



Proquro Case Management System

Pricing Document

G-CLOUD 15 (RM1557.15)

LOT 2B – CLOUD SOFTWARE (SAAS)

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Pricing Model Summary

- Pricing is per Contracting Authority, billed annually (ex VAT).
- Bands are determined by the maximum number of named buyer users during the contract term.
- Each band includes an annual allowance of cases and a document storage pool.

Definitions

Named Buyer User: A user account belonging to the contracting authority tenant (e.g., case officers, approvers, auditors).

Case: One client case from initiation to closure, including case notes and tasks.

Document Storage Pool: Total storage used by buyer-authored documents generated from templates or uploaded within Proquro under the contracting authority tenant.

Bands and Included Allowances

Included metric	Lite	Core	Plus	Prime	Ultra
Named buyer users	Up to 25	Up to 100	Up to 250	Up to 500	Up to 1000
Cases per year	150	350	550	750	1000
Document storage pool	15 GB	35 GB	55 GB	75 GB	100 GB

If your organisation requires an enterprise-tier solution with unlimited quotas, please contact us for a custom quote.

Case Management – Annual Licence Fees

Annual licence fees exclude VAT.

Band	Annual licence fee (ex VAT)
Lite	£8,000
Core	£10,000
Plus	£13,500
Prime	£16,000

Ultra	£20,000
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Optional Add-ons & Integrations (Annual Licence)

These optional add-ons provide additional functionality and are designed to enhance the overall user experience. It is important to note that the standalone modules are fully functional on their own and do not require these add-ons to operate effectively.

The optional add-ons and integrations listed below can be added to any core module or bundle, with the annual licence fee being a fixed add-on price regardless of the band selected.

Optional Add-on	Annual licence (ex VAT)
AI Enabled Case Notes	£8,000
AI Enabled Assessments	£12,000 (per assessment workflow)
Analytics & Reporting	£3,000
Knowledge Portal	£1,800

Third-Party Integration	Annual licence (ex VAT)
DocuSign eSignature	£2,400
SharePoint Document Management	£3,000
Single Sign-on with Microsoft Entra ID	£2,400

Note: Third-party licences must be procured separately by the authority, and the prices listed above do not include provision of third-party licences. The quoted price solely covers the integration fee with the respective third-party services.

One-off Costs

Onboarding

One-off set-up and data migration fees exclude VAT and are charged in year 1 where applicable.

Item	Fee (ex VAT)
Standard set up fee	£7,500

Data migration fee	Will be quoted based on the volume of data being migrated.
Customisation fee	Will be quoted based on the customisation required

Training

Item	Fee (ex VAT)
Virtual Training Session	£400 per session
In-Person Training Session	£900 per session

Offboarding

Exit Fees to extract data in the standard format are £3,500. If you require the data to be formatted in any alternative manner to facilitate ingestion into your subsequent supplier's system, this will be quoted separately and charged as a bespoke development service.

Bespoke Development Services

Our bespoke development and customisation services are charged at a flat rate of £750 + VAT per day. This fee covers any change requests or custom work required under your contract. Before starting, we'll review and confirm the work scope with you, ensuring every detail is agreed upon. The rate includes project management, development, and testing, and one standard working day equals 8 hours.

Premium Support & Advisory Services

Package	Annual fee (ex VAT)	Notes
Up to 5 hours per month	£3,750	Support hours are offered on a "use it or lose it" basis, meaning any unused hours won't carry over to the next period.
Up to 10 hours per month	£6,000	
Up to 25 hours per month	£15,000	
Up to 50 hours per month	£30,000	

Contact Information

To schedule a demo, please contact info@mastersoftware.co.uk

