 03, 07 numbers)	£0.03
Overuse per Digital Message	£0.0021
Overuse per TTS character	£0.0001
Overuse per Transcription minute	£0.025
Overuse per Video Assist minute	£0.01875
Overuse per Liberty AI Unit	£0.0029
Overuse per Speech Recognition minute	£0.045
Overuse per GB of Storage	£0.30

Liberty Create

Liberty Create is offered on a per-annum subscription basis with the annual service fee being divided into Bands.

In addition to the service fee, there is a charge for the relevant size of hosting environment (Hosting Class) if larger than the environment included. The Class is based on the amount of infrastructure that will be required for a specific customer's Liberty Create service.

Liberty Create annual service fee

Pricing for Liberty Create by Band/Users (per annum) - Table 4

Subscription Band	No. full users	No. logins per month	Annual Service Fee
Band 1	50	1,000	£55,000
Band 2	100	2,000	£90,000
Band 3	150	3,000	£120,000
Band 4	200	4,000	£145,000
Band 5	250	5,000	£170,000
Additional Capacity			
Top-up above Band 5	50	1,000	£25,000

Hosting Class 1 with 100GB storage is provided as standard.

Additional services and options

Hosting Class

All agreements have a Hosting Class associated with them. This is the size of the hosting infrastructure and technical environment that has been allocated to the Customer's Liberty Create platform.

Hosting Classes and associated storage pricing - Table 5

Hosting Class Specification	Class 1	Class 2	Class 3	Class 4	Class 4.5	Class 5
vCPUs	2	4	8	16	32	48
RAM GB	16	32	64	128	256	256
Base storage GB	100	100	100	100	100	100
Base data transfer rate TB (per annum)	5	5	5	5	5	5

All Classes include 5TB of data transfer, and a primary and failover VPN end point into two different availability zones.

Hosting Class options

Customers can also at any time in their contract purchase additional storage, data transfer or VPNs for any of their platforms.

Hosting Class additional options pricing (per annum) - Table 3

Item	Per	Fee (per annum)
Additional EC2 storage	100GB	£1,020
Additional S3 ¹ Storage	100GB	£240
Additional data transfer	2TB	£300
Additional VPN	VPN	£700

Hosting Class upgrade

Customers can at the start or any point during the contract, choose to purchase an upgrade of their platform to a higher Hosting Class by paying an additional annual fee as outlined below.

Hosting Class upgrade options pricing (per annum) – Table 4

Fee (per annum)		To				
		Class 2	Class 3	Class 4	Class 4.5	Class 5
From	Class 1	£816	£3,900	£10,320	£25,080	£34,200
	Class 2	N/A	£3,084	£9,504	£24,264	£33,384
	Class 3	N/A	N/A	£6,420	£21,180	£30,300
	Class 4	N/A	N/A	N/A	£14,760	£23,880
	Class 4.5	N/A	N/A	N/A	N/A	£9,120

¹ S3 storage is provided with 5 million put/get data requests as a fair usage limit. Netcall reserve the right to charge for excessive usage over this limit at £10 per additional 1 million requests

Vouchers and Overuse

Login top-up Voucher

Login top-up Vouchers are required if a customer exceeds the monthly Login allowance. The packs are charged as a single fee and the volume purchased is available for the duration of the agreement term.

Login Voucher price (one-off) - Table 5

Item	Logins included	Price (one-off)
Login top-up Voucher	12,000	£12,000

OPA (On-Premise Adaptor) licence fee

Supplied for an annual subscription fee, OPA is a .NET Core Web API that allows pre-configured SQL functions to be securely published within a Customer network for access by a hosted Liberty Create service.

Pricing for the On-premise Adapter (OPA) (per annum) - Table 5

Item	Price (per annum)
OPA	£10,008



Liberty RPA

Liberty RPA includes embedded AI-powered features, which are continually being expanded and enhanced. Liberty AI is charged via AI Units, the number of AI Units consumed will depend on the task being carried out.

AI units are provided as a monthly committed allowance (based on the number of RPA BOTs purchased) see Table 1, or through the purchase of additional included AI Units, AI Unit Vouchers (which enables a pool of AI Units to be drawn from where usage is above the committed monthly allowance) or billed for any overuse.

Annual service fee

Liberty RPA BOT pricing (per annum) - Table 6

Item	Annual Service Fee
Initial subscription (inclusive of 2 unattended BOTs and 2 development BOTs, 80,000 AI Units per month)	£12,024
Additional unattended BOT (inclusive of 40,000 AI Units per month)	£6,048
Additional development BOTs	£504

Liberty Spark

Liberty Spark Standard and Enterprise are offered on a minimum 12-month contract with an annual subscription charge. Customers are placed into Bands based on their Named User number requirements for Standard, or total FTE count for Enterprise.

Liberty Spark Standard

Pricing for Liberty Spark Standard, based on Users (per annum) - Table 7

Feature	Standard (Users)		
	Small	Medium	Large
Editor License ¹	2	5	10
Viewer License ²	20	50	100
Access to Community	✓	✓	✓
AppShare Access	✓	✓	✓
Extra Workspaces	✗	✗	✗
Comparison Service	✗	✗	✗
AI-Powered Processes	✓	✓	✓
Included AI units	5,500	13,750	27,500
Price (per annum)	£7,656	£10,560	£14,520

Spark Enterprise:

Pricing for Liberty Spark Enterprise based on Users (per annum) - Table 8

Feature	Enterprise (FTE) ³							
	Tier 0 Up to 250	Tier 1 251-500	Tier 2 501-1,000	Tier 3 1,001-3,000	Tier 4 3,001-5,000	Tier 5 5,000-7,500	Tier 6 7,501-10,000	Tier 7 10,000+
Editor/Viewer License	250	500	1,000	3,000	5,000	7,500	10,000	TBA
Access to Community	✓	✓	✓	✓	✓	✓	✓	✓
AppShare Access	✓	✓	✓	✓	✓	✓	✓	✓
Extra Workspaces	✓	✓	✓	✓	✓	✓	✓	✓
Comparison Service	✓	✓	✓	✓	✓	✓	✓	✓
AI-Powered Processes	✓	✓	✓	✓	✓	✓	✓	✓
Included AI units	56,250	75,000	125,000	225,000	250,000	375,000	500,000	POA
Price (per annum)	£18,000	£24,000	£29,940	£54,000	£72,000	£103,500	£131,400	£POA

³ Number of Full Time Equivalents (FTEs) employed by the organisation

Liberty IDP

Liberty IDP is offered through an annual subscription model, with two parts to the model.

Processing License (Pricing for Liberty IDP Processing Licenses): this defines the hosting and processing capabilities, which in turn determine the method and speed of document processing.

Document Credits Band (Pricing for Document Credit by Bands): Each band includes a fixed number of Document Credits⁴ per month, provided on a use-it-or-lose-it basis, structured across 14 pricing bands. The table outlines the per-unit cost for each band, and the number of monthly Document Credits included.

Included in the pricing:

- Unlimited setup of document types via the Wizard.
- Unlimited templates for document generation.

Pricing for Liberty IDP Processing Licenses (per month/annum) - Table 9

License Type	Price (per month)	Price (per annum)
Liberty IDP Basic	£750	£9,000
Liberty IDP Advanced	£1,875	£22,500
Liberty IDP Enterprise	£5,210	£62,520
Custom	POA	POA

Pricing for Document Credit by Bands (per month/annum) - Table 10

Band	Document credits (per month)	Price (per month)	Price (per annum)	Unit price (per credit)
Band 1	10k	£100	£1,200	£0.0100
Band 2	25k	£238	£2,850	£0.0095
Band 3	50k	£475	£5,700	£0.0095
Band 4	75k	£713	£8,550	£0.0095
Band 5	100k	£900	£10,800	£0.0090
Band 6	250k	£2,250	£27,000	£0.0090
Band 7	500k	£4,250	£51,000	£0.0085
Band 8	750k	£6,375	£76,500	£0.0085
Band 9	1M	£8,000	£96,000	£0.0080
Band 10	2.5M	£20,000	£240,000	£0.0080
Band 11	5M	£37,500	£450,000	£0.0075
Band 12	7.5M	£56,250	£675,000	£0.0075
Band 13	10M	£70,000	£840,000	£0.0070
Band 14	25M	£175,000	£2,100,000	£0.0070

Credit Vouchers

Document credits included in the bands are sold on a use-it-or-lose-it basis, and Vouchers are offered so customers can choose to pre- or post-pay for capacity overuse.

Vouchers are especially useful for dealing with unplanned increases in demand, where increasing the included capacity for the remaining term of the contract might not be appropriate, or cost effective. Vouchers are cheaper

⁴ Additional credits can be purchased in blocks of 5,000. However, it may be more cost-effective to scale up a Band.

than paying for overuse, and work by providing a pre-paid pot of capacity that can be used to offset any monthly overuse and therefore avoid additional charges.

They do not increase the included monthly allowance.

For example, a customer with an included capacity of 50,000 document credits per month usage might look like this:

- **Month 1 usage:** 48,000
- **Month 2 usage:** 55,000

Month 1: This incurs no additional charges as only 48,000 of the 50,000 included monthly document credits were used. The unused 2000 document credits are not carried over into the next month. The count for Month 2 will start at zero.

Month 2: This exceeds the monthly 50,000 document credits by 5000, as such it would normally incur a charge for overuse as set out in the Overuse section below. However, the customer can opt to purchase a 50,000 Document Voucher, meaning there would be no charge to the customer because the 5000 overuse would be deducted from the voucher, leaving 45,000 for future offset use.

Pricing for Credit Vouchers (one-off) - Table 11

Credit Vouchers ⁵	Price (one-off)
Document credits (block of 50,000)	£600

Table 3 - Credit Overuse charges (one-off per document)

Credit Overuse charges	Price (one-off)
Per Document credit	£0.015

Processing License definitions

The Liberty IDP is offered with four **License types** as detailed below:

License types - Table 4

	Liberty IDP Basic	Liberty IDP Advanced	Liberty IDP Enterprise	Liberty IDP Custom
Environments	1, Multi-tenant	2, Multi-tenant	2, Multi-tenant	Subject to scope
Processing type	Asynchronous	Asynchronous	Synchronous + Asynchronous	Synchronous + Asynchronous
*50th Percentile synchronous response time			40 Seconds	20 Seconds
*90th Percentile synchronous response time			50 Seconds	30 Seconds
*100th Percentile synchronous response time			60 Seconds	40 Seconds
Maximum parallel documents	U: 4 G: 50	U: 8 G: 100	U: 16 G: 250	U: 64 G: 1,000

⁵ Vouchers do not increase the agreed monthly capacity.

Vouchers can be used at any time in a contract term and are valid for 12 months or the length of the contract (whichever is the shortest).

Maximum Asynchronous page throughput per hour	U: 600 G: 5,000	U: 1,200 G: 10,000	U: 2,400 G: 25,000	U: 9,600 G: 100,000
*50th Percentile Asynchronous processing time	1 hour	30 min	30 min	Subject to scope
*90th Percentile Asynchronous processing time	2 hours	1 hour	1 hour	Subject to scope
*100th Percentile Asynchronous processing time	4 hours	2 hours	2 hours	Subject to scope

Notes:

- **Synchronous parallel request:** When a synchronous request is made, the requesting party will await the response, often described as “real time”.
- **Synchronous parallel document response times:** This time is based on single-page files, additional pages will increase response time by up to 2 seconds per additional page (for document understanding).
- **Asynchronous parallel documents:** With an asynchronous request, the requesting party is informed at a later point in time that the response is ready, often described as non-real time.
- **50, 90 and 99 Percentile Synchronous Response times:** 50%, 90% or 99% of requests for a single-page file will be as fast as this time or faster. Add 2 seconds more for each additional page (for document understanding).
- **50, 90 and 100 Percentile Asynchronous document processing time:** The response time that 50%, 90% or 100% of Asynchronous documents will be processed (and a response sent back) within the time specified.

Liberty AI

Liberty comes with several AI-powered features, which are continually being expanded and enhanced. Liberty AI is charged via AI Units, the number of AI Units consumed will depend on the task being carried out. AI units can be purchased as a monthly committed allowance (based on the number of concurrent agents), or as a standalone allocation from which Liberty will draw down – see Table 1 and Table .

Liberty AI Units (per annum) - Table 1

Item	Units included	Price (per annum)
Liberty AI Units	250,000 per month	£5,700

Liberty AI Units Voucher (per item) - Table 2

Item	Units included	Price (per item)
Liberty AI Unit Voucher	250,000	£575

Increase to included items

Pricing to increase included capacity (per month) - Table 3

Item	Price (per month)
Extra 75,000 Liberty Voice Connection minutes	£75
Extra 10,000 Outbound minutes to UK standard 01, 02, 03, 07 numbers	£200
Extra 50,000 Digital Messages	£70
Extra 1 million TTS characters	£65
Extra 100 Transcription hours	£100
Extra 100 Video Assist hours	£75
Extra 50,000 Liberty AI Units	£95
Extra 100 Speech Recognition hours for Voice Virtual Agents	£180
Extra Storage (per 100GB)	£20

Professional Services Rate Card

Professional Services day rates

SFIA Rates	Strategy and architecture	Change and transformation	Development and implementation	Delivery and operation	People and skills	Relationships and engagement
1. Follow	£780	£780	£780	£780	£780	£780
2. Assist	£950	£950	£950	£950	£950	£950
3. Apply	£1,140	£1,140	£1,140	£1,140	£1,140	£1,140
4. Enable	£1,340	£1,340	£1,340	£1,340	£1,340	£1,340
5. Ensure, advise	£1,480	£1,480	£1,480	£1,480	£1,480	£1,480
6. Initiate, influence	£1,785	£1,785	£1,785	£1,785	£1,785	£1,785
7. Set strategy, inspire, mobilise	£1,940	£1,940	£1,940	£1,940	£1,940	£1,940

Standards for consultancy day rate cards

Our standards are based on the following definitions but may be subject to change in line with scope of individual call-off agreements.

- Consultant's working day: 7.5 hours exclusive of travel and lunch
- Working week: Monday to Friday excluding national holidays
- Office hours: 9:00am to 5:30pm Monday to Friday
- Travel, mileage subsistence: Excluded, billed at cost
- Work outside of standard hours may be subject to additional charges.