



COMMERCIAL DOCUMENT

Pricing 2026/27

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Introduction

This document details Thalamos' pricing for the 2026/27 period. The document covers all currently deployed products as well as those intended to be delivered during the term of G-Cloud 15.

The pricing model includes a platform cost for Thalamos' core workflow functionality and deployment within a local system. There are then a series of modules charged on a population served basis, all interoperable with each other which sit on the core Thalamos platform.

Pricing

Rationale

Thalamos' platform is designed to deliver maximum patient and efficiency benefit when deployed at a system level, supporting the improvement of care for individuals experiencing mental health crisis. Given these aspirations unit-based pricing is not appropriate; accordingly, Thalamos have adopted a population-based approach whereby fees are aligned to the population served by the partners we work with.

Pricing has been benchmarked against a 2024 large regional deployment. It is designed to be proportional and scalable from a single entity through to local and regional procurement requirements.

A reduced Platform Fee is offered to Non-NHS organisations (e.g. Police) based on the fact that their concentration of Mental Health interactions is lower than that of a specialist provider. Pricing is also designed to incentivise the realisation of system wide patient benefits.

In addition, we are encouraging other organisations to use Thalamos' platform, with alternative pricing structures available to reflect differing levels of usage and benefit.

Software Costs

The Thalamos platform includes the core software license, hosting costs, DTAC assurance (or equivalent compliance framework) and a Single Sign On connection for participating organisations.

Module	Annual Price (excl. VAT)
Thalamos NHS Trust Platform Fee	£60,000.00
Thalamos Non-NHS Platform Fee (e.g. Police)	£12,000.00
eMHA	£0.09 / head of population served
Tribunals	£0.06 / head of population served
Section 136 / RCRP	£0.01 / head of population served

eMCA	£0.05 / head of population served
DrFinder and S12 Payments	£0.01 / head of population served

Population Served is calculated using Office of National Statistics Population estimates by output areas, electoral, health and other geographies, England and Wales.

Pricing for other participating organisations (e.g. Acute Trust):

Organisation Type	Organisation Size	Annual Price (excl. VAT)
Small	Less than 5,000 employees	£10,000.00
Medium	5,001 to 10,000 employees	£15,000.00
Large	More than 10,000 employees	£20,000.00

This pricing is subject to a fair usage policy, capped at a maximum of 150 active monthly users per organization.

Discount percentage by annual call-off contract value (excl. VAT):

Annual call-off contract value (excl. VAT)	Minimum discount %
Less than £250,000	0.0%
£250,001 to £500,000	5.0%
£500,001 to £1,000,000	7.5%
£1,000,001 to £2,500,000	10.0%
£2,500,001 to £5,000,000	12.5%
Over £5,000,001	15.0%

Programme Management, Training & Onboarding

Thalamos provide a comprehensive onboarding package including, organisational and system process mapping, inter-organisation information governance support, clinical safety support, change management, programme management and training for all users.

The onboarding fee 20% of year one software fees.
(Thalamos Platform Fee plus procured modules)

Integrations

Thalamos is designed to be “integration ready” and has already deployed a series of integrations with Electronic Patient Records and other 3rd party systems. Where bespoke integrations are required, they are charged on a “Time & Materials” basis benchmarked against the below rate card.

Standard Rate Card – day rates (excl. VAT):

Role	Programme / Training	Business Change	Product Owner	Technology / Engineering
Officer	£645.00	n/a	n/a	n/a
Manager / Engineer	£825.00	£875.00	£875.00	£985.00
Senior Manager / Senior Engineer	£980.00	£1,050.00	£1,150.00	£1,260.00
Head of / Lead	£1,080.00	£1,150.00	£1,350.00	£1,350.00
Director	£1,325.00	£1,325.00	£1,425.00	£1,425.00
C-Suite	£1,575.00	£1,575.00	£1,575.00	£1,575.00

3rd Party costs incurred to facilitate integrations will be passed through to clients on a zero-rated basis.