Care Banking – G-Cloud Pricing Document

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Digital Care, Commissioning, Care Pathways, Payment Services, Reporting and Discharge for the Public Sector

Supplier: Vertergi Group Ltd (Trading as Care Banking)

Framework: G-Cloud 15

Service Category: Health and Social Care Software Services

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Document Overview

This document sets out the pricing for Care Banking (Vertergi Group Ltd) Platform services available through the G-Cloud 15 framework. Pricing is presented in a clear and transparent format, aligned to CCS guidance for SaaS pricing and public sector procurement expectations. All prices are exclusive of VAT unless stated otherwise.

Modular procurement and scaling during the Call-Off term

Care Banking is offered as a modular platform with separately priced Service Packs. The Authority may procure one or more Service Packs at contract award and, where required, may subsequently:

1. Increase volumes within a Service Pack already included in the Call-Off (for example, additional usage units, higher tiers, or additional capacity), priced strictly at the published G-Cloud rates; and/or
2. Add additional Service Packs already listed on the same G-Cloud framework and within the scope of the Call-Off, subject to Authority governance and completion of a revised Order Form / Change Notice in accordance with the G-Cloud Call-Off Contract. In all cases, any change is implemented by updating the Order Form to reflect the Service Packs and quantities being purchased and invoiced. The Authority retains full control over which Service Packs are enabled and the volumes consumed.

Units of charge and discounts

Each Service Pack has a defined unit of consumption (for example: admissions supported, referrals made, population band, competitions run, or credits). Where volume discounts apply, these are defined as published tiers within the relevant Service Pack and apply based on the annual quantity purchased.

How to use this pricing document

- Pricing is structured by service area and Service Pack.
- Each Service Pack includes a clearly defined unit of charge and applicable tiers.
- Detailed functional descriptions are provided separately in the Service Definition document.

Buyers should select the Service Pack(s) required for their current operational needs and may scale volumes and/or add additional listed Service Packs during the Call-Off term using the published rates and the Call-Off change process.

Framework notes

- Services are provided under the CCS G-Cloud Call-Off Contract.
- Any minimum annual subscription charges are stated explicitly where applicable.
- Usage-based pricing applies only where indicated for the relevant Service Pack.
- Credits (where used) are a standard unit of consumption for metering AI-enabled processing or referrals. Credits are consumed only when an AI task or referral is executed and an output is generated, and all credit-consuming activity is logged for audit (user, time, module, and output type).

How to use this document

• Step 1 – Confirm commercial terms: Review Commercial and Contractual Terms (including Contract Duration, Payment, Annual Product Licence Fee and Contractual Terms).

• Step 2 – Choose Service Packs: Use Products to select the Service Packs you need now (e.g., AACC/CHC, Discharge, Brokerage, DPS, Managed Payments, AI Modules, Digital Referrals, Spine services, AI discharge).

• Step 3 – Identify the pricing method: Use Pricing and Overview of Product-to- Pricing type to confirm whether each selected Service Pack is population-based, unit-based, or usage/credits-based.

• Step 4 – Select tiers/volumes and price: Use the relevant pricing tables:

o Care Pathway Pricing Table (population-based)

o Non-population-based Pricing

o AI Modules / AI Service Pack Credits

o Digital Referral Portal (Service Pack credit)

o Spine Connection Services

o DPS / Managed Payments / Combined Service

o (and other specialist sections as required)

• Step 5 – Scale during the Call-Off term: Where required, the Authority may increase volumes within an existing Service Pack and/or add additional Service Packs already listed in this pricing schedule, by issuing a revised Order Form / Call-Off Change Notice at the published G-Cloud rates, where this increases quantity rather than changing the nature of the Services.

Accessibility Statement

This document has been prepared in line with government guidance on creating accessible documents and is intended to meet the requirements of the Equality Act 2010 and WCAG 2.2 accessibility standards. Care has been taken to use clear language, a logical structure, and accessible formatting.

If you require this document in an alternative accessible format, please contact us and a suitable version will be provided on request.

Commercial and Contractual Terms

Care Banking (Vertergi Group Ltd) provides a cloud-based platform comprising multiple separately priced Service Packs, each representing a defined software service available for purchase via G-Cloud. The price for each Service Pack is set out in this pricing document and relates to the standard Care Banking configuration and published options described in the corresponding Service Definition(s).

Service Packs may be configured using standard platform settings, modules and options without bespoke development. Bespoke development, customer-specific integrations beyond published interfaces, or materially altered functionality is excluded unless separately agreed and procured in accordance with the applicable public procurement rules and the G-Cloud framework.

Product updates and standard releases Care Banking provides ongoing standard product maintenance and updates as part of the SaaS service. Where enhancements are delivered as part of the standard product roadmap, they are released to all customers as standard functionality (subject to any relevant configuration and role-based permissions). Customer-specific change requests, where required, are treated as out of scope unless separately procured.

Pricing and indexation Prices are fixed for the Initial Contract Year as set out in the Order Form. For subsequent contract years, pricing may be reviewed by agreement between the parties in accordance with the Call-Off Contract. Where an index-linked adjustment is agreed in advance and included in the Order Form, any increase will be capped and linked to a published UK CPI inflation index, applied no more than once per contract year and subject to written notice.

VAT All prices exclude VAT, which will be charged at the prevailing rate where applicable.

Contract Duration: The actual initial contract term and any extension options are those specified in the Order Form, subject to the G-Cloud Call-Off Contract. For G-Cloud 15 SaaS services under Lot 2a or Lot 2b, the framework permits an initial term of up to four years, with extensions totalling up to two further years (six years overall). A shorter initial term, including 36 months, may be agreed. Extensions must be provided for and exercised in accordance with the Order Form and applicable framework requirements.

Payment: Charges are invoiced annually in advance unless monthly invoicing in advance is agreed in the Order Form. Monthly invoicing changes the payment schedule only; it does not reduce the agreed annual credit purchase or other annual charging commitment. Annual discounts remain based on the annual quantity purchased. Payment is due within 30 days of receipt of a valid invoice, subject to the Call-Off Contract. The first invoice is issued on the Service Commencement Date specified in the Order Form. That date triggers the first invoice even if operational go-live is delayed, unless the parties formally vary the Service Commencement Date in accordance with the Call-Off Contract. Subsequent invoices are issued annually on that anniversary, or monthly in advance where agreed in the Order Form.

Annual Product License Fee The service pack charge covers the ongoing cost of the technology and the associated supporting services for each of Care Banking's Standard products or a client's custom solution. The charge for All Age continuing healthcare (AACHC) ,Adult Continuing Healthcare, Children's Continuing Care, Section 117 & 75 services, Personal Health Budgets (Achc), Children's Continuing care (CYPCC) , Personal Budgets, Social prescribing, Integrated Personalised Commissioning (IPC), Safeguarding, Brokerage (Source to Pay) and Discharge product is set out in the table below :

The Integrated Care Pathway Service contains multiple software modules, 6 modules are included in the base price, so the client may specify the service pack they wish to utilise.

Contractual Terms All services and prices set out in this Pricing Document are provided in accordance with the G- Cloud 15 Call-Off Contract and the Care Banking Terms and Conditions published as part of this G-Cloud 15 service listing. Unless expressly stated otherwise, the Care Banking Terms and Conditions apply to all services, modules, and optional enhancements described in this document, including pricing structure, payment terms, service dependencies, usage definitions, and termination provisions.

In the event of any inconsistency, the order of precedence set out in the G-Cloud Call-Off Contract shall apply.

Products

Standard Product Configurations [Service packs] Care Banking offers a suite of modular, cloud-based software services packaged as Service Packs within the Care Banking platform. Service Packs may be purchased standalone or combined to support end-to-end health and social care workflows including commissioning, care delivery, discharge coordination and supplier payments. Standard Service Packs are listed below; authorities may apply configuration and enable optional modules to reflect local operating models.

The Authority may add additional pathway Service Packs that are already listed and priced in this schedule during the Call-Off term, subject to agreement and completion of a revised Order Form / Call-Off Change Notice. Adding a Service Pack enables an additional pathway on the same platform and is priced at the published G-Cloud rate for the Authority's population tier

Commissioning and Continuing Care [Platform Service Packs]

- Integrated Care Pathway Service (ICPS)
- All-Age Continuing Healthcare (AACC)
- Adult Continuing Healthcare (CHC)
- Children's Continuing Care (CCC)
- Section 117 and Section 75 Services (S117)
- Personal Health Budgets (PHB)
- Personal Budgets

• Integrated Personalised Commissioning (IPC)
• Social Prescribing (Sp)
• Safeguarding
• Vertergi Intelligence Administrator

Brokerage, Payments and Financial Management [Platform Service Packs]• Brokerage (Source-to-Pay)o Dynamic Purchasing (DP)
o Non Qualified Provider Brokerage (NonAQP)
o Any qualified provider brokerage (AQP)
o Financial management workflow
• Contract and Rate Management
o Individual placement agreement workflow (IPA workflow)
o Single (or standard) placement agreement workflow (Supa)
• Provider Payments and Reconciliation
• Prepaid Card Services

Discharge and Flow Management Service packs [Platform Service Packs]• Discharge Management
• Digital Discharge Forms
• AI Discharge and Care Planning
• Virtual Ward Support

Forms and Pathway Configuration Service pack [Platform Service Packs]• Custom Platform Pathways modules
• Electronic Forms (E-Forms)

NHS Spine and National Services Integration [Non Service pack]•
Spine Connection Services
o HSCN Connection
o Reference Identifier Provider (RIP)
o Clinical Record Viewer
o Address Validation

AI Modules (NHS and Social Care) [Ai Service Packs]
• Vertergi Intelligence Capture
• Vertergi Intelligence Document Review
• Vertergi Intelligence Evidence Summariser
• Vertergi Intelligence Assistant Reporting
• Vertergi Intelligence Review Scheduler
• Vertergi Intelligence Assistant ; meeting manager, project manager, contact centre, timesheets, holiday

Care Home Management (non service pack)
• Farvi – Care Home Management System

o Bed and placement management

o Care data capture and logging

o Secure NHS and commissioning integration

o Optional GP medical record access

o Invoicing and billing

Configuration Notes

• After purchase of the platform, Service packs may be purchased individually or combined into integrated solutions to align to service demands .

• Some service packs require prerequisite modules to be in place (for example, commissioning or brokerage services).

• AI modules and Spine services unless included in a service pack are optional enhancements and are priced separately.

Pricing

Overview of Product-to-Pricing type The table below shows how each platform service packs maps to a pricing style and pricing tables set out in this document. All population-based pricing is calculated on a per-member-of- population basis for the organisation covered.

Population-Based Products – population pricing for Platform Service Packs

Product Line	Pricing Table Applied
Integrated Care Pathway Service (ICPS)	Care Pathway Pricing Table
All-Age Continuing Healthcare (AACC)	Care Pathway Pricing Table
Adult Continuing Healthcare (CHC)	Care Pathway Pricing Table
Children's Continuing Care (CCC)	Care Pathway Pricing Table
Section 117 Services	Care Pathway Pricing Table
Personal Health Budgets (PHB)	Care Pathway Pricing Table
Personal Budgets	Care Pathway Pricing Table
Integrated Personalised Commissioning (IPC)	Care Pathway Pricing Table
Social Prescribing	Care Pathway Pricing Table
Safeguarding	Care Pathway Pricing Table
Brokerage (Source-to-Pay)	Care Pathway Pricing Table
Dynamic Purchasing Enablement	Priced separately
Discharge Management	Care Pathway Pricing Table
Vertergi Intelligence Administrator	Care Pathway Pricing Table

Population bands and total annual prices for each product are set out in the Care Pathway Pricing Table below. Each of these items is a additional service pack on the Platform.

Non-Population-Based Products – typically Credit or unit pricing

The following products are not priced on a population basis and are charged using unit- based or usage-based pricing, as detailed elsewhere in this Pricing Document.

Product	Pricing Model
Farvi – Care Home Management System	Per bed per month + optional usage- based modules
Ai Enabled Hospital Discharge and Flow Management Platform	Per acute admission processed
Digital Referral and Care Pathway Management Service	Referral credits
Electronic Forms (E-Forms)	Per form / per submission
Custom Pathways	Fixed configuration fee (by scope)
Prepaid Card Services	Per user / per card / per service
Spine Connection Services	Monthly and per-usage charges
Dynamic Purchasing	Dependent on model deployed
Data Cleansing and Formatting	Per record
Vertergi Intelligence assistant	Ai credit usage

AI Modules - Usage based pricing model [Ai Service Packs]

AI modules are optional enhancements and may be used alongside any population- based product.

AI Module	GCloud 15 name	Pricing Basis
1)Vertergi Intelligence Capture	AI-Assisted Clinical and Non-Clinical Consultation Transcription and Document Automation Service	Credit Per hour of recorded audio
2) Vertergi Intelligence Document Review	AI-Assisted Clinical Document Review and Summarisation Service	Credit Per document reviewed
3) Vertergi Intelligence Evidence Summariser	AI-Assisted Structured Clinical and Care Evidence Summarisation Service (including draft DST creation)	Credit Per document reviewed
4) Vertergi Intelligence Assistant Reporting	AI-Assisted Operations, Reporting and Conversational Analytics Service, contact centre, meeting manager,timesheets, absence	Ai Credits Per action :report query and report generation, avt
5) Vertergi Intelligence Review Scheduler	Ai Assisted Review and Reassessment Scheduling Service for Health and Care or other organisations	Credits Per review scheduled
6) Bundled service	AI-Assisted Clinical Documentation, Decision Support and Analytics Services	Credits It's a bundle of items 2,3,4

AI Module	GCloud 15 name	Pricing Basis
7) Vertergi Intelligence Assistant	A fully interactive digital assistant, linking external ad internal modues	Credits

Pricing Notes

• Post-award flexibility: Once the Platform has been purchased, the Authority may add additional Service Packs and/or increase Service Pack volumes during the Call-Off term to meet changing operational demand (e.g., ICB mergers, population changes, additional pathway scope), using a revised Order Form and published G-Cloud rates. • Mixed charging models: Non-population-based Service Packs (including AI Services charged on a metered/credits basis) may be purchased and used alongside any population-based Service Pack. • Population basis: Population figures are agreed at contract start and apply for the relevant contract year. Where the Authority's population changes (e.g., merger/reconfiguration), the revised population will apply from the next contract year or from an agreed effective date via an Order Form variation at published rates (no change to service scope). • VAT: All prices are exclusive of VAT.

Platform Service Packs Pricing Table [Platform service Pack]

Service pack	Cost Per member of population covered by the organisation	Price 1,000,000 population	2,000,000 population 20% reduction eg. 400K - 20% = 320K	3,000,000 population 30% reduction eg. 600k-30%=420K
Integrated Care Pathway Service	£0.20	200,000	320,000	420,000
AACC All Age continuing care	£0.15	150,000	240,000	315,000
ACHC Adult continuing Healthcare	£0.07	70,000	112,000	147,000
Childrens continuing Care	£0.04	40,000	64,000	84,000
Brokerage	£0.07	70,000	112,000	147,000
Discharge product	£0.03	30,000	48,000	63,000
Section117	£0.04	40,000	64,000	84,000
Personal health budgets	£0.07	70,000	112,000	147,000
Personal budgets	£0.07	70,000	112,000	147,000
IPC	£0.12	120,000	192,000	252,000
Social prescribing	£0.12	120,000	192,000	252,000
Safeguarding	£0.07	70,000	112,000	147,000
Individual placement agreement workflow	£0.03	30,000	48,000	63,000
Vertergi Intelligence Administrator	£0.04	40,000	64,000	84,000
Stand alone appeals	£0.03	30,000	48,000	63,000

Pricing and comparability note (Development Partner model by default) Care Banking delivers each implementation under a collaborative delivery approach that, in practice, aligns to what many suppliers describe as a “development partnership” model. This includes a jointly managed delivery roadmap, configuration and optimisation activity, change governance, and ongoing enhancement support as part of the service.

When conducting price comparisons, buyers should note that Care Banking’s functional scope typically corresponds to competitors’ “development partnership” offerings, while Care Banking pricing remains closer to competitors’ standard/hosted licence pricing. Buyers are encouraged to validate scope assumptions during evaluation to ensure like-for-like comparison.

For populations above 3,000,000, pricing continues on the same discounted per-capita basis as the 3,000,000 population band unless otherwise agreed at Call-Off.

Please note services specifications for scope of products above.

Any Qualified Provider (AQP) and Non-AQP brokerage workflows are included within Brokerage (Source-to-Pay) pricing and do not attract separate licence fees. Dynamic Purchasing is priced separately under the DPS Pricing Structure: £77,000 annual platform licence, £25 per supplier per month and 0.17% of value transacted, plus any published additional-publication charges.

We strongly recommend the use of the Vertergi Intelligence Administrator for any organisation planning to utilise Ai services.

Ai modules credit charges [Ai Service Packs]

Care Banking uses a flexible, credits-based subscription model. The Service includes a base subscription and an optional, metered usage component. Authorities may increase metered usage at any time during the call-off by purchasing additional usage units (credit packs) at the published G-Cloud rates. This does not change the scope of the Service; it increases the quantity of usage consumed.

When additional usage units are purchased, these Credits are retained for the contract year (the 12-month period from the Order Form start date and each subsequent anniversary) and are pooled across the Authority’s organisation, allowing customers to allocate usage across the Care Banking AI services they have enabled (e.g., Vertergi Intelligence Capture, Vertergi Intelligence Document Review, Vertergi Intelligence Evidence Summariser, Vertergi Intelligence Assistant, Vertergi Intelligence Assistant). This model is flexible by design and supports phased adoption without requiring separate licences per module. Customers can also set up monthly recurring usage charges but discounts are based on the volume of usage units purchased.

Credit definition (standardised unit of consumption) A credit is a standard unit of consumption used to meter AI processing fairly and transparently across different AI activities. Credits are consumed only when an AI task is executed and an output is generated. All credit-consuming activity is logged with a full audit trail (user, time, module, case reference where applicable, and output type). All credit prices are exclusive of VAT

Vertergi Intelligence Capture Pricing - AI-Assisted Clinical and Non-Clinical Consultation Transcription and Document Automation Service Pricing -

Vertergi Intelligence Capture is priced on a usage basis, we utilise pre purchased credits 1 credit per recorded hour of audio or video, rounded up to the nearest whole hour and 1 credit per summary report into a Care Banking document template.

Customer specific document templates cost £1,000 to set up as a 1 off charge, based on a 2 page template. A pack of template pages (twenty pages in 10 documents or other configurations)can be purchased for £7,000 although most templates are already available in care Banking platform.

Vertergi Intelligence Document Review Pricing – AI-Assisted Clinical Document Review and Summarisation Service Pricing -

Vertergi Intelligence Document Review is priced on a usage basis at 0.5 credit per page reviewed.

Pricing reflects the volume of material analysed rather than AI usage and supports predictable cost forecasting.

Manual-review costs vary by role and complexity. At 0.5 credit per page, the published AI tier rates give an AI processing charge of £1.125–£2.50 per page, excluding professional review time. Comparisons must include the actual purchased tier, review effort and document complexity; the service is not necessarily cheaper than every manual-review scenario.

Vertergi Intelligence Evidence Summariser pricing – AI-Assisted Structured Clinical and Care Evidence Summarisation Service (including draft DST creation) Pricing

Vertergi Intelligence Evidence Summariser is priced on a usage basis at 0.5 credits per page reviewed.

Vertergi Intelligence Evidence Summariser supports structured domain-based summarisation and evidence referencing, commonly used for Decision Support Tool (DST) preparation. After document review the summarisation and subscription into the defined template eg DST is 1 credit per summary report assuming a Care Banking document template.

Vertergi Intelligence Evidence Summariser is designed to reduce preparation time and improve consistency. Local cost comparisons should include the applicable credit tier, page volume, summary charges and professional review time; savings are not guaranteed.

Vertergi Intelligence Assistant Reporting pricing – AI-Assisted Operations, Reporting and Conversational Analytics Service

Usage-Based Pricing	AVT credits see above care capture,
	1-4 credits for contact centre, meeting manager, timesheets, holiday or other module actions
	Simple query
	18 complex query
	plus 3 credits for report generation (if required)

Pricing is primarily based on the complexity of the report query, reflecting the level of data analysis required. This mirrors established data analytics platforms, which charge based on query execution rather than report viewing. Report generation is charged separately to cover formatted outputs only

Report query execution

• 4 credits per standard report query

– applies to queries using a single dataset, predefined metrics, and routine filters.

• 18 credits per complex report query

– applies to queries involving multiple datasets, trend or exception analysis, bespoke logic, or extended time periods.

Report generation

• 3 credits per generated report

– applies where a formatted report output (for example PDF, Word, or Excel) is produced from the query results.

Charges are applied per completed action.

In market analysis tools, simple analytical queries typically cost £2–£6 per query, while more complex cross-dataset or trend-based queries commonly cost £10–£30 per query, with formatted report writing or output generation often charged separately.

Vertergi Intelligence Review Scheduler Pricing – Ai Assisted Review and Reassessment Scheduling Service for Health and Care or other organisations

Usage-Based Pricing 5 credits per scheduled review or reassessment

Vertergi Intelligence Review Scheduler is priced on a usage basis at 5 credits per scheduled review or reassessment appointment. A charge is applied when a review appointment is confirmed within the system. Pricing covers capacity-aware scheduling, coordination with relevant professionals, and communication to agree and confirm appointment dates. There are no subscriptions, minimum commitments, or flat fees.

Additional services

Customer specific document templates cost £1,000 to set up as a 1 off charge, based on a 2 page template. A pack of template pages (twenty pages in 10 documents or other configurations) can be purchased for £7,000 although most templates are already available in care Banking platform.

Vertergi Intelligence Assistant pricing – Ai assistant for multiple tasks

Usage based pricing – variable

Service overview (what it is / isn't) The Vertergi Intelligence Assistant is a governed, role-based conversational interface that enables authorised users to ask questions, retrieve operational information, generate draft outputs (e.g. summaries, reports, emails/letters), and initiate permitted workflow actions, it links to Care Banking or other workflow platforms. The Vertergi Intelligence Assistant is an enabling capability and does not replace professional judgement. It does not make autonomous clinical, statutory, procurement, or funding decisions and will not execute any action without user confirmation and appropriate permissions.

The Vertergi Intelligence Assistant is priced using a Credits-based metered usage model. Credits are consumed only when a Vertergi Intelligence Assistant request is processed and or an output is produced (or an assisted action is prepared for user confirmation). The number of Credits consumed varies by request workload (complexity-weighted), based on objective factors defined below. Credit unit pricing is fixed at the published G-Cloud rate. The system advises on credits at the time of the request and seeks confirmation before proceeding, with published rates for repetitive actions. Requests costing less than 2 credits may be processed without a separate cost approval where the Buyer enables this setting. User confirmation and permissions remain required before any workflow action is executed.

How Credits are calculated (objective workload drivers) Credit consumption is calculated using standard workload factors, which may include:

- Input size (length of user prompt and any attached text/content)
- Data scope queried (e.g., single case vs multiple cases; single dataset vs cross-module query)
- Number of records returned or analysed (e.g., count of cases, referrals, payments, tasks)
- Outputs generated (e.g., one answer vs multiple sections, tables, charts, or narrative report)
- Use of evidence traceability (e.g., inclusion of references back to source records/documents where enabled)
- Optional advanced processing (e.g., aggregation, trend analysis, anomaly detection, cross-period comparison)
- Care Capture recording or response, at care capture rates (contact centre)

Complexity bands (for buyer transparency) Where possible each request is charged to one of the following bands based on the workload drivers above:

- Band A – Simple query: single question, limited data scope, short response 1 credit
- Band B – Standard query: moderate data scope and/or structured response (e.g., summary + key figures) 2 credits
- Band C – Analytical query: aggregation, filtering, comparisons, or multi-record analysis 4 credits

• Band D – Extended output: longer narrative report, multi-section output, or multiple artefacts prepared for export 5 credits
• Band E – Assisted operational action: preparation of a permitted workflow action (e.g., draft task list / draft email / draft report pack) for user confirmation 4 credits
• Band f- Custom pricing : any request that is outside of A to E will generate a custom costed approval request, ensuring the user accepts the cost prior to task performance.

(Indicative examples by band can be provided in the Service Definition. Actual Credits consumed are recorded per request and auditable.)
Controls and budget assurance The Authority can configure governance controls to manage cost and risk, including:
• User/team monthly Credit allowances and caps
• Approval thresholds for higher-complexity requests (e.g., Band C/D/E)
• Time-window scheduling for heavy processing to reduce peak cost
• Restricting the Vertergi Intelligence Assistant to approved datasets and actions by role
• Mandatory user confirmation before any action is executed
Audit and transparency All Vertergi Intelligence Assistant usage is logged with a full audit trail including: user, time, module, query type/complexity band, datasets accessed, Credits consumed, and output/action reference. Usage reports can be provided monthly to support value-for-money validation and operational assurance.

“Ask anything” refers to natural-language interaction; access to data and actions remains strictly governed by role-based permissions, configured datasets, and Authority-approved operating rules.

AI Service Pack Credit Pricing Table

AI Credits – Annual Subscription Tiers (pooled across enabled AI services)

Tier	Annual Credits Included	Credit Discount	Annual Fee	Effective £/Credit
0	Up to 1,000	0%	£5,000	£5.00
1	Up to 6,000	0%	£30,000	£5.00
2	Up to 12,000	15%	£51,000	£4.25
3	Up to 25,000	30%	£87,500	£3.50
4	Up to 50,000	45%	£137,500	£2.75
5	Up to 75,000	50%	£187,500	£2.50
6	Up to 90,000	52%	£216,000	£2.40
7	Up to 100,000	55%	£225,000	£2.25

Notes :
Additional credits above 100,000 AI credits purchased for the contract year are charged at £2.25 per credit. There is no separate Tier 8 annual subscription.

Top-ups below and above 100,000 annual purchased credits follow the current-tier threshold rules set out below. The pack table illustrates the prices where every credit in the pack is charged at £2.25.

• Credits are pooled across the Authority and may be used across all enabled AI services (e.g., Vertergi Intelligence Capture, Vertergi Intelligence Document Review, Vertergi Intelligence Evidence Summariser, Vertergi Intelligence Assistant, Vertergi Intelligence Assistant, contact centre or others as deployed in the platform).

AI top-up credits may be purchased at any annual tier. The unit rate of the Buyer's current tier applies to additional credits until cumulative AI credits purchased for that contract year reach the next tier's published annual credit-volume threshold. The next tier's lower unit rate then applies to subsequent additional credits.

A pack crossing a threshold is split between the applicable unit rates. Previously purchased credits are not retrospectively repriced. The published annual tier packages remain unchanged. Additional credits above 100,000 credits purchased in the contract year are charged at £2.25 per credit. Top-ups share the same contract-year expiry date and do not restart validity.

For example, a Buyer on Tier 2 with 12,000 credits purchased pays £4.25 per additional credit until cumulative purchases reach 25,000 credits. Subsequent additional credits are charged at the Tier 3 rate of £3.50 until purchases reach 50,000 credits, after which the Tier 4 rate applies. The top-up price and any split across thresholds are recorded in the revised Order Form before purchase.

AI Credits – Top-Up Credit Packs at the £2.25 unit rate

Pack ID	Pack Name	Credits Included	Unit Rate	Pack Price
Pack A	AI Credit Top-Up 5k	5,000	£2.25 / Credit	£11,250
Pack B	AI Credit Top-Up 10k	10,000	£2.25 / Credit	£22,500
Pack C	AI Credit Top-Up 25k	25,000	£2.25 / Credit	£56,250
Pack D	AI Credit Top-Up 50k	50,000	£2.25 / Credit	£112,500
Pack E	AI Credit Top-Up 100k	100,000	£2.25 / Credit	£225,000

AI System Wide Transformation and Discharge Management

Pricing **£10 -£14 per acute admission**

AI Discharge & Care Planning is a high-volume, system-wide service designed to operate continuously across acute admission flows. Pricing reflects the computational intensity of predictive modelling, the need for continuous re-analysis throughout an inpatient stay, and the system-level value delivered through earlier discharge planning and reduced delays. This is in addition to the CHC platform but can be order as part of the platform for expansion by adding service credits, when ready to deploy.

The service is priced on a per-acute-admission processed basis. A charge applies to each eligible acute admission analysed by the service, covering initial predictive analysis at the point of admission and ongoing updates as clinical and operational data changes.

Pricing is volume-based and intended for large-scale deployment across hospital sites or Integrated Care Systems. There are no user-based licences, per-report charges, or per- interaction fees.

Charging Table for Ai Discharge and system flow management Detailed unit pricing and volume bands are set out in the pricing table below.

Annual Acute Admissions Processed	Unit Price (per admission)	Notes
0 to 100	£100	Minimal scope trial service, available to be purchased in conjunction with other platform service packs, prior to expansion after successful proof of concept.
0 – 25,000	£14.00	Suitable for single acute trusts or pilot deployments
25,001 – 75,000	£12.00	Typical Trust / small ICS deployment
75,001 and above	£10.00	Large ICS or multi-trust deployment

Pricing is aligned to the volume of acute admissions processed and reflects the continuous predictive analysis required throughout an inpatient stay. Even small reductions in delayed discharge significantly outweigh the per-admission cost.

Pricing Notes

• Pricing is based on the number of eligible acute admissions processed by the service. A minimum monthly activity level, reflecting the standing availability of the service, configuration, assurance, and operational readiness is applied. Once reached charges above this threshold are applied on a per admission processed. This is set at 50% of the national average across all trusts, 5K.

• An admission is counted once per inpatient spell, covering initial predictive analysis at admission and ongoing updates throughout the inpatient stay.

• Pricing includes continuous model execution, system-wide analytics, integration with care planning workflows, and operational dashboards.

• There are no user-based licences, no per-report charges.

• Volume band is determined annually based on expected throughput and confirmed at contract start. Year 1 is assumed to be a trial year, while systems are established.

• The pricing structure reflects the continuous, compute-intensive nature of predictive discharge planning and is aligned to throughput-based models used for system-wide analytics services.

System-wide savings illustration: At 100,000 admissions and £10 per admission, the annual service charge is £1,000,000. Using the illustrative net saving of £260 per avoided inpatient day, break-even requires approximately 3,846 avoided bed-days annually, or 74 per week over 52 weeks. This excludes other costs and savings. Any assumed reduction of 0.3–0.6 bed-days per applicable admission is a modelling scenario for local validation, not a guaranteed or independently established service outcome.

The Call-Off Agreement may include multiple Care Banking Service Packs under a single platform subscription. During the term, the Authority may (i) increase volumes within an existing Service Pack, and/or (ii) add additional Service Packs listed in this G-Cloud pricing schedule. These changes do not alter the scope or nature of the Services; they increase the quantity of Services consumed and are priced strictly at the published G-Cloud rates via a revised Order Form.

Each Service Pack has a defined unit of consumption (e.g., population, pathway admissions, ai credits, referral credits, competitions run). Volume discounts apply within each Service Pack based on annual units purchased.

Digital Referral Portal Pricing - Digital Referral

Pricing (Annual Licence – excluding VAT)

Pricing is based on expected annual referral volumes. All prices include hosting, security, updates, standard support, and configuration of referral forms and pathways.

Digital Referral Portal – Usage-Based Referral Credits (G-Cloud scalable model)

Pricing model (scalable during call-off) The Digital Referral Portal is priced using an annual subscription that includes a defined volume of Referral Credits, with optional top-up Referral Credit Packs. Authorities may increase usage at any time during the Call-Off by purchasing additional Referral Credits at the published G-Cloud rates via a revised Order Form / Call-Off Change Notice. This does not change the scope of the Service; it increases the quantity of referrals processed.

Pooling and validity Referral Credits are purchased for the Authority's contract year (the 12-month period from the Order Form start date and each subsequent anniversary) and are pooled across the Authority (and, where applicable, participating partner organisations named in the Order Form). This supports phased adoption and scaling without requiring separate licences per pathway.

Definition of a "Referral Credit" (unit of consumption) A Referral Credit is consumed when a referral is submitted and accepted by the portal (i.e. passes configured validation rules and is created as a trackable referral record). All referral-credit consumption is logged with a full audit trail (user/organisation, time, pathway/form, validation status, and referral reference).

Published unit rate , nominal unit rate is stated to evidence a published metered unit for future alignment with Service Credits where required, this can be used by clients wanting to go live at a later date. Operational procurement is expected to be via the tiered annual bundles and/or top-up packs set out below.

Digital Referrals Credit charges table – Annual Referral Credits Pricing (Annual Licence, excl. VAT)

Tier	Annual referral credits included	Annual fee	Effective £/referral
1	Up to 1	£50	£50.00
2	Up to 1,000	£30,000	£30.00
3	Up to 2,500	£56,250	£22.50
4	Up to 4,000	£70,000	£17.50
5	Up to 6,000	£90,000	£15.00

Care Banking uses an annual referral credits model. The Authority selects a tier based on expected annual referral volume and may increase volume during the call-off by purchasing additional Referral Credit Packs at the published G-Cloud rates. This increases the quantity of referrals processed and does not change the scope or nature of the Service.

Purchasing Additional Referral Credits (Top-up packs, excl. VAT)

Add-on pack	Additional referral credits	Unit price	Pack price
Pack A	100	£15.00	£1,500
Pack B	500	£15.00	£7,500
Pack C	1,000	£15.00	£15,000
Pack D	2,500	£15.00	£37,500

Top-up packs are pooled across the Authority and priced at the published G-Cloud rates. Purchasing top-ups does not change the scope of the Service; it increases the quantity of referrals processed within the contract year.

Any increase in volumes or addition of packs is implemented via an Order Form change under the G-Cloud Call-Off Contract and priced strictly at the published rates.

Component & Module Pricing [Platform Service Packs]

Individual Component options for customised solutions All costs based on population size, unless stated otherwise. To calculate the total cost multiply the component cost by the population size. Please consult Care Banking for compatible components when developing a custom platform product. We are happy to advise on suitable configurations or platform expansion options

The schedule below matches the published component rates to the configuration codes. All prices exclude VAT. U1 and V7 have no separate price in the supplied pricing schedule and must not be treated as separately priced purchases. Their inclusion within a selected Service Pack must be confirmed. V1 has a usage rate but no defined usage unit in the source; that unit must be published before separate usage charging. Component scope and compatibility must be confirmed against the selected Service Pack.

Code	Component group	Published charge
A1	Workflow	10,000 per workflow
A2	Rule configuration	15,000
A3	Workflow Ai integration	20,000 per workflow
A4	Workflow stages	5,000 per workflow
A5	Brokerage	£0.003 per member of population per year
B1	Review Management	£0.004 per member of population per year
B2	Review Management	£0.002 per member of population per year
B3	Review Management	£0.020 per member of population per year
C1	Case Management	£0.003 per member of population per year
C2	Case Management	£0.004 per member of population per year
C3	Case Management	£0.003 per member of population per year
C4	Case Management	£0.010 per member of population per year
C5	Case Management	£0.003 per member of population per year
C6	Case Management	£0.008 per member of population per year
C7	Case Management	£0.100 per member of population per year
D1	Spine Connectivity	£0.020 per member of population per year
D2	Spine Connectivity	£0.030 per member of population per year
D3	Document Templates	£0.050 per member of population per year
E1	Audit History	£0.003 per member of population per year
E2	Audit History	£0.030 per member of population per year
E3	Audit History	£0.010 per member of population per year
F1	Workflow	£0.005 per member of population per year
G1	Reporting	£0.007 per member of population per year
H1	Reporting	£0.003 per member of population per year

Code	Component group	Published charge
H2	Reporting	£0.003 per member of population per year
H3	Reporting	£0.003 per member of population per year
H4	Reporting	£0.006 per member of population per year
H5	User Management	£0.003 per member of population per year
I1	User Management	£0.010 per member of population per year
I2	User Management	£0.003 per member of population per year
I3	User Management	£0.015 per member of population per year
I4	User Management	£0.003 per member of population per year
J1	Digital Forms	£0.010 per member of population per year
K1	Messaging Module	£0.003 per member of population per year
L1	Referral Portal	£0.020 per member of population per year
M1	Patient Budget Calculators	£0.003 per member of population per year
M2	Patient Budget Calculators	£0.002 per member of population per year
N1	Data Sharing Permissions	£0.005 per member of population per year
O1	Payroll	£0.020 per member of population per year
O2	Payroll	£0.030 per member of population per year
P1	Pension Integration	£0.020 per member of population per year
Q1	Online Statement	£0.003 per member of population per year
R1	Timesheets	£0.020 per member of population per year
S1	Third Party Portal	£0.020 per member of population per year
T1	Personal Assistant Portal	£0.020 per member of population per year
T2	Personal Assistant Portal	£0.020 per member of population per year
U1	Patient Portal	No separate price published; not separately priced for purchase
V1	Artificial Intelligence	£0.100 per usage unit; unit not specified in the source schedule
V2	Artificial Intelligence	£0.200 per member of population per year
V3	Artificial Intelligence	£0.250 per member of population per year
V4	Artificial Intelligence	£0.050 per member of population per year
V5	Artificial Intelligence	£0.300 per member of population per year
V6	Artificial Intelligence	£0.200 per member of population per year
V7	Artificial Intelligence	No separate price published; not separately priced for purchase

Code	Component group	Published charge
W1	Vertergi Intelligence Discharge & Flow (discharge management)	£0.200 per member of population per year
W2	Vertergi Intelligence Discharge & Flow (discharge management)	£0.400 per member of population per year
W3	Vertergi Intelligence Discharge & Flow (discharge management)	£0.250 per member of population per year
W4	Vertergi Intelligence Discharge & Flow (discharge management)	£0.100 per member of population per year
W5	Vertergi Intelligence Discharge & Flow (discharge management)	£0.050 per member of population per year
W6	Vertergi Intelligence Discharge & Flow (discharge management)	£0.020 per member of population per year
W7	Vertergi Intelligence Discharge & Flow	£10.00 per admission

Dynamic Purchasing System (DPS) Enablement Platform Pricing Dynamic Purchasing System (DPS) Enablement Platform

This document sets out the pricing structure for the DPS Enablement Platform, aligned with the Procurement Act 2023 and suitable for use across NHS, Local Authority, Police and other UK public bodies.

• Pricing is structured by service area and platform service pack

• Units of charge are set out based on annual licence, DPS case volume, transactional value and supplier administration

• Detailed service descriptions are provided separately in the Service Definition document

• All prices exclude VAT

Procurement Act 2023 Alignment

The pricing model supports transparent, proportionate charges. The platform licence is unrelated to procurement outcomes. Supplier availability fees reflect marketplace administration. The transaction processing fee is 0.17% of all value transacted, calculated monthly without volume reductions. The commissioning authority retains full control and accountability for procurement decisions.

DPS Pricing Structure

Component	Price	Notes
Annual platform licence	£77,000 per annum	Fixed annual licence for DPS enablement
Supplier availability fee	£25 per supplier per month	Payable by commissioner or suppliers
Transaction processing fee [TPO]	0.17% of value transacted	Calculated monthly at 0.17% of all value transacted; no volume bands

Annual Licence Assumption and Scaling

The annual platform licence fee of £77,000 includes up to 2,500 DPS publications per contract year, including calls for competition, tenders, or equivalent market engagement events published through the platform. Where annual publication volumes exceed this level, the licence fee will increase by £10,000 for each

additional 1,000 publications (or part thereof) above the initial threshold. Any adjustment will be applied transparently, proportionately, and agreed contractually in advance.

Value-Based Transaction Fee Rules: 0.17% applies to the full value transacted in the contract year, calculated monthly. There are no transaction-value bands or automatic volume-based rate reductions.

:

Managed Payments Service – Pricing

This section sets out the pricing for the Managed Payments Service, which may be procured independently of any procurement or DPS platform.

The pricing reflects the operational costs of payment administration, controls, reconciliation, reporting, and audit assurance. Pricing is not linked to procurement outcomes, commissioning decisions, or budgetary authority.

Managed Payments Pricing Structure

Component	Price	Notes
Annual Managed Payments Service Fee	£20,000 per annum	Fixed annual charge
Transaction Administration Fee	£3.00 per payment or 0.05%	% charge applied subject to minimum £3.00
Implementation / Onboarding (optional)	£5,000 (one-off)	Configuration & assurance. Assumes client integrates to our API

Charges are invoiced annually in advance, or monthly in advance where agreed in the Order Form, in accordance with the G-Cloud Call-Off Contract.

Notes on Interest and Escrow Arrangements

Where Vertergi carries out payments or provider management involving commissioner funds, those funds are held through Vertergi's operational arrangement in a safeguarded account with the relevant regulated provider, segregated from operating funds and used for the agreed commissioner-approved purposes. Holding funds through this arrangement does not make the safeguarded principal available for Vertergi's general business use. Interest and other permitted financial benefits arising from funds held under this arrangement accrue to Vertergi, subject to applicable law, the regulated provider's account terms and the G-Cloud Call-Off Contract. The default allocation is 100% of such permitted interest and benefits to Vertergi, calculated from the amounts actually credited by the account provider; no commissioner share or service-charge offset applies unless expressly agreed in the Order Form. The commissioner may reject up to two proposed safeguarding accounts selected from Vertergi's operational pool. Following those refusals, the account is selected from the remaining operational pool, subject to applicable safeguarding requirements.

Transaction fees

Transaction administration fees reflect the operational cost of validating Authority-approved payment instructions, executing payments without discretion, reconciling transactions, managing exceptions, and providing audit and reporting assurance. Fees are not linked to the value of funds held, do not constitute commission, and are structured to ensure proportionality and value for money.

Implementation charge

The implementation fee covers all project management, data upload but not data validation prior to upload, training as set out in Care Banking's training plan and user support during the go live period. The level of support required during each implementation is agreed with the individual client based on their specific

needs. As a guide we offer three levels of support: Low, Medium and high and a custom option for implementations:

Low	Medium	High	Custom
£10,000	£20,000	£50,000	Rate card day rates

Up to 25 implementation days are included within the first years annual license fee, for contracts with an annual licence value above £150,000. This is typically sufficient for a standard implementation and data migration. Any days above this are charged at the rates set out on the G Cloud rate card

Pre-Paid Card Pricing [non Service Packs]

Prepaid Cards

• £10 per user per month

The monthly charge covers access to the prepaid card platform. Any additional charges incurred on the associated e-money account are billed to the Buyer's master account. These may include, but are not limited to:

• Replacement card issuance

• Cash withdrawals

• Transactions exceeding the agreed monthly limits

• Additional e-money services provided by the card issuer

Prepaid Card Discharge Pilot

• £24,700 (one-off pilot fee)

The pilot package includes:

• Up to 5 prepaid cards

• NHS electronic discharge pilot reporting

• Acute discharge digital forms

• Access for acute trust staff

• Access for ICB users

• Configurable payment restrictions and approval workflows

This option is intended for time-limited pilots or proof-of-concept deployments.

Prepaid Card Discharge Service [Non Service Packs]

• £25,000 per year for the core platform, including 5 prepaid cards

Additional charges:

• Additional sites: £5,000 per site per year

• Additional prepaid cards: Charged at standard prepaid card rates (£10 per user per month)

This service supports ongoing operational use following pilot deployment.

Virtual Wallet pricing Virtual Wallets

With the Virtual wallet funds are held in a virtual bank account and individuals in receipt of a personal budget or personal health budget can manage the direct payment through the software platform.

Number of Users	Annual Charge
Upto 100	£30,000
Upto 300	£55,000
Upto 1000 Greater than 1000 Users	£90 per User £77 per User

additional charges from the e-money account will accrue to the master account for the client and cover additional services eg transactions exceeding the monthly limit.

Individual components listed in the Component and Module Pricing schedule can also be added to the Virtual wallet to configure a custom solution

Pricing Notes

• Prepaid card services may be used in conjunction with other Care Banking modules.

• All non-population-based pricing can be combined with applicable component pricing in this document to enhance overall service capability.

• All prices are exclusive of VAT.

• All non population based pricing can be used in conjunction with the Component and Module Pricing schedule to further enhance the services

Spine Connection Services Prices – Standalone Charges

Spine Connection Services are available as standalone services where required to support NHS integrations and access to national systems. Charges apply on a monthly basis unless otherwise stated.

Spine Services – HSCN Connection

Per connection per month: £1,000

Spine Services – Reference Identifier Provider (RIP)

Per service per month: £100

Spine Services – Clinical Record Viewer

Per record view: £1.50 (minimum £1,000 per month)

Spine Services – Address Validation

Per service per month: £100

Pricing Notes

• Spine services are provided subject to appropriate NHS approvals and onboarding processes.

• Charges apply per active service and are billed monthly.

• The Clinical Record Viewer charge includes secure, auditable access to Spine clinical records and is subject to a minimum monthly charge.

• All prices are exclusive of VAT.

Data Cleansing and Formatting Services Pricing

Data cleansing and formatting services are provided where required to support the accurate import and use of data within the Care Banking platform. Charges apply on a per-record basis, depending on the data type and pathway.

Data Type / Pathway Price (per record)

Funded Nursing Care (FNC) £25

CHC – Residential or Nursing Care £25

CHC – Domiciliary Care £30

Children's Continuing Care £30

Patient Import Errors or Data Reformatting £25

Pricing applies per affected record. Data cleansing projects are typically agreed in advance based on the volume and nature of the data to be processed.

Care Home Services Pricing

Care Home Services are priced on a per-bed basis, aligned to established care-home software pricing models, with optional modules available to support commissioning integration, virtual wards, and NHS data sharing.

Care Home Core Platform

Per bed per month: £5.50

GP Medical Record Access (Read-only)

Per GP medical record view: £0.75

Contract and Rate Management

Per active contract per month: £0.09

Care Data Capture and Logging

Per resident per month: £0.90

Remote Monitoring Devices

Per device: device-specific / pass-through

Workforce and Staff Payment Support

Per care home per month: £9.00

Pricing Notes

• Care Home Support Services require one or more Care Banking commissioning modules to be in use (for example: Continuing Healthcare, Personal Health Budgets, Section 117 / Mental Health pathways, Social Prescribing, or Generic Pathway Management).

• A GP medical record view is defined as a single authorised user session accessing an individual's GP medical record on a read-only basis; multiple interactions within the same session are counted as one view.

• GP medical record access is subject to appropriate role-based access controls, audit logging, and local information-sharing agreements.

• Pricing is usage-based where applicable. There are no subscriptions, minimum commitments, or flat fees.

• All prices are exclusive of VAT.

Appendix A

Illustrative Cost Examples by Sector (Non-Binding) The following examples are illustrative only and are provided to support business case modelling. Actual costs will depend on population size, supplier numbers, and value transacted. Final pricing will be confirmed in contract.

DPS Examples

Example 1 – NHS ICB (CHC / AACC) Assumptions: £40m DPS-routed spend per 1m population; 150 suppliers per 1m population.

Population	Transaction Value	Calculation	Transaction Fees	Licence + Supplier Fees	Total p.a.
1m	£40m	0.17% × £40m	£68,000	£122,000	£190,000
2m	£80m	0.17% × £80m	£136,000	£167,000	£303,000
3m	£120m	0.17% × £120m	£204,000	£212,000	£416,000
4m	£160m	0.17% × £160m	£272,000	£257,000	£529,000

Example 2 – Local Authority (Adult Social Care DPS) Assumptions: £10m annual DPS spend; 80 suppliers. Transaction Value Calculation Transaction Fees Total p.a.

£10m 0.17% × £10m £17,000 £118,000

Example 3 – Police Service DPS Assumptions: £5m annual DPS spend; 40 suppliers.

Transaction Value Calculation Transaction Fees Total p.a.

£5m 0.17% × £5m £8,500 £97,500

Example 4 – Fire and Rescue Service DPS Assumptions: £3m annual DPS spend; 25 suppliers.

Transaction Value Calculation Transaction Fees Total p.a.

£3m 0.17% × £3m £5,100 £89,600

Appendix B

Managed Payments Service - examples

Illustrative Cost Examples – Managed Payments Service (Non-Binding)

The following examples are illustrative only and are provided to support buyer business-case modelling. Actual costs will depend on payment volumes, average payment values, and implementation approach. Final pricing will be confirmed in the Order Form.

Example 1 – NHS ICB (CHC / AACC Managed Payments)

Assumptions

- 1,000 payments per month
- 12,000 payments per annum
- Average payment value: £1,500
- Annual payment value: £18,000,000

Transaction Fee Calculation

- 0.05% × £1,500 = £0.75
- Minimum transaction fee applies → £3.00 per payment

Annual Cost Breakdown

Component Calculation Cost
Annual Managed Payments Service Fee Fixed £20,000
Transaction Administration Fees 12,000 × £3.00 £36,000

Total Annual Cost £56,000

Example 2 – Local Authority (Adult Social Care Payments)

Assumptions
- 500 payments per month
- 6,000 payments per annum
- Average payment value: £4,000
- Annual payment value: £24,000,000

Transaction Fee Calculation
- 0.05% × £4,000 = £2.00
- Minimum transaction fee applies → £3.00 per payment

Annual Cost Breakdown

Component Calculation Cost
Annual Managed Payments Service Fee Fixed £20,000
Transaction Administration Fees 6,000 × £3.00 £18,000

Total Annual Cost £38,000

Example 3 – Higher-Value Payments Environment

Assumptions
- 300 payments per month
- 3,600 payments per annum
- Average payment value: £10,000
- Annual payment value: £36,000,000

Transaction Fee Calculation
- 0.05% × £10,000 = £5.00
- Percentage fee exceeds minimum → £5.00 per payment

Annual Cost Breakdown

Component Calculation Cost
Annual Managed Payments Service Fee Fixed £20,000

Component Calculation Cost
Transaction Administration Fees 3,600 × £5.00 £18,000

Total Annual Cost £38,000

Optional One-Off Costs

Component Cost Notes
Implementation / Onboarding £5,000 One-off. Assumes API integration

Pricing Notes
• Transaction administration fees reflect operational payment processing, not financial services
• Fees are not linked to interest, procurement outcomes, or budget authority
• Minimum transaction fee ensures proportionality for low-value payments
• Percentage-based fee ensures fairness for higher-value payments
• All charges are exclusive of VAT
Where Vertergi carries out payments or provider management involving commissioner funds, those funds are held through Vertergi's operational arrangement in a safeguarded account with the relevant regulated provider, segregated from operating funds and used for the agreed commissioner-approved purposes. Holding funds through this arrangement does not make the safeguarded principal available for Vertergi's general business use. Interest and other permitted financial benefits arising from funds held under this arrangement accrue to Vertergi, subject to applicable law, the regulated provider's account terms and the G-Cloud Call-Off Contract. The default allocation is 100% of such permitted interest and benefits to Vertergi, calculated from the amounts actually credited by the account provider; no commissioner share or service-charge offset applies unless expressly agreed in the Order Form. The commissioner may reject up to two proposed safeguarding accounts selected from Vertergi's operational pool. Following those refusals, the account is selected from the remaining operational pool, subject to applicable safeguarding requirements.

The allocation of interest and other permitted benefits follows the safeguarding and interest provisions above. No automatic service-charge offset applies.

"The managed payments transaction fee reflects the administrative cost of validating Authority- approved payment instructions, executing payments without discretion, reconciling transactions, handling exceptions, and providing full audit assurance."

Appendix C

Dynamic Purchasing & Managed Payments Service – example

Illustrative Cost Examples – Dynamic Purchasing & Managed Payments Service (Non-Binding)
The following examples are illustrative only and are provided to support buyer business-case modelling. Actual costs will depend on transaction volumes, supplier numbers, and payment profiles. Final pricing will be confirmed in the Order Form.

The combined service includes:
• Dynamic Purchasing System (DPS) Enablement Platform
• Managed Payments Service
• Integrated workflows from procurement through to Authority-approved payment execution
No duplicate charges apply where services are procured together.

Example 1 – NHS ICB (CHC / AACC Combined DPS & Payments)
Assumptions• Population: 1,000,000
• DPS-routed spend: £40m per annum
• Suppliers: 150

• Payments processed: 12,000 per annum
• Average payment value: £1,500

Cost Breakdown

DPS Enablement Costs

Component Calculation Cost
Annual DPS Platform Licence Fixed £77,000
Supplier Availability Fees 150 × £25 × 12 £45,000
DPS Transaction Fees 0.17% × £40m £68,000

DPS Subtotal £190,000

Managed Payments Costs

Component Calculation Cost
Annual Managed Payments Service Fee Fixed £20,000
Transaction Administration Fees 12,000 × £3.00 £36,000

Managed Payments Subtotal £56,000

Total Annual Cost – Combined Service

Cost
DPS Subtotal £190,000
Managed Payments Subtotal £56,000

Total Annual Cost £246,000

Example 2 – Local Authority (Adult Social Care DPS + Payments) Assumptions•
DPS spend: £10m per annum
• Suppliers: 80
• Payments processed: 6,000 per annum
• Average payment value: £4,000

Cost Breakdown

Component Calculation Cost
DPS Licence + Supplier Fees Fixed £101,000
DPS Transaction Fees 0.17% × £10m £17,000
Managed Payments Service Fee Fixed £20,000
Payment Transactions 6,000 × £3.00 £18,000

Total Annual Cost £156,000

Optional One-Off Costs

Component Cost Notes

Combined Implementation / Onboarding £8,000 Single configuration for DPS + Payments

Pricing Notes (Combined Service)

• DPS transaction fees and Managed Payments transaction fees apply only to their respective functions

• No duplication of audit, reporting, or approval workflows

• Where safeguarded accounts are used, interest and other permitted financial benefits accrue to Vertergi under the stated default arrangement. Any different allocation or service-charge offset must be expressly agreed in the Order Form.

The combined service provides a single governed procurement-to-payment platform with clear audit traceability from supplier admission through to Authority-approved payment execution. DPS and payment administration charges apply to their respective functions; no combined-service discount applies.

Vertergi Intelligence commercial provisions

Version 7.81 | 21 September 2026

The Supplier is Vertergi Group Ltd (company number 10245607), formerly MCB Software Services Limited. Care Banking remains the platform brand; Vertergi Intelligence is the AI product brand.

Vertergi Intelligence is the product brand for the AI services described in this document. The descriptive G-Cloud service names, service scope and functionality are unchanged by this branding update.

AI credit validity

AI credits are pooled across the Buyer's organisation and may be used across its enabled AI credit services. A contract year is the 12-month period beginning on the start date specified in the Order Form, and each subsequent anniversary period. Purchased credits, including top-up credits, are valid only for the contract year to which they are allocated. Unused credits expire at the end of that contract year, do not roll over and are not refundable, except where required by applicable law or the Call-Off Contract. Purchasing a top-up does not start a new 12-month validity period. AI credits are distinct from Referral Credits and service-level compensation credits.

Annual entry tier and additional credits

Tier 0 provides up to 1,000 AI credits for £5,000 per contract year, equivalent to £5.00 per included credit, excluding VAT. Existing Tiers 1–7 and their annual package prices remain unchanged. AI top-up credits may be purchased at any annual tier. The unit rate of the Buyer's current tier applies to additional credits until cumulative AI credits purchased for that contract year reach the next tier's published annual credit-volume threshold. The next tier's lower unit rate then applies to subsequent additional credits. A pack crossing a threshold is split between the applicable unit rates. Previously purchased credits are not retrospectively repriced. The published annual tier packages remain unchanged. Additional credits above 100,000 credits purchased in the contract year are charged at £2.25 per credit. Top-ups share the same contract-year expiry date and do not restart validity.

Assistant charging

Vertergi Intelligence Assistant, Reporting identifies the operations, reporting and conversational analytics tariff including the functions for meeting manager contact centre, project centre, timesheets and absence previously headed Report Agent. Its published query and report-generation charges remain separate from the general Assistant complexity-band tariff. Bringing these capabilities under one brand does not combine or replace their existing charging rules.

Free trial

A free trial of the enabled Vertergi Intelligence AI credit services is available for up to 60 days, with a total allowance of 50 AI credits and access for up to 20 users. The trial ends when the agreed trial period or the 50-credit allowance is reached, whichever occurs first. There is no charge for the trial and no automatic conversion to a paid subscription. Continued use requires an agreed Order Form. This offer does not include separately charged non-AI services or the admission-priced discharge and flow service.

Where no paid contract follows the trial, trial data will be securely deleted 30 days after the trial ends, subject to any mandatory legal retention requirement and the applicable Call-Off Contract. The Buyer may request the standard data extract before deletion. Data protection, security, confidentiality and human-review provisions apply throughout the trial.

Monthly invoicing

Charges are invoiced annually in advance unless monthly invoicing in advance is agreed in the Order Form. Monthly invoicing changes the payment schedule only; it does not reduce the agreed annual credit purchase or other annual charging commitment. Annual discounts remain based on the annual quantity purchased.

Appendix D

G-Cloud Rate Card

The following six pages set out the rate card, including its rates,
SFIA definitions and charging conditions.

Framework references are updated to G-Cloud 15; page numbering is retained.

G-Cloud 15 Attachment 5 -

RATE CARD TEMPLATE

Framework Reference: RM1557.15

Skills For the Information Age (SFIA) Definitions & Rate

Card Standard Rate Card

	Strategy & architecture	Business change	Solution development & implementation	Service management	Procurement & management support	Client interface
1. Follow	450	450	450	450	450	450
2. Assist	550	550	550	550	550	550
3. Apply	600	600	600	600	600	600
4. Enable	650	650	650	650	650	650
5. Ensure/Advise	750	750	750	750	750	750
6. Initiate/Influence	1700	1700	1700	1700	1700	1700
7. Set Strategy/Inspire	2500	2500	2500	2500	2500	2500

Standards for Consultancy Day Rate cards

Consultant's Working Day – 8 hours exclusive of travel and lunch

Working Week – Monday to Friday excluding national holidays

Office Hours - 09:00 – 17:00 Monday to Friday

Travel and Subsistence – Included in day rate within M25. Payable at department's standard T&S rates outside M25

Mileage – As above

Professional Indemnity Insurance – included in day rate

Level Definitions

	Autonomy	Influence	Complexity	Business Skills
1 Follow	Works under close supervision. Uses little discretion. Is expected to seek guidance in expected situations.	Interacts with immediate colleagues.	Performs routine activities in a structured environment. Requires assistance in resolving unexpected problems.	Uses basic information systems and technology functions, applications, and processes. Demonstrates an organised approach to work. Learns new skills and applies newly acquired knowledge. Has basic oral and written communication skills. Contributes to identifying own development opportunities.
2 Assist	Works under routine supervision. Uses minor discretion in resolving problems or enquiries. Works without frequent reference to others.	Interacts with and may influence immediate colleagues. May have some external contact with customers and suppliers. May have more influence in own domain.	Performs a range of varied work activities in a variety of structured environments.	Understands and uses appropriate methods, tools and applications. Demonstrates a rational and organised approach to work. Is aware of health and safety issues. Identifies and negotiates own development opportunities. Has sufficient communication skills for effective dialogue with colleagues. Is able to work in a team. Is able to plan, schedule and monitor own work within short time horizons. Absorbs technical information when it is presented systematically and applies it effectively.
3 Apply	Works under general supervision. Uses discretion in identifying and resolving complex problems and assignments. Usually receives specific instructions and has work reviewed at frequent milestones. Determines when issues should be escalated to a higher level.	Interacts with and influences department/project team members. May have working level contact with customers and suppliers. In predictable and structured areas may supervise others. Makes decisions which may impact on the work assigned to individuals or phases of projects.	Performs a broad range of work, sometimes complex and non-routine, in a variety of environments.	Understands and uses appropriate methods, tools and applications. Demonstrates an analytical and systematic approach to problem solving. Takes the initiative in identifying and negotiating appropriate development opportunities. Demonstrates effective communication skills. Contributes fully to the work of teams. Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures. Absorbs and applies technical information. Works to required standards. Understands and uses appropriate methods, tools and applications. Appreciates the wider field of information systems, and how own role relates to other roles and to the

				business of the employer or client.
4 Enable	Works under general direction within a clear framework of accountability. Exercises substantial personal responsibility and autonomy. Plans own work to meet given objectives and processes.	Influences team and specialist peers internally. Influences customers at account level and suppliers. Has some responsibility for the work of others and for the allocation of resources. Participates in external activities related to own specialism. Makes decisions which influence the success of projects and team objectives.	Performs a broad range of complex technical or professional work activities, in a variety of contexts.	Selects appropriately from applicable standards, methods, tools and applications. Demonstrates an analytical and systematic approach to problem solving. Communicates fluently orally and in writing, and can present complex technical information to both technical and non-technical audiences. Facilitates collaboration between stakeholders who share common objectives. Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures. Rapidly absorbs new technical information and applies it effectively. Has a good appreciation of the wider field of information systems, their use in relevant employment areas and how they relate to the business activities of the employer or client. Maintains an awareness of developing technologies and their application and takes some responsibility for personal development.
5 Ensure / Advise	Works under broad direction. Is fully accountable for own technical work and/or project/ supervisory responsibilities. Receives assignments in the form of objectives. Establishes own milestones and team objectives, and delegates responsibilities. Work is often self-initiated.	Influences organisation, customers, suppliers and peers within industry on the contribution of own specialism. Has significant responsibility for the work of others and for the allocation of resources. Makes decisions which impact on the success of assigned projects i.e. results, deadlines and budget. Develops business relationships with customers.	Performs a challenging range and variety of complex technical or professional work activities. Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts. Understands the relationship between own specialism and wider customer/ organisational requirements.	Advises on the available standards, methods, tools and applications relevant to own specialism and can make correct choices from alternatives. Analyses, diagnoses, designs, plans, execute and evaluates work to time, cost and quality targets. Communicates effectively, formally and informally, with colleagues, subordinates and customers. Demonstrates leadership. Facilitates collaboration between stakeholders who have diverse objectives. Understands the relevance of own area of responsibility/ specialism to the employing organisation. Takes customer requirements into account when making proposals. Takes initiative to keep skills up to date. Mentors more junior colleagues. Maintains an awareness of developments in the industry. Analyses requirements and advises on scope and options for operational improvement.

				Demonstrates creativity and innovation in applying solutions for the benefit of the customer.
6 Initiate / Influence	Has defined authority and responsibility for a significant area of work, including technical, financial and quality aspects. Establishes organisational objectives and delegates responsibilities. Is accountable for actions and decisions taken by self and subordinates.	Influences policy formation on the contribution of own specialism to business objectives. Influences a significant part of own organisation and influences customers/suppliers and industry at senior management level. Makes decisions which impact the work of employing organisations, achievement of organisational objectives and financial performance. Develops high-level relationships with customers, suppliers and industry leaders	Performs highly complex work activities covering technical, financial and quality aspects. Contributes to the formulation of IT strategy. Creatively applies a wide range of technical and/or management principles.	Absorbs complex technical information and communicates effectively at all levels to both technical and non-technical audiences. Assesses and evaluates risk. Understands the implications of new technologies. Demonstrates clear leadership and the ability to influence and persuade. Has a broad understanding of all aspects of IT and deep understanding of own specialism(s). Understands and communicates the role and impact of IT in the employing organisation and promotes compliance with relevant legislation. Takes the initiative to keep both own and subordinates' skills up to date and to maintain an awareness of developments in the IT industry.
7 Set Strategy / Inspire	Has authority and responsibility for all aspects of a significant area of work, including policy formation and application. Is fully accountable for actions taken and decisions made, both by self and subordinates	Makes decisions critical to organisational success. Influences developments within the IT industry at the highest levels. Advances the knowledge and/or exploitation of IT within one or more organisations. Develops long-term strategic relationships with customers and industry leaders.	Leads on the formulation and application of strategy. Applies the highest level of management and leadership skills. Has a deep understanding of the IT industry and the implications of emerging technologies for the wider business environment.	Has a full range of strategic management and leadership skills. Understands, explains and presents complex technical ideas to both technical and non-technical audiences at all levels up to the highest in a persuasive and convincing manner. Has a broad and deep IT knowledge coupled with equivalent knowledge of the activities of those businesses and other organisations that use and exploit IT. Communicates the potential impact of emerging technologies on organisations and individuals and analyses the risks of using or not using such technologies. Assesses the impact of legislation, and actively promotes compliance. Takes the initiative to keep both own and subordinates' skills up to date and

				to maintain an awareness of developments in IT in own area(s) of expertise.