



G-CLOUD 15
CLEO SYSTEMS

PRICING DOCUMENT

CLEO VIRTUAL WAITING ROOM (VWR)

1 Introduction

This Pricing Document sets out the maximum framework prices for CLEO Virtual Waiting Room (VWR) 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:

- Are provided exclusive of VAT
- Prices are subject to annual uplift in line with the CLEO Systems cost base.
- Purchased in tiers of 5 licenses (smallest order 5). Customers select quantity based on peak concurrent users.
- Per-call Fee: Scaled by annual usage band, pre-paid in annual call credit bundles
- Call volumes will be monitored and reported quarterly. Any additional costs related to exceeding the contracted call numbers will be invoiced monthly in arrears.
- Additional bundles can be purchased mid-year

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

CLEO VWR is an intuitive automated patient queue management solution that effortlessly manages outbound call queues to urgent care settings. Highly customisable to most settings, patients are automatically called and placed into a queue ready for the next available clinician to start a consultation. The number of clinicians handling calls, and the cadence within which they are closing them, dictates when patients are called – minimising wait times on the part of the patient, whilst maximising resource utilisation of call handlers.

3. CLEO Systems Virtual Waiting Room Costs

ITEM	BASIS / FREQUENCY OF COST	YEAR 1 PRICING	NOTES
Organisational setup	One-off on inception	From £8,295	Depends on specification, this price excludes bespoke development as this is generally not required. Please refer to SIFA Rate card for further resource costs.
Train the trainer session	As required	£850	Our training team provide training for the Trust's in-house trainers and can provide as many sessions as needed. We also share training material including videos that are useful for the trainers, clinicians and administrators.
SFTP Standard Reporting Data Feeds for Client reporting	As required	£2,750	Most Trusts have an in-house BI team so this service provides data to that team for reporting. We can provide bespoke reporting at additional cost.
SFTP data feed for client reporting Maintenance	Annual, from year 2	£525	Annual support charge for ongoing maintenance of the reporting feeds.
Concurrent user licence - min 5	Annual	£1,250	The concurrent usage model enables multiple users to share licences across clinic and shift patterns, etc. A Concurrent User shall be considered using the Supplier Software under a Concurrent User Licence for a period of 4 hours following the initial login to the Supplier Software. More licences can be purchased during the year, with a minimum of 5 licenses per subsequent agreement.
Cloud hosting per concurrent user licence	Annual	£700	Hosted within secure Cloud
Bespoke Reporting	As required	As required	As required, bespoke reporting is available for additional costs. Please refer to SIFA Rate card for further resource costs.

3.1 Annual Bundle Costs

Annual Call Bundle (up to)	CLEO £/Call Applied	Bundle Price (£, 5 licenses)
50,000	£0.60	£30,000
100,000	£0.55	£55,000
150,000	£0.50	£75,000
200,000	£0.50	£100,000
250,000	£0.45	£112,500
300,000	£0.45	£135,000
350,000	£0.45	£157,500
400,000	£0.45	£180,000
450,000	£0.45	£202,500
500,000	£0.45	£225,000
500,000	£0.45	Bundle Price Dependent on volume

CLEO Systems Virtual Waiting Room Pricing Example - [this example is for a contract with 10 concurrent user licences with 100,000 Call Bundle](#)

Item	Quantity	Unit Cost	Total Cost excl VAT
Initial Organisational Set Up (one off)	1	8,295.00	£8,295
Concurrent Licenses (min 5, multiples of 5)	10	1,250.00	£12,500
Hosting on Secure Cloud (min 5, multiples of 5)	10	700.00	£7,000
Annual Call Credits Required	100,000	0.55	£55,000
Total			£74,500