

1. Buyer Pricing (G-Cloud 15)

This document provides a complete, buyer-facing explanation of pricing for the Buddy Healthcare Care Coordination Platform. The service is delivered as a standard, configurable Software as a Service (SaaS) under G-Cloud Lot 2b. Mandatory configuration services ensure safe and effective implementation without bespoke software development, while optional integrations are priced separately in line with G-Cloud requirements.

Pricing for the Care Coordination Platform is based on the scale of operational deployment rather than legal entity alone. Where NHS organisations merge or form group structures, pricing reflects the number and size of operational deployment units and locations where the service is actively used to manage patient pathways. This ensures pricing remains proportionate to service volume, complexity, and operational footprint.

All prices exclude VAT.

Prices are fixed for the duration of each call-off contract, unless otherwise agreed in writing.

Pricing covers the services described in this document. Any additional configuration, integrations, or changes beyond the agreed scope will be subject to a separate quotation.

2. SaaS Pricing – Care Coordination Platform

Item	Description	Price
SaaS subscription (Small deployment unit)	One medical specialty, up to three pathways, single deployment unit	£2,000 per month
SaaS subscription (Medium deployment unit)	One medical specialty, up to three pathways, single deployment unit	£2,500 per month

Item	Description	Price
SaaS subscription (Large deployment unit)	One medical specialty, up to three pathways, single deployment unit	£3,000 per month
Additional operational location	Per additional operational location using the service	£200 per site per month

Included in SaaS price

- Unlimited users and patients
- Secure cloud hosting
- Platform maintenance and updates
- Standard support

Deployment Unit

A deployment unit refers to a distinct operational care delivery environment where the service is deployed to manage patient pathways. This may include a hospital site, group of hospitals, or operational division, depending on clinical governance, pathway volume, and service complexity.

Operational location

An operational location refers to a physical site (for example, a hospital or clinic) within a deployment unit where the service is actively used.

Where services are delivered across multiple hospitals operating as distinct deployment units, each deployment unit would require a separate SaaS subscription.

3. Configuration and Delivery Services (Mandatory)

Configuration and delivery services are mandatory and required in all cases to ensure clinical safety, regulatory compliance, and effective adoption. These services configure the standard Care Coordination Platform to local care pathways, governance approvals, and operational workflows without bespoke software development. Configuration ensures pathways, forms, communications, and rules align with

approved care models and information governance requirements, supporting safe deployment and consistent patient experience from go-live.

Item	Description	Price
Care pathway configuration (per medical specialty)	Configuration of one medical specialty pathway using standard platform capabilities	£15,000 - £30,000 one-off

Costs depend on the number of pathways, pathway stages, and implementation scope.

4. Systems Integration Pricing

System integrations are optional services that enable the Care Coordination Platform to exchange data securely with existing clinical and administrative systems. Where an integration is implemented, ongoing integration support and maintenance is mandatory to ensure reliability, security, and compatibility with third-party system changes.

Integration pricing therefore includes a one-off build cost, based on technical complexity, and a mandatory recurring monthly support and maintenance fee for each active integration.

4.1 System Integration Configuration (Optional)

Size	Complexity	Price
S	Simple document or data exchange	£5,000
M	Moderate integration (ADT, SSO, REST APIs)	£10,000
L	Complex structured data exchange	£19,000
XL	Highly complex workflow integration (FHIR scheduling)	£36,500

4.2 Systems Integration Support (Mandatory per active integration)

Item	Description	Price
Integration Support	Support and maintenance per active integration	£300 per integration per month

5. Worked Pricing Example (Illustrative)

A medium-sized NHS deployment unit implementing one medical specialty with up to three elective recovery pathways across one operational location would pay the annual SaaS subscription plus a one-off configuration and delivery fee.

From year two onwards, customers typically pay only the SaaS subscription and any applicable site or integration support fees. Configuration and delivery costs are not repeated unless additional specialties, pathways, or significant changes are introduced.