



G-Cloud 15

(January 2026)

Accompanying Notes

- License Group:** Defined as a service user under the provision of care where Lilli hardware is deployed in their dwelling
- Price Per License Per month:** The cost per month for one service user
- Maintenance & Support:** Defined as the monthly provision to support the account, includes customer success team access, technical user support and reporting
- OnBoarding:** Defined as a monthly ongoing provision setting up of the customer with Lilli, account creation, hardware logistics, outcomes coping and training, data reviews.
- Friends & Family Access:** Defined as the nominated person(s) of the service user granted access to the platform by the Customer
- Managed Service Provision:** Defined as the install or de-install of the Lilli Hardware into an individual's dwelling.

12 month Contract

Groups Licence	100-249	250-499	500-749	750-999	1000+
Unit Example	100	250	500	750	1000
Price per licence per month (£)	£99	£90.75	£77.50	£75.25	£71.50
Maintenance and support per month	£4,000	£7,500	£12,000	£14,000	£18,000
Onboarding support per month	£12,000	£17,000	£19,500	£21,000	£24,500
TOTAL minimum per month	£25,900	£47,188	£70,250	£91,473	£114,000
TOTAL 12 month minimum contract value	£310,800	£566,250	£843,000	£1,097,250	£1,368,000

24 month Contract 10% Discount per licence fee

Licence Groups	100-249	250-499	500-749	750-999	1000+
Unit Example	100	250	500	750	1000
Price per licence per month (£)	£90	£81.60	£65.88	£67.73	£64.40
Maintenance and support per month	£4,000	£7,500	£12,000	£14,000	£18,000
Onboarding support per month	£12,000	£17,000	£19,500	£21,000	£24,500
TOTAL minimum per month	£25,000	£44,900	£66,375	£85,797	£106,900
TOTAL 24 month minimum contract value	£600,000	£1,077,600	£1,593,000	£2,059,140	£2,565,600

36 Month Contract 15% Discount per licence

Licence Groups	100-249	250-499	500-749	750-999	1000+
Unit Example	100	250	500	750	1000
Price per licence per month (£)	£84	£77.13	£65.87	£63.96	£60.78
Maintenance and support per month	£4,000	£7,500	£10,000	£12,500	£15,000
Onboarding support per month	£10,000	£15,000	£17,500	£20,000	£22,500
TOTAL minimum per month	£20,915	£41,783	£60,435	£80,470	£98,280
TOTAL 36 month minimum contract value	£752,940	£1,504,170	£2,175,660	£2,896,920	£3,538,080

Friends and family per service user per month	£5.00	£5.00	£5.00	£5.00	£5.00
Annual cost of friends and family	£6,000	£15,000	£30,000	£45,000	£60,000
Managed Service Install per device	£100.00	£100.00	£100.00	£100.00	£100.00
Managed Service Removal per device	£100.00	£100.00	£100.00	£100.00	£100.00