

Actualised Living Ltd



Zone Standard – Minerva – G-Cloud 15 Pricing Document

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1. Service

1.1 Service Name

- Zone Standard – Minerva (SaaS subscription)

1.2 Service Type

- Cloud-based Local Risk Management System (LRMS)

1.3 Pricing Model

- Annual subscription (per Trust/contracting authority), banded by Work Time Equivalent (WTE), plus a one-off first-year implementation fee (banded by WTE) and optional services priced on request.

1.4 Service Scope

- Minerva supports the end-to-end management of risks, incidents, complaints, requests for information (RFI) and claims. It is approved as a supplier by NHS England featuring LFPSE v6 reporting and PSIRF-aligned workflows, including consistent triage, investigation management, action tracking, learning capture and governance oversight.

2. Minvera Core

The Minerva Core subscription includes access to the Minerva platform and core LRMS capabilities to operate trust-wide workflows for risks, incidents (including LFPSE v6 reporting), PSIRF-aligned processes, complaints, RFIs and claims, as configured for the Customer.

The subscription includes standard operational service elements required to run the service, including standard support, service communications (for example, release notes and planned maintenance notifications), provision of a test/UAT environment to support configuration and validation prior to go-live, reports/alerts and standard service and account management.

3. Minerva Core Pricing

- **Unit of sale** - Per Trust / contracting authority (annual)
- **Minimum contract term** - 12 months
- **Billing** - Annual invoices in advance (unless otherwise agreed in the Order Form)
- **VAT** - VAT will be charged at the prevailing rate

3.1 WTE pricing bands and band discounts

Pricing is banded using Whole Time Equivalent (WTE) workforce size. For each band, the stated band discount is applied to the list price to determine the annual subscription charge.

Band	Trust size (WTE)	List price (ex VAT)	Band discount	Annual subscription (ex VAT)
Band 1	Up to 4,000	£60,000	0%	£60,000
Band 2	4,001 – 8,000	£80,000	3%	£77,600
Band 3	8,001 – 12,000	£100,000	5%	£95,000
Band 4	12,001+	£120,000	7%	£111,600

The Customer confirms its latest WTE figure (for example, from ESR/HR reporting) at time of order. Any re-banding is managed via contract change control (typically at renewal), unless otherwise stated in the Order Form.

4. One-off implementation fee (1st contract year only)

A one-off implementation fee applies in the first contract year only to cover standard onboarding and initial configuration activities required to deploy Minerva for the Customer. The implementation fee uses the same WTE thresholds as the subscription.

Band	Trust size (WTE)	Implementation fee (ex VAT)
Band 1	Up to 4,000	£60,000
Band 2	4,001 – 8,000	£65,000
Band 3	8,001 – 12,000	£70,000
Band 4	12,001+	£75,000

The implementation fee typically covers discovery and configuration workshops, environment setup, role and permission configuration, workflow configuration within agreed scope, test/UAT support, and standard administrator and end-user training to enable go-live. Requirements outside standard implementation scope (for example, complex integrations, extensive historical migration, or additional modules) are treated as optional services and priced on request.

5. Optional services

Optional services can be provided where required and agreed in the Order Form, including extended configuration, additional training, specialist reporting packs, integrations with third-party systems, data

migration, and add-on modules. Optional services are scoped and priced on request based on requirements, timelines and dependencies.

6. Data migration

Data migration services (including historic risks/incidents/complaints/claims/RFIs and associated attachments) can be provided as a scoped service. Migration effort depends on data volumes, source formats, data quality, and validation requirements. The migration approach and timescales are agreed during onboarding and documented in a migration plan, with pricing confirmed in the Order Form.

7. Additional charges

There are no separate hosting fees or standard support fees in addition to the annual subscription prices in Section 3. The one-off implementation fee in Section 4 applies in the first contract year only. Optional services (including migration, integrations and add-ons) are priced on request and confirmed in the Order Form.

8. Assumptions and notes

- Prices are in GBP and exclude VAT.
- Subscription access is provided for the duration of the purchased term.
- Pricing bands apply to the contracting authority ordering the service (per Order Form).
- Band discounts shown in Section 3.1 are fixed by band and are not cumulative with any other discounts unless expressly stated in the Order Form.
- The implementation fee is chargeable once in the 1st contract year only and uses the WTE banding in Section 4.
- Optional modules, integrations and migration activity are subject to discovery, scope agreement and change control, with pricing confirmed in the Order Form.

Summary

Zone Standard – Minerva is priced as an annual SaaS subscription per Trust/contracting authority, banded by workforce size measured in Whole Time Equivalent (WTE). The annual subscription includes Minerva Core platform access, standard support and service management, and a test/UAT environment. A one-off implementation fee is payable in the first contract year only and is also banded by WTE. Optional services (including additional configuration, integrations, add-on modules and data migration) are available and priced on request, with scope and commercials confirmed in the Order Form.