

G Cloud 15 Pricing

Social Care & Community Support Solutions

1. About these solutions

Social Care & Community Support solutions support casework, care planning, safeguarding, and outcomes tracking across adult social care, family support and independent living services. Designed for local authority social care teams, voluntary sector partners and integrated care and support pathway. These solutions can support commissioner and provider performance reporting and statutory reporting for MHCLG, OHID, NDTMS, MHS (NHS), OFSTED and other national datasets.

2. Typical components considered by buyers

- Single Department / Provider
- Multi-Department / Multi-Agency
- Client & Case Management
- Referrals & Offers
- Dynamic Waiting List Management
- Assessments & Needs Matching
- Safeguarding & Risk Management
- Families/Groups/Gangs/Associations
- Finance Intelligence (Rents/ TA Costs/ Support Charges)
- Individual Budgets
- Vacancy/Void & Bed Space Management
- Placement Management
- Housing Support Grants (HSG)
- Sub Cases
- Support & Action Plans
- Better Futures Outcomes Framework
- Reporting/Management Information
- Property Standards & Compliance
- Landlord Management
- Loans & Grants
- SMS (send & reply)
- Standard and Advanced Tasks Management
- Client Access Portal
- Offline Forms

- Single-Sign-On (SSO)
- Two Factor Authentication
- Integrations & Interfaces

3. Indicative configuration example

Social Care & Community Support solutions:

- Up to 7 x Major Units = £14,000 per annum
- Up to 5 x Minor Units = £5,000 per annum
- Final pricing tailored to each customer – e.g. components selected, customer configuration, onboarding requirements and deployment specifics.

4. Pricing structure

CDPSoft's flexible pricing structure enables buyers to pick the Cloud components that are important to them, combining major and minor Cloud components based on operational focus and working practices. On-boarding requirements differ based on the cloud components selected and the buyer scenario e.g. Housing Options and HRA (H-CLIC), Housing Support Grants (HSG), or Multi-Agency Referrals & Assessments.

5. Unit charges per annum

Unit Type	Charge per annum*
Major Unit	£2,000
Minor Unit	£1,000
Concession Unit	£50 to £500

*All prices exclude VAT unless otherwise stated. VAT is charged at the prevailing rate.

6. Definitions

Major Units

These are the key Cloud components required by your organisation/operations. For example, if you are using CDPSoft Cloud as a Multi-Agency Referral & Assessment Gateway you are likely to need components such as Assessments, Matching, Provider Management and Referrals & Offers.

Minor Units

These are advanced, enhanced or complementary Cloud components. Minor components are used to further enhance or complement what you do. For example, if you are using CDPSoft Cloud as a Housing Options/HRA solution, Safeguarding & Risk Management can enhance monitoring and reporting whereas SMS (send & reply) improves two-way communication.

Concession Units

Buyers may be eligible for concession credits in exchange for user group membership, case studies, and other activities (determined by and agreed with CDPSoft) that support, showcase or evidence the features and benefits of CDPSoft's Cloud solutions. These Concessions Units can be used in lieu of Minor Units or combined with them to be used as Major Units.

7. What you pay

While pricing for Major, Minor and Concessions Units remain the same, each customer's Cloud solution varies depending on the cloud components selected from the following list. As such, we are unable to detail every buyer scenario so we have detailed some typical examples above.

8. Available Cloud Components

1. Client & Case Management	21. Client Access Portal
2. Assessments & Needs Matching	22. Finance Intelligence (Rents/ Support)
3. Referrals & Offers	23. Loans & Recharges
4. Dynamic Waiting List Management	24. Offline Forms
5. Fully configurable Online Forms	25. Reporting/Management Information
6. Safeguarding & Risk Management	26. Placement Management
7. Support & Action Plans	27. Better Futures Outcomes Framework
8. Housing Options and HRA (incl. H-CLIC)	28. Families/ Groups/ Gangs/ Associations
9. Housing Support Grants (HSG)	29. Standard Tasks Management
10. Substance Use Case Management (NDTMS)	30. Advanced Tasks Management
11. Referral Agencies	31. SMS (send & reply)
12. Landlord Management	32. Courses & Delegates
13. Property Standards & Compliance	33. Two-Factor Authentication
14. Vacancy/Void & Bed Space Management	34. Single-Sign-On
15. Service Provider Management	35. File/Document Management
16. Contract Management	36. Record Retention Manager
17. Homelessness & Rough Sleeper Management	37. Integration & Interfaces
18. Emergency & Temporary Accommodation	38. Group Email / SMS
19. Sub Cases	39. Form Sync Engine
20. Individual Budgets	40. Data Migration

9. Pricing notes

- Minimum contract term of 48 months.
- All prices exclude VAT.
- All prices are per annum unless otherwise stated.
- Standard payment terms are annually in advance.
- All Cloud on-boarding/off-boarding services are carried out remotely.
- All training is train-the-trainer training.
- All training is carried out remotely.
- Two-Factor Authentication and SMS use requires advance purchase of SMS credits at 8.9p plus VAT per credit. Minimum orders apply.
- AI-assisted features (such as automated summaries, recommendations or conversational support) may require the purchase and consumption of AI usage credits, tokens or similar, which are charged separately.

10. End-of-contract data extraction (optional)

At any time up until 30 days after the termination of the Agreement upon request and payment of the relevant charges, for preparing the data, we will prepare a single copy of the Oracle database containing all data owned by the buyer (with proprietary stored procedures removed). We will provide the extract within 15 days of such request on a USB data storage media or streamed to a secure file transfer location supplied by the Buyer. Where collection the copy of Oracle database in person is agreed, a duly authorised representative of the Buyer must collect the extract. Any other data migration assistance is chargeable at the day rate noted in the Pricing Document.

£6,250 plus VAT for a single copy of the Oracle database.

This is an optional service, where buyers do not purchase this service all data is securely erased following termination or expiry of the Agreement.

11. Additional services (optional)

CDPSoft provide range of additional services that are available based on the day rates below. Where required, customers may wish to instruct CDPSoft to carry out or support them in carrying out services.

Examples include but are not limited to:

- 8a) On-boarding/Off-boarding (including data migration, interfaces and integration).
- 8b) Customer specific documentation.
- 8c) Customer specific Forms and/or Reports.
- 8d) Training.

11.1 Additional services pricing structure

The pricing structure for CDPSoft's Additional Services is based on the level of expertise, knowledge and skill required. CDPSoft provides a range of additional services available at full-day rates between £990 and £1,800 plus VAT. Minimum purchase is half a day.

11.3 Additional services pricing notes

- Pricing is exclusive of VAT, which will be charged at the prevailing rate.
- A Working Day is 6 hours exclusive of travel and lunch.
- A Working Week is Monday to Friday, excluding national holidays.
- Where applicable, time for preparation, analysis, review and evaluation for CDPSoft to supply the Services will be charged in Units of Working Days.
- The minimum order quantity is half a day.
- All prices exclude VAT.
- All services are carried out remotely unless otherwise agreed.