

Pricing

G-Cloud 15 (RM1557.15)

Klinik Healthcare Solutions Ltd

Lot 2b - Klinik Access

January 2026

1 Introduction

This Pricing Document sets out the maximum framework prices for Klinik Access as listed under the G-Cloud 15 Framework Agreement (RM1557.15). It is intended to give Buyers complete visibility of all costs associated with procuring, implementing, and using the service through the Digital Marketplace.

All prices contained within this document:

- Represent the highest charges that may be applied under the framework
- Are exclusive of VAT
- Align with the pricing published in the Digital Marketplace service listing
- May be discounted at Call-Off, provided the discounts do not exceed the maximum framework prices published here
- May be subject to annual indexation or uplifts, where stated in Section 5

The purpose of this Pricing Document is not only to confirm the core cost of the service but also to outline the associated commercial components such as setup fees, licensing, support, hosting, optional add-ons, and where applicable, professional services charged under the Crown Commercial Service (CCS) SFIA model.

2 Service overview

Klinik Access is a cloud-based digital triage and patient flow management service for NHS GP practices, Primary Care Networks and integrated care settings.

The service provides patients with online and telephone access to their GP practice and supports structured clinical history-taking, triage and routing of requests. Practice teams use the service to manage demand, prioritise care and direct patients to the appropriate resource.

Klinik Access is delivered as a Software as a Service (SaaS) solution. Buyers access the service through a secure web browser. No local software installation is required.

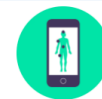
The pricing model reflects a subscription-based service, combined with a one-off onboarding and configuration fee. The subscription covers access to the platform, hosting, security, maintenance and standard support.

Training and standard onboarding activities are included within the onboarding fee. There are no usage-based charges for patient submissions or internal users.

3 Core pricing

This section sets out the core pricing for Klinik Access, including all mandatory costs required to use the service. The tables below present the maximum framework prices associated with the service, structured according to the relevant pricing model.

All prices shown are exclusive of VAT and must be read in conjunction with the accompanying Service Definition and Terms & Conditions. Optional enhancements and add-on services are listed separately in Section 4.



3.1 Klinik Access / Tiered Pricing

One-off fees

Item	Basis (annual, etc)	Unit	Price (ex VAT)	Description
Setup/Onboarding	One-off	Per service	£1950.00	Includes setup, configuration and training

The implementation and onboarding fee of £1,950 applies to the first deployment of Klinik Access under a contract. Where a buyer requires additional, separate instances of the service, each additional instance is charged at £490.

Subscription pricing

Tier	Unit of measure	Price (ex VAT)	Minimum commitment	Notes
Tier 1 – 0 – 50,000 patients	Per registered patient per year	£0.40	24 months	Volume-based pricing applies
Tier 2 50,001 – 100,000 patients	Per registered patient per year	£0.38	24 months	Volume-based pricing applies
Tier 3 100,001 – 200,000	Per registered patient per year	£0.35	24 months	Volume-based pricing applies
Tier 4 200,001 – 800,000 patients	Per registered patient per year	£0.32	24 months	Volume-based pricing applies
Tier 5 800,001 + patients	Per registered patient per year	£0.29	24 months	Volume-based pricing applies

The subscription fee covers access to the Klinik Access platform, hosting, maintenance, security updates and standard support for the duration of the contract. The service is charged on a per registered patient per year basis. The applicable price band is determined by the buyer's total registered patient population at the start of the contract. Volume-based pricing applies, with lower per-patient rates available at higher patient numbers.

4 Optional extras / add-ons

The following optional services are available to Buyers who wish to extend the functionality or capacity of Klinik Access.

These add-ons are not mandatory and are charged in addition to the base subscription and any applicable setup fees. Buyers only incur these charges where the optional services are selected at Call-Off.



Optional Service	Unit	Price (ex VAT)	Description
Appointment Booking Service	Per registered patient per year	£0.08 *Excluding SMS Costs	Enable patients to directly book appointments and practices to offer patient appointment booking links. This service can be managed and deployed at a practice level
Platform Rebuild	Per total rebuild	£950.00	Cost for when a customer required a total rebuild of their platform