



G Cloud 15

Pricing

Feebris Virtual Care Platform

Pricing – G Cloud 15

Our pricing is designed to be transparent and sustainable for health and social care environments. All prices published are complete, with no hidden or conditional costs. Pricing is structured to support predictable budgeting while remaining scalable as service usage grows.

Our standard pricing includes the most common components required to achieve successful outcomes, including access to core platform functionality, change management, project management, onboarding, and ongoing service support. This approach reduces the need for buyers to procure additional services to achieve operational value and supports faster mobilisation and adoption. Optional add-ons and configuration services are clearly defined and priced where applicable.

We recognise that service requirements are not fixed in time, and we work flexibly within the framework to support buyers in achieving their target outcomes. Our platform is continuously improved based on feedback from existing customers and emerging service needs. Enhancements to existing platform capabilities are provided without additional charge. From first engagement through to live service, our experienced delivery and solution teams support a smooth onboarding and deployment process, aligned to buyer implementation goals and focused on achieving a faster time to value.

Integrations

Integration Type	Description	Pricing
Existing Integrations	Integrations already supported by the platform and available via standard APIs.	Included
Integration Configuration	Configuration and enablement of existing integrations using standard platform controls and settings only.	As per published SFIA-aligned rate card (where applicable)

Payment Options

Payment may be made monthly, quarterly or annually, as agreed with the Buyer in the Call-Off Contract.

Ancillary Services (SaaS Enablement)

The below is a list of non exhaustive services that are priced in line with our SFIA rate card to comply with G-Cloud 15 requirements.

- Ongoing cloud support and operational service delivery
- Advanced and extended support services (including out-of-hours, by agreement)
- Incident management, escalation, and proactive service monitoring
- Service mobilisation, onboarding, and change support
- Bespoke configuration and integration to enable cloud services
- Quality assurance, testing, and service optimisation
- Training and enablement for clinical, operational, and service teams
- End user onboarding support
- Collection, preparation, and distribution of technology kits
- Coordination of returns and decommissioning
- Logistics process management and tracking

Cloud Support & Service Delivery Rate Card (SFIA-Aligned)

SFIA-aligned service delivery day rates for cloud support services.

All services are delivered as supplier-managed service outcomes. Buyers do not directly manage individual resources.

SFIA-Aligned Service Delivery Day Rates

SFIA Level	SFIA Descriptor	Day Rate (£)
Level 1	Follow	£675
Level 2	Assist	£890
Level 3	Apply	£1,105
Level 4	Enable	£1,270
Level 5	Ensure, advise	£1,495
Level 6	Initiate, influence	£1,700
Level 7	Set strategy, inspire, mobilise	£1,970

Notes:

The rates listed are indicative reference prices for cloud support services and may be used to inform call-off pricing, which will be agreed based on scope and delivery approach.

Standards for Cloud Support & Service Delivery Day Rates

- Service delivery day: **8 hours**, exclusive of travel and breaks
- Working week: **Monday to Friday**, excluding UK public holidays
- Core service hours: **09:00–17:00 UK time**
- Extended support hours: **Available by agreement**, priced using the same SFIA rates or agreed uplift
- Professional indemnity and relevant insurances: **Included**

SFIA Level Usage Clarification

SFIA Levels 1–5

Used for:

- Ongoing operational support
- Incident management and escalation
- Platform configuration and integration support
- Training, onboarding, and service optimisation
- Day-to-day delivery of cloud support services

SFIA Level 6 – Initiate, influence

Used **only where required** for:

- Service mobilisation and onboarding leadership
- Delivery governance and assurance
- Complex escalations and cross-organisation coordination
- Oversight of custom configurations and integrations

SFIA Level 7 – Set strategy, inspire, mobilise

Used **exceptionally** and time-bound for:

- Programme-level service accountability
- Executive governance and assurance
- Mobilisation of large-scale or multi-organisation services



Contact us:

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