



G-Cloud 15 Pricing For Sabio Inform Services

Sabio Ltd.

Lot 3 Cloud Support

September 2026

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1. Pricing Information

1.0. Company Overview

Sabio is the leading Customer Experience, Digital Transformation and Cloud Contact Centre expert. The pricing approach Sabio provides is designed to be transparent and clear for organisations who are looking to consume our solutions and services.

1.1. Inform Pricing

Sabio's core inform services, termination and exit services are priced based on the Sabio G-Cloud 15 DDaT Rate Card associated with the offering, except for this additional information services in section 1.2.

1.2. Additional Charges – Inform Services

Intent Capture and Analysis (IC&A)

£45,000 per IC&A engagement for our 8-week programme to gain insight into the reasons why customer call you. We will categorise caller reasons into intent groups, develop granularity in customer intents, identify trends for service optimisation, and collect data supporting business decisions for efficiency, aiding AI or automation strategies.

2. Terms & Conditions

- Termination for convenience is subject to the customer providing coverage and payment for any ongoing stub period third party costs that Sabio will incur over the remaining term of the contract. This only applies to 3rd party items which Sabio are unable to terminate with the vendor.
- All pricing is in GBP and subject to VAT unless shown otherwise in the model
- IC&A is based on delivering treatment for up to 25,000 calls.
- Pricing does not include Cloud software, these are available within the Sabio offerings in Lot 2b.

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