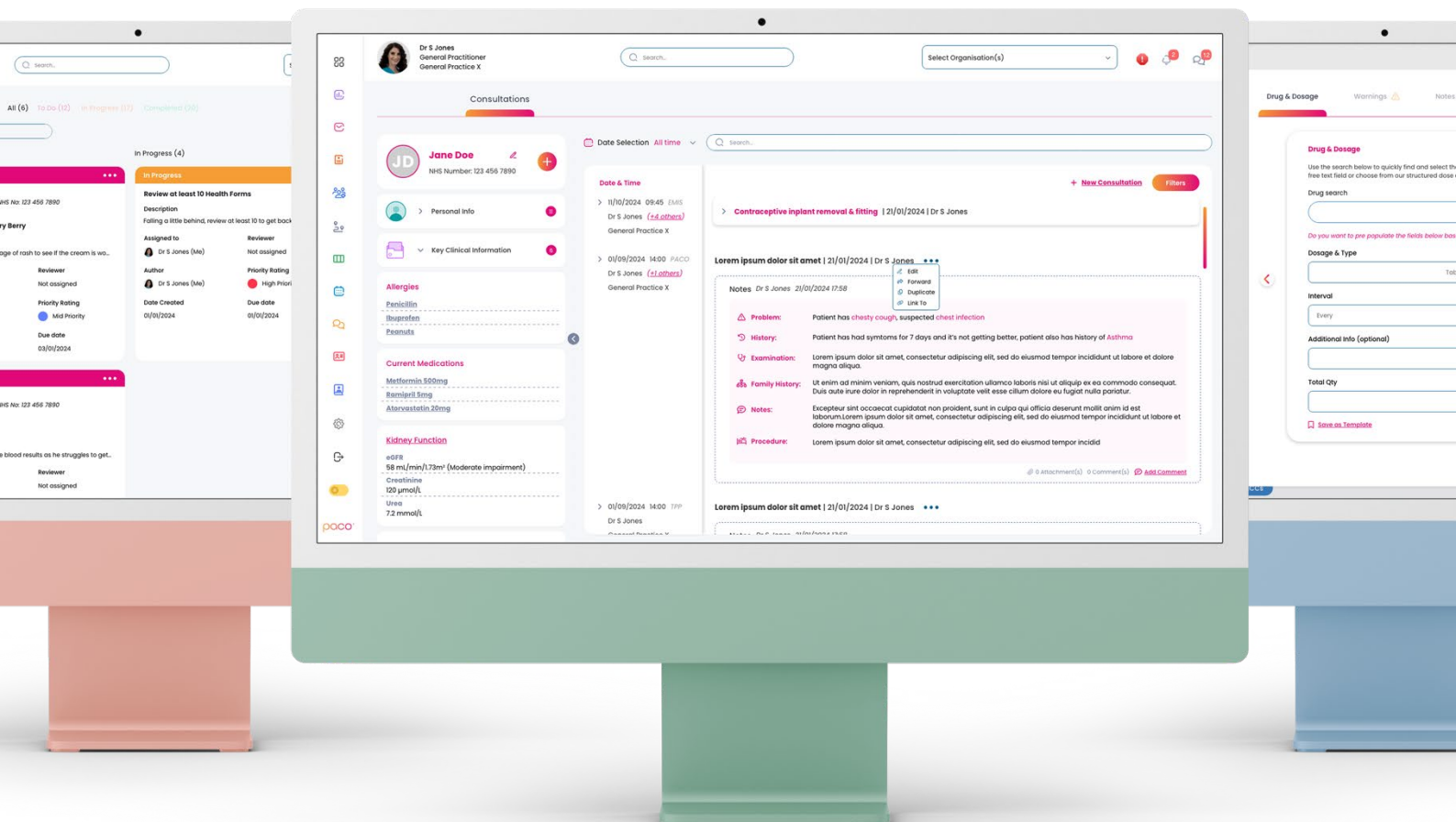


Blinx PACO OS-24 Pricing

PACO – G-Cloud 15



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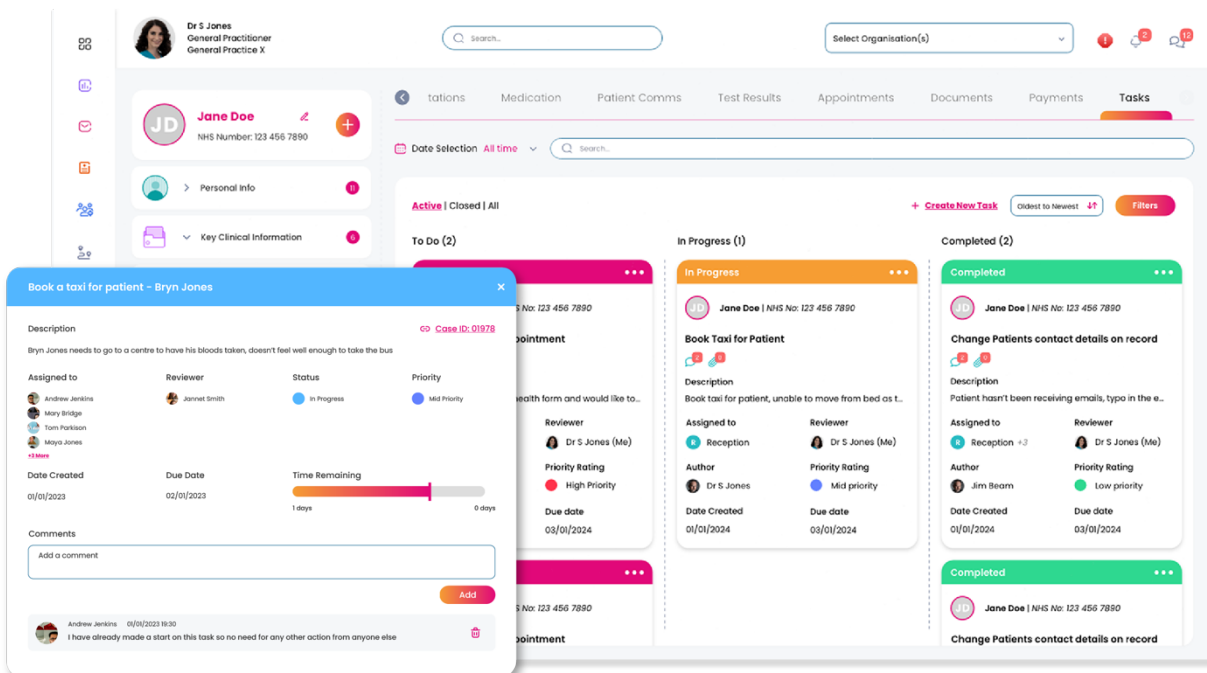


About us:

Blinx Healthcare is a UK-based cloud health technology provider delivering digital platforms for Primary Care, Neighbourhood, Community and Out-of-Hours services.

Our PACO platform is designed to support time-critical, high-volume services operating across organisational boundaries, including GP Out of Hours, Urgent Treatment Centres, and neighbourhood urgent care models.

PACO OS-24 has been built to address the specific operational challenges of OOH services: fragmented records, rapid workforce mobilisation, safe prescribing, effective handover and real-time coordination across providers.



PACO OS-24

PACO OS-24 is a cloud-based Electronic Patient Record designed to support safe, efficient and scalable out-of-hours care delivery. It provides clinicians and operational teams with a single, unified patient record that brings together relevant information from GP systems, urgent care services and other contributing providers.

PACO OS-24 is a transactional point-of-care system, enabling real-time documentation, prescribing, tasking and communications during urgent and unscheduled care encounters.

PACO OS-24 includes all PACO OS functionality, optimised for OOH delivery, including:

- 24/7 hour coverage and access
- Driver app for visibility of caseloads
- Integration to core NHS integrations for Out of Hours and Urgent care provision
 - Interoperability Toolkit (ITK)
 - Directory of Services (DoS)
 - NHS Pathways and PaCCS

This ensures OOH providers can operate independently while remaining connected to the wider neighbourhood ecosystem.

Types of licence

PACO OS-24 pricing supports OOH delivery models by separating platform access from named user licensing, enabling cost-effective use by sessional, locum and cross-organisation clinicians.

Further customisations can be requested and will be based on the SFIA.

All pricing in the table above is based on a minimum 12-month contract. For contracts that are 24 months, or longer, additional discounts are offered on the total contract value.

User-Based licence model

For services operating extended neighbourhood, community or individual organisations for the full PACO OS-24 apply for:

User pricing is tiered by volume and reflects:

- Access to advanced consultation views
- Multi-organisation write-back
- Caseload and task management
- Prescribing workflows

PACO OS Pricing Tiers - Named User Licence



Number of users	Price per named user per annum
1 – 20	£1,499
21 – 50	£1,475
50 – 100	£1,450
Over 100	£1,425

All prices shown are exclusive of VAT.

Technical Enablement

PACO OS-24 requires an enhanced technical enablement process to support 24/7, neighbourhood and out-of-hours service delivery. Our technical enablement activity establishes secure, resilient connectivity across mandatory national and local systems, ensuring PACO OS operates safely as a transactional care delivery platform.

This includes configuration and validation of NHS Spine services, ITK messaging, core GP system integrations, telephony platforms, and other agreed third-party systems. We work closely with customer IT teams, system suppliers and national services to complete authentication, access controls, endpoint configuration and environment setup.

All integrations are tested end-to-end against agreed clinical and operational use cases, including data flow validation, performance testing and clinical safety checks. This ensures real-time documentation, prescribing, communications and workflow execution operate reliably before go-live.

The outcome is a fully validated, clinically safe and operationally resilient technical foundation, suitable for 24/7 neighbourhood and OOH delivery.

Costs are confirmed upon scoping but have a minimum of **25 days** charged at **£1,250 per day**.

All prices shown are exclusive of VAT.

PACO OS-24 Professional services

Our professional services offering provides a structured three-day onboarding and training plan (per site) designed to ensure rapid, safe and effective adoption of the PACO platform. Training is delivered by experienced specialists and tailored to local workflows, covering clinical, administrative and operational use cases.

The plan combines system configuration walkthroughs, role-based training sessions and practical hands-on exercises. This approach ensures users are confident in day-to-day operation, understand governance and safety requirements, and are fully prepared for go-live, reducing risk and accelerating time to value.

Cost per site – £2,995

Additional days – £875 per day

All prices shown are exclusive of VAT.

Any additional days can be requested and will be charged based on the Standard day rates as detailed in the Skills for the Information Age (SFIA) rate card

All Travel & Expenses are “Excluded” from these rates and would be invoiced additionally

Additional Costs

Messaging costs

Blinx prefer to connect to the existing SMS contracts and does not charge for SMS routed via ICB NFC8 account, this requires authorisation and provisioning by STP/ICB for 3rd party access. STP/ICB are responsible for all costs and charges of messaging routed through NFC 8 gateway.

All other SMS costs are charged monthly in arrears, based on consumption and charged at a flat rate of **£0.035p per SMS fragment**.

Video Consultation costs

Blinx offer video consultations through the PACO platform and this is charged at **£0.008 per minute per attendee** and is paid in arrears monthly after usage with a report being provided on used minutes and attendees per call.

Telephony

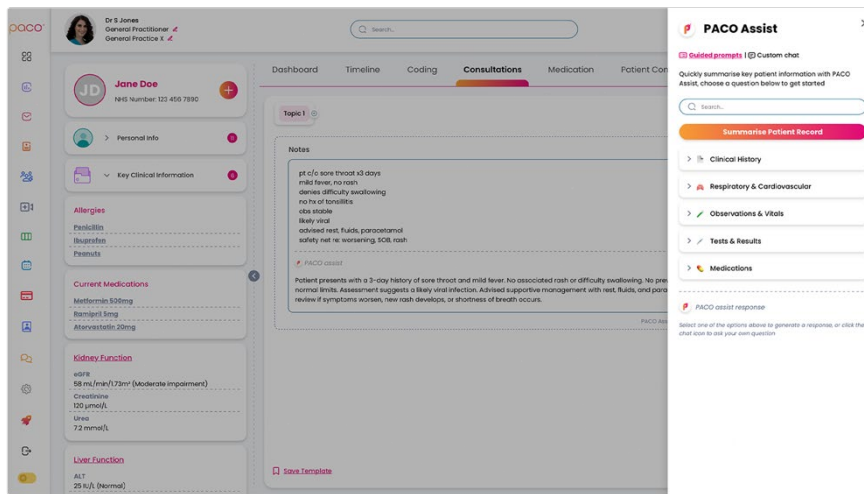
If a customer wants to utilise the integrated telephony module embedded in PACO OS-24 for external and internal calling the is charged monthly in arrears, based on consumption and charged at a flat rate of **£0.035p per minute**.

Additional options

PACO Assist

PACO Assist is priced as an **optional add-on service** to the PACO platform.

Pricing is designed to be transparent, scalable and aligned to NHS usage patterns, enabling organisations to adopt AI support without committing to unnecessary capacity.



Types of Licence

PACO Assist is licensed on a **per-user basis**, with optional cohort-based extensions for population-level functionality.

All pricing in the table above is based on a minimum 12-month contract. For contracts that are 24 months, or longer, additional discounts are offered on the total contract value.

PACO Assist User licence

Applies to clinicians and authorised administrative users accessing AI-assisted features..

Cost per user – £550

All prices are exclusive of VAT.

PACO Talk (Scribe)

PACO Talk is an AI-enabled clinical documentation service designed to reduce administrative workload while improving data quality and clinical consistency. PACO Scribe is context-aware of appointments booked through PACO Connect.

When a consultation is launched from a PACO Connect appointment, PACO Scribe automatically associates documentation with the correct:

- Patient
- Appointment
- Organisation and clinician
- Service or pathway

This ensures accurate attribution and eliminates duplicate data entry.

Types of Licence

PACO Talk is licensed on a **per-user basis**, with optional cohort-based extensions for population-level functionality.

All pricing in the table above is based on a minimum 12-month contract. For contracts that are 24 months, or longer, additional discounts are offered on the total contract value.

PACO Talk (Scribe ONLY)

Applies to clinicians and authorised administrative users accessing AI-assisted features.

Cost per user – £500

All prices are exclusive of VAT.

PACO Talk assist (Talk (Scribe) and Assist combined)

Provides users access to all the features in PACO assist and PACO Talk (Scribe) enabled on PACO

Cost per user – £850

All prices are exclusive of VAT.

PACO People Rota

PACO People (Rota) is a workforce management solution enabling efficient shift management, onboarding, compliance tracking, payroll reporting and invoicing.

It can act as a standalone solution to help manage healthcare teams at scale and also integrates with PACO connect and PACO OS appointment books to align workforce availability with service demand.

Types of Licence

PACO People is licensed based on the number of **active employees managed within the rota system**, rather than the number of administrative users. An *active employee* is defined as any individual scheduled on the rota, eligible for shifts, or included in workforce compliance tracking during the contract period.

This model aligns pricing directly to workforce scale and avoids penalising organisations for collaborative or shared rota management.

Number of Active Employees	Annual Licence Fee
1 to 50	£195
51 to 200	£185
Over 200	£175

All prices are exclusive of VAT.

Active employee licence includes:

- Shift and rota management
- Workforce availability and capacity planning
- Compliance and credential tracking
- Payroll reporting aligned to worked shifts
- Invoice creation for shared and commissioned services
- Hosting, maintenance and standard support

There is no limit on the number of rota coordinators or managers.

An “*active employee*” is defined as any staff member who:

- Is scheduled on a rota **or**
- Is eligible to be scheduled **or**
- Has compliance or credential tracking enabled

Employees not active for a **continuous 90-day period** can be removed from the active count at no cost.

Integration to PACO Connect or PACO OS

This connection charge enables PACO People to integrate with **PACO Connect & PACO OS appointment books**, ensuring that workforce availability is automatically published into appointment capacity.

One off Connection fee of £5,000

All prices are exclusive of VAT.

Billing

Invoices are issued upon order confirmation or renewal with payment terms of 14 days.

Type of Invoice	Terms
Deployment Cost	50% Paid in advance of activity 50% Paid upon completion
Licence Costs	Invoiced annually in advance . Renewal invoices are automatically issued 1 month prior to renewal date.
Connection Charge	Paid in advance of the Software licence commencing
Messaging Costs	NFC 8 Gateway: No charge, requires authorisation and provisioning by ICB's for 3rd party access. ICB's responsible for all costs and charges of messaging routed through NFC 8 gateway. NON NFC 8 Gateway: Invoiced 5 days after month end with payment term of 14 days after invoice
Video Consultations	Invoiced 5 days after month end with payment term of 14 days after invoice issue
Telephony	Invoiced 5 days after month end with payment term of 14 days after invoice issue