

FOUNDATIONS CASE MANAGER: INSTANT EXPERT

PRICING SUMMARY (G-CLOUD 15)

Overview

Foundations Case Manager is provided as a **Software as a Service (SaaS)** offering under **G-Cloud 15, Lot 2b**.

The service is delivered as a **preconfigured Instant Expert edition**, designed specifically for Disabled Facilities Grant (DFG), home adaptation and Home Improvement Agency services.

Pricing is based on **annual per-user licences**, with all standard setup, configuration and support included.

All prices shown are **Framework Prices** and represent the **maximum charges** payable under a Call-Off Contract, unless reduced by an agreed discount.

What is included in the price

The annual licence price includes:

- Access to Foundations Case Manager – Instant Expert edition
- Hosting, infrastructure and platform licensing
- Standard onboarding and service initiation
- Configuration within the standard Instant Expert structure
- Ongoing software updates and enhancements
- Customer support during core business hours
- Security, backup, disaster recovery and compliance controls
- Account management and service communications

There are **no mandatory onboarding fees** for standard implementations.

ANNUAL LICENCE PRICING (INSTANT EXPERT EDITION)

Maximum licensed users	Annual Framework Price
Up to 5 users	£6,226
Up to 10 users	£8,946
Up to 15 users	£11,666
Up to 20 users	£14,386
Up to 25 users	£17,106
Up to 30 users	£19,826
Up to 35 users	£22,546
Up to 40 users	£25,266
Up to 45 users	£27,986
Up to 50 users	£30,706
Up to 55 users	£33,426
Up to 60 users	£36,146

These prices apply to **full system users**.

Read-only users

Read-only access is available for users who need visibility of cases but do not create or edit records.

- **Read-only user licence:** £126 per user per year

Read-only licences are charged in addition to the full user licence band.

Charging structure

- Charges are invoiced **annually in advance**
- Pricing is based on the **maximum number of licensed users** agreed in the Order Form
- Users can be reassigned during the contract term, provided the licensed user limit is not exceeded
- Prices are **exclusive of VAT**

Discounts and price changes

- Framework Prices are **maximum prices** under G-Cloud 15
- Any discounts (including framework discounts or time-limited offers) will be applied at Call-Off stage and confirmed in the Order Form
- Prices **cannot be increased** during the Framework period except as permitted under G-Cloud Schedule 3
- Charges under a Call-Off Contract are only subject to indexation where explicitly stated in the Order Form