

Tendable - Quality and Regulatory Compliance Manager

Pricing document

The price for your contract will be based on the following:

1. User numbers

Tendable sees quality assurance and improvement as everyone's job. Therefore we provide an enterprise license which makes no restriction on user numbers - all prices assume unlimited users within the organisation.

2. Organisation size:

We have banded pricing based on numbers of staff (whole time equivalent) to scale price proportionate to scale of organisation. These are listed on the table below.

3. Product scope purchased.

Each product and module has a price for each band. These are listed on the table below. Each module price should be added to the core audit module (which must be purchased as the central element of the solution)

4. Service level

We have 2 service levels –

- Standard service – self-service in structure - included in the product prices.
- Enhanced service – Tendable advice, support and execution for all major configuration changes - a percentage uplift on over the standard... fewer bands (4-5 bands)

5. One off costs

Initial standard implementation charges are included in the license fees above. + 1 review and reconfiguration a year.

Implementation work over and above standard or additional frequency that that stated above will be charged subject to rate-card.

There will be charges for integrating Tendable into other local systems, such as EPR with price depending on number with custom integrations being charged according to the enclosed rate-card.

6. Ad hoc costs

Services and bespoke development outside of the purchased scope will be charged according to the enclosed rate-card

7. Whole contract discounts

For high whole contract values there will be a total contract discount applicable

Organisation bandings and product prices

Price band	Staffing levels		Core audit	Full audit	Checklists	Clinical audits	Patient feedback	Staff feedback	Accreditation	Incidents	Regulatory Compliance	Improvement planning
	Lower limit	Upper limit										
1	-	< 2,000	£10,000	£14,000	£5,000	£10,000	£5,000	£5,000	£10,000	£10,000	£5,000	£10,000
2	2,000	4,000	£17,500	£24,500	£5,000	£10,000	£5,000	£5,000	£10,000	£15,000	£5,000	£10,000
3	4,000	7,000	£25,000	£35,000	£7,500	£15,000	£10,000	£10,000	£15,000	£20,000	£7,500	£15,000
4	7,000	10,000	£35,000	£49,000	£7,500	£15,000	£10,000	£10,000	£15,000	£30,000	£7,500	£15,000
5	10,000	15,000	£42,500	£59,500	£20,000	£20,000	£15,000	£15,000	£20,000	£40,000	£10,000	£25,000
6	>15,000		£50,000	£70,000	£20,000	£20,000	£15,000	£15,000	£20,000	£50,000	£10,000	£25,000

Note – all prices quoted as annual license fees

Service level

- Each module required (plus the core audit) should be added together to equal the annual standard service and product license cost.
- Enhanced service level price is the standard service price **plus 25%**.

Integrations

- For each approved integration there will be an annual charge of £2,000. Tendable will maintain and add to the list of approved integrations
- For each custom integration there will be an additional annual charge of £4,000

One off costs

- Each listed integration will incur an implementation charge of £3,000
- Each custom integration will be estimated and charged according to the attached rate-card.

Whole contract discounts

Discount criteria	Discount
For purchase of 2 modules on top of a full audit scope	5% of the full undiscounted contract price
For each additional module (ie. the 3 rd , 4 th , 5 th etc.)	An additional 5% of the full undiscounted contract price for each additional module. Ie 4 modules purchased will generate a total 15% discount of the whole undiscounted contract value.
For contract commitments of 4 years or more	10% of the full undiscounted contract price (additional to the module discounts)

Ratecard

Skills	Expected use	Day rate	Hourly rate
Customer Support	Configuration work out of contract scope	£250	£31.25
Delivery manager	Configuration work out of contract scope	£500	£62.50
Clinical advisory	Review of quality plans / config planning out of scope	£750	£93.75
Reporting & analytics	Custom analysis out of scope of service level	£750	£93.75
Technical consultant	Interface / integration work	£900	£112.50