



G-Cloud 15 Pricing For Sabio Perform Services – Cloud Support

Sabio Ltd.

Lot 3 Cloud Support Services

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1. Pricing Information

1.1. 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.

1.2. Perform Pricing

Our base Perform service pricing is based on the Sabio G-Cloud 15 DDaT Rate Card associated with the offering for the items below:

- Inform Services
- Client Success Management
- Optimisation Services
- Support Services
- Managed Services
- Training
- Termination and Exit Services

1.3. Additional Charges - Sabio Perform

In addition to our Perform pricing the following CX assurance proactive services are available:

Sabio Monitoring

Packages available:

- Core - £10,000 per annum for Contact centre solution monitoring (up to 1000 Contact Centre users)
- Additional bundle - £1,000 for additional 500 user increment

Sabio Pulse

Packages available:

- Proactive Daily Check Package - £3,000 per annum
- Proactive 24 x 7 Package - £10,000 per annum

2. Terms & Conditions

- All pricing is based on a minimum 12 month contract term.
- 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.
- Sabio Monitoring is based on user volumes monitored within the Genesys Cloud CX and based on a single CCaaS org instance.
- Sabio Pulse is based on test calls within the UK.
- All pricing is in GBP and subject to VAT unless shown otherwise in the model.
- Pricing for customised support services and enhanced services, success management are available separately using the G-Cloud Rate Card and the pricing for Additional Charges in section 1.3. Alternative options are available outside of the G-Cloud offering please contact Sabio for further information and pricing.
- Professional services/setup fees are charged according to the complexity and size of the business. Refer to Sabio G-Cloud 15 DDaT Rate Card
- Out of hours and weekend services incur a higher rate resource from the DDaT rate card.
- Pricing does not include Cloud software. This is available within the Sabio offerings in Lot 2b.

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