



GoodSAM

Pricing Schedule

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G-Cloud 15 Framework

V1.0 January 2026

GoodSAM Instant On Scene, Consultations, Location, Evidence & AI Services



GoodSAM
Instant.Help

Crown
Commercial
Service
Supplier



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Module	Service Definition	Details	Price
Instant-On-Scene Video & Video Consultations	App-less live video capability supporting both one-way and two-way video interactions. Instant-On-Scene video enables 999, 101 and 111 services to receive live video & location data from callers during the emergency call to support remote triage, assessment and treatment. Sharable with other emergency services in real time. Two-way Consultations enables services to conduct live video consultations with members of the public.	No app is required by the caller at any stage. Video sessions are initiated via secure SMS invite links. Provided on a concurrent stream basis, with unlimited users within the organisation.	£60,000 (per 10 concurrent streams)
Third Party Device Streaming	Live video streaming capability via RTMP, RTSP or HTTP(S) from third-party sources, including drones, CCTV systems and body-worn video cameras.	Enables live video feeds from third-party devices to be viewed in real time within control rooms or by authorised users via the web or the GoodSAM mobile app. Provided on a concurrent stream basis, with unlimited users/devices within the organisation.	£60,000 (per 10 concurrent streams)
Instant Location	SMS-based location sharing capability enabling any person to securely share their live GPS location.	Location sharing is initiated via SMS and provides real-time location updates with additional location metadata. Location data is visible to authorised GoodSAM operators and internal users via the web platform or the GoodSAM mobile app.	£12,000
Instant Messaging & Chat	Secure one-way and two-way messaging capability enabling communication with members of the public in multiple languages.	One-way SMS and two-way web chat with the public, including predefined templates, translation into up to 105 languages, and full audit logging.	£24,000

All prices are per organisation, per year (unless other stated) and exclusive of VAT. Volume, multi-module bundle & multi-year discounts are available. Bespoke packages are available and pricing can be adjusted to reflect requirements. Contact us for more information.



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Instant Evidence Upload	Secure digital evidence collection capability enabling the upload of photos, videos and documents from the public.	Allows the public to upload photos, videos, audio files and documents (up to 5GB per file), viewable by authorised users via web or mobile and shareable in real time with partner organisations.	£60,000
GoodSAM Guardian	Personal safety feature providing a discreet panic button that enables live location sharing, video streaming and alerting.	Bespoke URLs enable high-risk individuals to discreetly trigger live location, video streaming and alerts into control rooms and, where configured, to nearby frontline resources.	£24,000
Send & Sign	Digital document delivery and signature capture capability enabling documents to be sent, reviewed and signed remotely.	Allows users to securely send files or documents to recipients for review and electronic signature capture. Common use cases include sending witness statements to members of the public for review and signature.	£24,000
Instant Pathways	Call routing and escalation capability enabling video calls to be directed to a defined team or forwarded between teams via a configured pathway.	Routes live video calls to specialist teams with immediate alerting, including Rapid Video Response and clinical specialist pathways.	£24,000 (first pathway) £12,000 (second pathway) Then, subsequent pathways £6,000

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Instant Vitals	Video-based physiological measurement capability enabling live capture of a patient's heart rate and respiratory rate.	Measurements are taken using the caller's mobile phone, invited via SMS, with no additional hardware or application required.	£5,000 per 10,000 measurements
Instant AI Transcription / Translation	Real-time speech-to-text transcription and language translation for live interactions.	Transcribes spoken audio and displays live on-screen subtitles in English or a selected language. Supports accessibility for Hard of Hearing users and translation into up to 105 languages.	£20,000

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GoodSAM Ai	AI-powered transcription, structured summarisation and automated documentation for live and recorded audio and video interactions.	Generates full transcripts and structured summaries from live video consultations, telephone calls and uploaded recordings using predefined operational templates (e.g. MG11, 111 triage, clinical and incident records). Supports multiple templates per interaction, produces outputs within seconds for direct use or PDF download, and is designed for factual, non-creative outputs suitable for evidential, clinical and operational documentation. Delivered using GoodSAM's locally hosted AI infrastructure.	£60 per user per month (Minimum user numbers apply) or £30,000 per annum Enterprise Licence (based on up to 10 concurrent video streams)
Hotspot Policing	Officer location tracking capability designed to support patrol analysis and correlation with defined hotspot areas.	Captures high-accuracy officer location data at high frequency, online and offline, with hotspot areas configured via uploaded shape files. Location data is exposed via API for external analysis and includes officer identifiers, coordinates, accuracy, speed, timestamp and associated hotspot, with real-time visibility in the web platform.	£40,000



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Additional Storage	Additional secure UK cloud-based data storage with triple replication for resilience and availability.	All stored data is triply replicated within the cloud to ensure durability and fault tolerance. Additional storage can be provided as hot or cold storage, depending on access requirements. Each 10 concurrent stream video package includes 1TB of storage at no additional cost.	Hot storage £600 Cold storage £300 Per TB per month
Additional SMS Messages	SMS messaging used to initiate, manage and close interactions such as video sessions and location sharing.	An allowance of SMS messages is included with video services. Additional SMS usage can be purchased in bundles to support higher volumes of interactions. Each 10 concurrent stream video package includes 100,000 SMS messages per year.	£700 per bundle of 10,000 SMS

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Module	Service Definition	Details	Price
Additional Coding / Development	SIFA Level 6 Coder		£300 per hour
Additional Support	SIFA Level 6 Project Manager		£300 per hour

Contact:

✉ Enquiries@instant.help

🌐 www.goodsamapp.org

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