Pricing Document

Overview

This pricing document describes the pricing structure for Cemplicity services listed on G-Cloud 15. Final pricing is dependent on service configuration, scale of use and buyer requirements. Prices are agreed with buyers prior to contract award.

Pricing Model

Cemplicity services are provided under a transparent, component-based pricing model. Pricing is structured to reflect the scale, complexity and configuration of each service while supporting flexibility for different NHS organisations.

Pricing typically comprises the following elements:

1. **Implementation and Onboarding (One-off)**

   A one-off implementation fee may apply to cover:

   a. Service design and requirements definition

   b. Configuration of surveys, workflows and reporting

   c. Integration with patient administration or EHR systems (where required)

   d. User setup and role configuration

   e. Initial training and onboarding support

   f. Complexity of the outcome instrument requirement.

   The implementation cost varies depending on service scope, number of pathways, integrations and level of configuration required.

2. **Subscription Fees (Recurring)**

   An annual subscription fee applies for access to the service. The subscription typically includes:

   - Access to the configured service
   - Secure cloud hosting and infrastructure
   - Routine maintenance and platform updates
   - Standard support during UK business hours
   - Access to reporting dashboards and analytics

Subscription pricing varies based on:

- Outcome measurement approach
- Combining PROMs – eg: Specialty, Generic HrQOL, Symptoms
- Volume of patients registered
- Number of pathways or services configured
- Reporting and alerting requirements

3. **Usage Based Costs (Where Applicable)**

For some services, pricing may include usage-based components linked to:

- Volume of invitations and registrations
- Frequency of follow-up measures
- Use of additional communication channels

Usage-based pricing is agreed in advance and aligned to expected volumes.

4. **Optional Services**

Optional services may be provided at additional cost, including:

- Enhanced support arrangements
- Bespoke reporting or analysis
- Additional training sessions or onsite training
- Non-standard integrations or data exports
- Research or service improvement consultancy

Pricing Transparency

All pricing is provided to buyers prior to contract award. No additional charges are incurred unless agreed in writing. Pricing is aligned with G-Cloud 15 requirements and supports straightforward comparison and procurement.

Contract Term

Pricing is agreed for the duration of the contract term. Any changes to scope or usage are managed through agreed change processes.