

DOC ABODE

G-Cloud 15 Pricing Schedule

Intelligent Care Coordination and Scheduling Platform

Framework Reference: RM1557.15
Lot 2b: Software as a Service (SaaS)

All prices exclude VAT

1. Service Overview

Doc Abode provides a cloud-based **Intelligent Care Coordination and Scheduling Platform** enabling NHS providers to coordinate out-of-hospital urgent and unplanned community health services.

1.1 Included Scope

All licence tiers include the full out-of-hospital care coordination scope:

- **Admission Avoidance:** UCR (2-hour urgent community response), Rapid Response, Crisis Response, Falls Response
- **Virtual Wards & Hospital at Home:** Operational coordination, visit scheduling, caseload management
- **Early Supported Discharge:** Discharge to Assess (D2A), Transfer of Care, Intermediate Care, Reablement
- **Provider Capacity Management:** Real-time team capacity visibility, workload balancing, demand alerts

1.2 Exclusions

Routine planned caseload scheduling without time-critical allocation thresholds (e.g. district nursing rounds planned days/weeks in advance) is not included in this service.

Future Modules: Future capability modules (including but not limited to planned care coordination, care plan management) will be published as separately orderable items on the G-Cloud catalogue.

Framework Discount: Volume-based (0% to 5%)

Framework Discount is applied based on total annual call-off contract value, as set out in the CCS Digital Marketplace discount table for this Service Offer (ranging from 0% to 5%).

All prices listed in this schedule are Baseline Prices before Framework Discount is applied.

Framework Price Calculation:

Framework Price = Baseline Price - Framework Discount (per CCS portal table)

2. Licence Pricing

2.1 Explorer Licence (Usage-Based)

For Buyers requiring a smaller deployment scope with usage-based charging. Pricing scales with Monthly Active Users (MAUs).

Eligibility: Single named service footprint within one Locality** for one named provider organisation.

Component	Baseline Price*
Platform Fee <i>Includes up to 10 MAUs</i>	£60,000 (Annually in advance)
11-30 MAUs	£63,000 - £120,000 (Monthly in arrears)
31-50 MAUs	£122,000 - £168,000 (Monthly in arrears)
>50 MAUs	<i>Enterprise recommended</i>

*Baseline Prices shown. Framework Discount: 0-5% (volume-based per CCS Digital Marketplace table).

**Locality: Local authority area (Local Authority District, County, or Unitary Authority). Full definition in Supplier Terms & Conditions.

Monthly Active User (MAU): Defined in Supplier Terms & Conditions (execution-based: user with job allocated for execution).

Note: Detailed per-MAU pricing breakdown available on request. For deployments exceeding 50 MAUs, Enterprise licensing provides better value with unlimited users.

2.2 Enterprise Licence (Single Organisation)

Fixed annual fee paid annually in advance, with **unlimited users and unlimited activity** within the Licensed Footprint.

Tier	Baseline Price*	Localities**	Population
Small	£175,000	1-2 Localities	Up to 500,000
Medium	£200,000	3-5 Localities	500,000 - 1,000,000
Large	£250,000	6+ Localities	1,000,000 - 2,500,000
Very Large	£300,000	Multi-ICB footprint	>2,500,000

*Baseline Prices shown. Framework Discount: 0-5% (volume-based per CCS Digital Marketplace table).

**Locality: Local authority area (Local Authority District, County, or Unitary Authority). Full definition in Supplier Terms & Conditions.

Tier Selection: Tier is determined by the higher of Localities or Population. Licensed Footprint Population uses ONS mid-year estimates for local authority areas listed in the Order Form.

2.3 Multi-Organisation Enterprise

For ICS-wide deployments, regional programmes, or Provider Collaboratives.

Structure	Baseline Price*
2-4 named provider organisations	£200,000
5+ named provider organisations	£180,000

*The £180,000 per-organisation rate for 5+ organisations reflects a 10% reduction from the standard £200,000 rate. This is alternative pricing for multi-organisation deployments, not cumulative with volume discounts per CCS portal.

*Baseline Prices shown. Framework Discount: 0-5% (volume-based per CCS Digital Marketplace table).

3. Intelligent Navigation Hub (Add-On)

The Intelligent Navigation Hub provides **system-level cross-organisation coordination** capabilities beyond standard provider-level functionality.

Capability	Provider Coordination	Intelligent Navigation Hub
Scope	Provider / Trust level	System / ICS / Regional
Capacity View	Own teams within organisation	Cross-organisation system-wide
Routing	Internal allocation	Intelligent cross-org matching
Dashboards	Provider operational	SPOA/ICC, system escalation
Pricing	Included in licence	£25,000/year per Hub

*Baseline Prices shown. Framework Discount: 0-5% (volume-based per CCS Digital Marketplace table).

Typical Use Cases: Single Point of Access (SPOA), Integrated Care Coordination Centre (ICC), system capacity desk, ambulance-to-community referral hub.

4. Support & Maintenance

4.1 Enterprise Licences

Service	Baseline Price*	Billing
Support & Maintenance	10% of annual licence fee	Annually in advance

*Baseline Prices shown. Framework Discount: 0-5% (volume-based per CCS Digital Marketplace table).

4.2 Explorer Licences

Component	Calculation	Billing
Base Support Platform Fee (up to 10 MAUs)	10% of £60k = £6,000/year	Annually in advance
Additional Support (11+ MAUs)	10% of additional MAU charges	Monthly in arrears

*Baseline Prices shown. Framework Discount: 0-5% (volume-based per CCS Digital Marketplace table).

Includes: Helpdesk access, incident management, software updates, security patches, platform availability SLA.

5. Implementation & Onboarding

Implementation is a one-off mobilisation service, invoiced upon Order Form signature.

5.1 Standard Implementation Packages

Package	Baseline Price*	Number of Sites	Delivery	Hypercare
Package A Standard	£25,000	1 site	Remote	2 weeks
Package B Enhanced	£50,000	1-2 sites	In-person	4 weeks
Package C Complex	£75,000	3 or more sites	In-person	6 weeks

*Baseline Prices shown. Framework Discount: 0-5% (volume-based per CCS Digital Marketplace table). Sites are defined as an operational base and/or physical location from which the buyer team co-ordinates its service within a given locality.

Hypercare: Enhanced support period following go-live, including dedicated implementation team availability, priority incident response, and daily check-ins. Following hypercare completion, transition to routine Support Desk commences.

Package Selection: Final package is confirmed in the Order Form based on number of deployment sites.

5.2 Optional Implementation Add-Ons

Add-On	Baseline Price*	Notes
Additional Locality Onboarding	£8,000	Per locality beyond base
Coordination Hub Mobilisation	£15,000	Per Hub ordered
On-Site Training Days	£1,200	Per day
Extended Hypercare (beyond package)	£4,000	Per additional week
Professional Services Day Rate	£950 - £1,200	Out-of-scope work

*Baseline Prices shown. Framework Discount: 0-5% (volume-based per CCS Digital Marketplace table).

6. Integration Packs

6.1 Included Integrations

Integration	Scope	Allowance
NHS Spine/PDS	PDS lookup (demographics), NHS number verification. Read-only.	Always included
EPR – SystmOne	Community & MH modules. Referral receive, demographics sync, diary updates. TPP fees excluded.	1 per deployment
EPR – RiO	Referral receive, demographics sync, appointment write back, push notifications. Access fees excluded.	1 per deployment

Note: Buyer selects one EPR Pack (SystmOne OR RiO) per deployment. Additional EPR integrations are chargeable. NHS Spine/PDS is always included in addition. Excludes any third party costs charged directly to Buyer by EPR supplier

6.2 Additional Integrations (One-Off Fee)

Integration	Baseline Price*	Notes
New EPR/bespoke/other integration	TBC	Quoted via SoW

7. Discounts & Pricing Terms

7.1 Volume Discounts

Discounts apply as set out in the CCS Digital Marketplace discount table for this Service Offer. No other volume discounts apply unless expressly stated in the Order Form.

7.2 Multi-Organisation Pricing

Multi-Organisation Rate (5+ Providers):

Where the Order Form names five (5) or more provider organisations, the per-organisation annual licence fee is £180,000.

Framework Discount:

Any Framework Discount configured in the CCS Digital Platform applies to the resulting annual call-off value in accordance with the Framework.

No Additional Supplier Discounts:

No other discounts apply unless expressly stated in the Order Form.

7.3 Price Protection & Indexation

Contract Structure	Price Mechanism
Multi-Year Commitment (e.g., 3+1)	Price LOCKED at Year 1 rate for committed term
Annual Rolling (e.g., 1+1+1+1)	CPI adjustment at each annual renewal
Extension Years (on multi-year)	CPI adjustment applies

Indexation and price protection (CPI)

- **Notice:** Doc Abode will notify the Buyer of any CPI-adjusted fees at least **60 days** before the renewal date.
- **Calculation (when permitted):** New Annual Fee = Previous Year Fee × (1 + CPI).

Example: CPI 3.2% and fee £200,000 → £200,000 × 1.032 = £206,400.

CPI reference (when permitted by the Order Form)

- **Source:** ONS (ons.gov.uk)
- **Measure:** Consumer Prices Index (CPI), 12-month rate, published two months prior to the contract anniversary.
- **Applicability:** CPI adjustment applies **only if expressly stated in the Order Form** (including annual rolling and extension years).

Framework vs Call-Off

- **Call-Off Charges:** CPI indexation may apply only where expressly stated in the Order Form.
- **Framework Prices:** Published G-Cloud Marketplace prices are fixed for the framework period and not subject to indexation (Framework Schedule 3).

Multi-year commitments (price lock)

- Buyers committing to a multi-year term benefit from Year 1 price lock for the committed term (no indexation during that period).

8. Professional Services (Day Rates)

Service	Baseline Price*	Notes
Configuration & Workflow Design	£950	Remote
Training Delivery	£950	Remote
On-Site Workshop / Training	£1,200	Includes standard UK travel
Technical Consultancy	£1,200	Integration, API, security

*Baseline Prices shown. Framework Discount: 0-5% (volume-based per CCS Digital Marketplace table).

9. Quick Reference: Rate Card Summary

Item	Baseline Price*	Frequency
LICENCES		
Explorer Platform Fee (up to 10 MAUs)	£60,000	Annual in advance
Explorer 11-50 MAUs	£63,000 - £168,000	Monthly (arrears)
Enterprise Small	£175,000	Annual in advance
Enterprise Medium	£200,000	Annual in advance
Enterprise Large	£250,000	Annual in advance
Enterprise Very Large	£300,000	Annual in advance
Multi-Org (2-4 orgs)	£200,000/org	Annual in advance
Multi-Org (5+ orgs)	£180,000/org	Annual in advance
ADD-ONS		
Intelligent Navigation Hub	£25,000/Hub	Annual in advance
Support & Maintenance	10% of licence	Annual in advance
IMPLEMENTATION		
Package A (Standard)	£25,000	One-off
Package B (Enhanced)	£50,000	One-off
Package C (Complex)	£75,000	One-off

*Baseline Prices shown. Framework Discount: 0-5% (volume-based per CCS Digital Marketplace table). See Section 7.1.

All prices exclude VAT | Prices valid for G-Cloud 15 framework period

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