



G-Cloud 15 – Pricing for Call-Off Contract

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Introduction

This document sets out the pricing for the Concentric digital consent service when procured under the G-Cloud 15 framework. It defines the applicable charges, pricing units, what is included in each pricing tier, and the pricing approach for any extension period.

This pricing document is intended to form the basis of the Charges Schedule within the Call-Off Contract agreed between the Buyer and Concentric Health. Prices stated are exclusive of VAT and apply for the duration of the initial Call-Off Period, unless otherwise agreed in accordance with the Call-Off Contract.

Service pricing

The Service is provided on an annual subscription basis. Pricing is tiered based on the number of consent episodes supported per year.

Tier	Episodes per year (up to)	Cost per year (excl. VAT)
Entry	2,500	£10,000
XS	10,000	£30,000
Small	30,000	£50,000
Medium	60,000	£75,000
Large	100,000	£100,000
XL	200,000	£150,000
Regional	350,000	£200,000

A consent episode represents an end-to-end consent journey for a single patient–treatment combination and may include multiple interactions over time.

Each tier includes:

- standard integration work required to deploy the Service, including patient demographics, document, and identity and access (single sign-on) integrations, as described in the Service Definition,
- all service functionality as described in the Service Definition, including access to the Concentric ontology, content updates, and software updates,



- patient communications required to deliver the consent process, including SMS and email notifications,
- unlimited clinician and read-only users,
- administrative dashboards and alerting,
- the deployment and onboarding package applicable to the selected tier,
- UK-based operational and support services, including email and phone support.

Usage above the contracted tier

Where actual usage exceeds the contracted consent episode tier during a contract year, usage above the contracted tier is charged at £2 (excl. VAT) per consent episode.

Additional services

The following additional services may be purchased during the term of the Call-Off Contract, where required:

Description	Charge per hour (excl. VAT)
Additional training session	£200
Additional project management support	£200
Additional technical or integration input	£200

Extension period pricing and tier selection

Where the Buyer exercises its right to extend the Call-Off Contract in accordance with the framework rules, the Buyer may select any pricing tier set out in this pricing document for the extension period by providing written notice prior to the start of the extension.

Charges during the extension period will be based on the pricing rates set out in this pricing document, as applicable at the Call-Off Commencement Date.

All other terms and conditions of the Call-Off Contract will continue to apply during the extension period.

Usage above the contracted consent episode tier during the extension period will be charged at £2 (excl. VAT) per consent episode, in line with the over-usage charging approach set out in this pricing document.

VAT and invoicing

All prices set out in this pricing document are exclusive of VAT. VAT will be charged at the prevailing rate where applicable.

Annual subscription charges are invoiced annually in advance. Where applicable, charges for usage above the contracted consent episode tier are invoiced annually in arrears, and charges for additional services are invoiced monthly in arrears.