DOC ABODE

G-Cloud 15 Pricing Schedule

Intelligent Care Coordination and Scheduling of Community Based Multidisciplinary Teams

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 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 Framework Discount

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

Framework Discount is applied based on total annual call-off contract value, as set out in the discount table in Section 7.1 (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 × (1 − Framework Discount %)

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 *Includes up to 10 MAUs*	**£60,000** **(Annually in advance)**
11-30 MAUs	£250 per MAU per month (£63,000 - £120,000 a year) (Monthly in arrears)
31-50 MAUs	£122,000 a year at 31 MAUs, rising in equal steps for each additional MAU to £168,000 a year at 50 MAUs (Monthly in arrears)
>50 MAUs	*Enterprise licence applies (see Section 2.2)*

*Baseline Prices shown. Framework Discount: 0-5% (volume-based, see Section 7.1).

**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: The Platform Fee includes up to 10 MAUs. MAUs 11 to 30 are charged at £250 per MAU per month. At 31 MAUs the annual licence is £122,000, rising in equal steps for each additional MAU to £168,000 at 50 MAUs. Example: 20 MAUs = £60,000 + (10 × £250 × 12) = £90,000 a year. For deployments exceeding 50 MAUs, the Enterprise licence applies, 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, see Section 7.1).

**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. It is not combined with the Framework Discount in Section 7.1; the Buyer receives whichever gives the greater reduction.

*Baseline Prices shown. Framework Discount: 0-5% (volume-based, see Section 7.1).

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, see Section 7.1).

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, see Section 7.1).

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, see Section 7.1).

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, see Section 7.1). 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, see Section 7.1).

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	£950 - £1,200 per day	Charged at the Professional Services day rates in Section 8; number of days set out in a Statement of Work

7. Discounts & Pricing Terms

7.1 Volume Discounts

Discounts apply to the total annual call-off contract value (ex VAT) as follows. No other volume discounts apply unless expressly stated in the Order Form.

Total annual call-off contract value (ex VAT)	Framework Discount
Less than £250,000	0%
Between £250,000 and £500,000	0%
Between £500,001 and £1,000,000	0%
Between £1,000,001 and £2,500,000	2.5%
Between £2,500,001 and £5,000,000	3.5%
Over £5,000,001	5%

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:
The Multi-Organisation Rate is not combined with the Framework Discount in Section 7.1; the Buyer receives whichever gives the greater reduction (see Section 2.3).

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, where stated in the Order Form
Extension Years (on multi-year)	CPI adjustment applies, where stated in the Order Form

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 15 catalogue 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, see Section 7.1).

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, see Section 7.1).

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

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