



G-Cloud 15 Pricing and Commercial Model

One Platform, Multiple Solutions
for Social Care

OneTouch – Pricing and Commercial Model

One Platform. Connected Care. Better Outcomes

OneTouch is a single digital care ecosystem to manage every single operational need of care providers. Trusted by over 90,000 care professionals, the DSCR-approved platform creates a trusted single source of truth across social care delivery, scheduling, compliance and reporting.

1. G-Cloud 15 Pricing Model Overview

We provide OneTouch as a Software as a Service (SaaS) solution priced on a per-user, per-month basis. Charges are based on the number of monthly active staff users during each billing period.

This approach provides flexibility for buyers to scale usage up or down in line with service demand, without long-term volume commitments.

All prices are exclusive of VAT and published in accordance with Framework Schedule 3 (Framework Prices).

Prices published are maximum prices under the G-Cloud 15 framework. Buyers may benefit from reduced pricing based on the volume, value and scope of the Call-Off Contract.

2. What is Included in the Price?

All OneTouch prices include:

-  Access to the OneTouch SaaS platform
-  Hosting, security, and platform maintenance
-  Standard product updates and enhancements
-  UK-based support in line with agreed service levels

There are no minimum contract values and no requirements to purchase additional services unless explicitly stated.



3. Core Pricing Options

Buyers may procure OneTouch in one of two ways:

3.1 OneTouch Full Platform (Bundled)

The **OneTouch Full Platform** includes three core modules within a single integrated SaaS service:

-  Workforce, Scheduling, and Operations
-  Care Planning and Delivery
-  Compliance, Governance, and Reporting

Price: £15.00 (per user, per month)

Purchasing the Full Platform provides better value than procuring individual modules separately and delivers a single, joined-up solution across care, workforce and compliance.

3.2 Core Modules (Available Individually)

Buyers may alternatively procure individual OneTouch core modules where this better meets their requirements.

Each core module is priced consistently and may be combined or expanded over time.

Price: £6.50 (per user, per month)

Available core modules:

-  Workforce, Scheduling, and Operations
-  Care Planning and Delivery
-  Compliance, Governance, and Reporting

Buyers can procure modules independently, or in combination, with no restrictions on future expansion.

4. Operational Enhancements:

Buyers may add optional enhancements to either the full platform or any individual core module.

4.1. Advanced HR Tools

Recruitment, training and skills management tools to support assured workforce compliance.

Recruitment Manager: £120.00 (per license, per month)

Staffing Manager: £100.00 (per license, per month)

e-Learning Platform: £3.00 (per user, per month)

4.2 Advanced Clinical Tools

Specialist clinical functionality designed for complex and acute care settings.

Price: £5.00 (per user, per month)

5. Additional Charges

In addition to the standard subscription pricing, OneTouch applies a **one-off implementation charge** for onboarding and service setup.

Additional implementation services, bespoke technical development, new integrations, and full training refreshers are optional and charged at a day rate only when required by the buyer.

Day Rate Package	Price (Per Day)
Onsite	£1,490.00 (per day)
Remote	£990.00 (per day)

5.1 Implementation and Onboarding

A one-off standard implementation fee of £1,500.00 applies for the implementation of the platform for a single service, where no customisation is required.

This standard implementation includes:

- Core platform setup and configuration
- Standard onboarding and environment setup
- Access to standard user guidance
- Go-live support for the initial service

We charge a day rate for any implementation activity outside the standard scope, including the implementation of additional services or bespoke requirements.

Additional implementation services may include:

- Bespoke configuration support
- End-user training (beyond standard materials)
- Business process optimisation
- Enhanced user acceptance testing (UAT)
- Data cleansing and data migration

5.2 Bespoke Technical Development and New Integrations (As Required)

Where a Buyer requests **bespoke technical development**, configuration beyond standard platform capabilities, or **new system integrations** that are not available through existing OneTouch APIs, we may provide these services **as required**.

We charge for such work on a time and material basis, using agreed day rates.

All bespoke development and integration work is subject to:

- A clearly defined and agreed scope
- Agreed delivery timescales
- Written Buyer approval prior to commencement

5.3 Training Refreshers (As Required)

We include initial role-based training within the standard implementation fee.

Where a Buyer requests **full training refreshers**, such as refresher training for existing staff, large-scale retraining following organisational change, or additional bespoke training sessions, these may be charged **as required**.

We scope and agree training refresher fees in advance, based on delivery method (remote or onsite), duration and audience size.

5.4 Transparency and Agreement

We apply no additional charges without prior buyer agreement. We transparently document all additional services and associated charges in the Call-Off Contract.

6. Discounts

OneTouch offers the following discounts for G-Cloud 15 buyers:



Volume-based discounts, based on the number of active users.



Annual contract value discounts, based on the total value of the Call-Off Contract.

When more than one discount applies, **the buyer will automatically receive the greater discount**.

All discounts are applied transparently and are available to all buyers on the same basis.

7. Billing and Payment



We calculate charges based on monthly actual annual users.



Billing is in arrears.



No minimum volumes may apply.



Buyers may reduce or increase user numbers month to month.

This pricing structure supports pay-as-you-go consumption in line with Lot 2b SaaS expectations.

8. Typical Buying Scenarios (Illustrative)



A Buyer may procure the **Full Platform** for an end-to-end digital care solution.



A Buyer may start with a **single core module** and expand over time.



A Buyer may add optional enhancements where additional capacity is required.

All scenarios remain within the scope of the Framework and do not require re-procurement.

9. Pricing Assumptions and Exclusions

The following assumptions apply to the pricing set out in this document:

-  Buyers will use OneTouch as a configurable SaaS platform without the requirement for bespoke development unless users explicitly agreed.
-  Standard platform functionality, configurability options and existing APIs meet the Buyer's requirements.
-  Buyers will provide timely access to relevant staff, data, and systems to support implementation and onboarding activities.
-  Buyers will ensure users have suitable devices and internet connectivity to access the services.

Unless explicitly stated in the Call-Out Contract, the following are **excluded** from the standard subscription pricing:

-  Bespoke software development or custom functionality.
-  New or non-standard and third-party system integrations.
-  Buyer-specific reporting or data extracts beyond standard reporting and exporting capabilities.
-  Onsite development costs, including travel and accommodation, where onsite support is requested.

We will discuss, scope and agree any services outside the scope of the standard subscription pricing with the Buyer in advance, and price these in accordance with the Framework Schedule 3 (Framework Prices).



10. Pricing at a Glance

OneTouch Platform, Modules, and Enhancements

Category	Description	Maximum Price (Per Month)
Full Platform (Bundled)	Workforce, Care and Compliance modules included.	£15.00 (per user, per month)
Core Module	Workforce, Scheduling, and Operations	£6.50 (per user, per month)
Core Module	Care Planning and Delivery	£6.50 (per user, per month)
Core Module	Compliance, governance, and Reporting	£6.50 (per user, per month)
Optional Enhancement	Recruitment Manager	£120.00 (per license, per month)
Optional Enhancement	Staffing Manager	£100.00 (per license, per month)
Optional Enhancement	eLearning Platform	£3.00 (per user, per month)
Optional Enhancement	Advanced Clinical Credentials	£5.00 (per user, per month)



10. Pricing at a Glance

Additional Charges

Category	Description	Maximum Price (Per Day)
Implementation (Single Service)	Project initiation, implementation planning, platform configuration, data migration, initial role-based training and go-live support	One-off charge of £1,500.00
Additional Implementation Support	As required. Charged on a time and material basis	Onsite day rate of £1,490.00 Remote day rate of £990.00
Bespoke Development, Configuration, or Integration	As required. Charged on a time and material basis.	Onsite day rate of £1,490.00 Remote day rate of £990.00
Refresher Training	Tailored to buyer needs as required.	Onsite day rate of £1,490.00 Remote day rate of £990.00

Discounts

Volume-based and annual contract value discounts apply. The greatest applicable discount will be applied immediately.





Less admin.
More care.
Better outcomes.

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Call us on [0161 509 2309](tel:01615092309) to discuss your requirements.

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