CareBrokerage

Pricing Definition

G Cloud 15

7th October 2026

Overview of MAS Networks and this cloud software proposal

- **MAS Networks**

MAS Networks Ltd T/A CareLineLive, of the MAS Group, an NHS England Digital Social Care Record (DSC) assured supplier, and NHS Data Security Protection (DSP) Toolkit, PRSB, About Me, GP Connect, Cyber Essentials Plus (and Cyber Essentials), ISO 9001, 27001 certified and a leading developer of domiciliary care management and care brokerage cloud software solutions for the care sector. CareLineLive's total number of home care customers is now well over 650, managing in excess of 18,000 carers in total across the UK, Ireland, Jersey and Australia.

Across the CareLineLive group, our customers range from the very smallest agencies to large scale enterprise customers, and include multiple local authorities and NHS Trusts, who provide a range of services including:

- Domiciliary/Homecare
- Care of the elderly
- Extracare
- Reablement
- Hospital discharge/Emergency care
- Supported living
- Outcomes based community care
- Sheltered housing
- Commissioning care

Pricing
Pricing for each CareBrokerage cloud software Local Authority / Commissioning licence is £8,400 p.a. plus £700 p.a. per provider licence (including hosting, maintenance, and support).

We also offer a licence bundle per local authority in the form of a local authority / commissioning annual licence, and including a 100-provider annual licence, charged at £25,000 p.a., additional providers in excess of 100 volume, charged at £200 per annum each.

Contract management and account management

Contract management conducted quarterly via online meetings is included at no extra charge for the contract term from go live reflecting the typical need for periodic contract performance reviews versus any agreed SLA.

Account management conducted remotely/online is also included at no extra charge for the contract term from go live.

A summary of all the one-off implementation professional services offered by the Supplier

With the exception of any one off charges for non-roadmap development, CareLineLive waive the implementation costs (project management, training etc.), where the implementation professional services are performed remotely/online, subject to the implementation being performed promptly. Prompt meaning that assuming the contract starts on day 1 of month 1, configuration of the customer's CareBrokerage system and onboarding starts during month 2, and invoicing commences from the 1st day of month 3, so the customer achieves full roll out with effect from month 3 at the latest. CareLineLive waive the one off charges for implementation professional services, assuming the work is performed online and this timeline is achieved.

For lengthy implementation projects CareLineLive reserve the right to charge for the professional services required, but because CareBrokerage is an off the shelf commercial cloud software solution, this is unlikely to apply.

An overview of the Supplier's typical overall costs in relation to pricing
CareBrokerage: Up-front costs for implementation of the core system, sizing as above: £Nil

Annual operating costs for the CareBrokerage system as above, and 10 providers: £15,400 p.a.

Total project costs over say 3 years (excluding customisations/integrations, and excluding expenses) from go live: £46,200 + VAT. **Time-limited discounts may apply on these prices, please refer to the section of that name below.**

Pricing Table (all prices are shown excluding VAT, which is added at the prevailing rate)
Pricing for CareBrokerage cloud software portfolio and professional services is unit priced in nature, charged on an as required basis and is as shown in the following tables.

Table 1: CareBrokerage cloud software pricing (hosting, support and maintenance included, Time-limited discounts may apply on these prices, please refer to the section of that name below)

Description	Frequency	Unit Price (£)
CareBrokerage, per Local Authority / Commissioning annual licence.	Annual	£8400
CareBrokerage, per Provider annual licence.	Annual	£700
CareBrokerage, bundle per local authority / commissioning annual licence, per bundle with up to and including 100 Provider annual licences, additional Provider annual licences in excess of 100 volume, charged at £200 per annum each.	Annual	£25000

Table 2: Professional services and miscellaneous pricing (Time-limited discounts may apply on these prices, please refer to the section of that name below)

Description	Frequency	Unit Price (£)
Professional services, remote offsite, expenses not applicable	Per day or equivalent per hour (based on 7.5-hour day)	£750

Time-limited discount

Any time-limited discounts will be defined in this section.

Minimum contract period

The minimum contract is from commencement and full go live to enable 12-months charges at the applicable Minimum Contracted Volume for the relevant volume and/or Time-limited discount to apply (with the exception of Trials which could be much shorter). Contracts may be terminated in accordance with the G Cloud 15 Call Off contract, hence e.g., upon suitable notice to end upon completion of the minimum term or later, or by notice following unremedied default, following the procedure set down by said contract.

Trial periods
Chargeable trial schemes available including access to a full version of CareBrokerage cloud software (automatically ongoing if proven). Not included: professional services, customisations, integrations, bespoke development.

Exit costs

Our quoted cloud software SaaS charge normally includes sufficient time in each contract for our designated project manager (exit) to prepare and agree the exit plan with the customer, then manage the exit (supplier side) and for our technical services team to offboard the customer's data, preparing the CSV file exports, prior to deleting the customer's data in accordance with the following quite straightforward process which is our standard approach in this regard:

1. The Buyer provides written contract termination notice to: accounts@mas-group.co.uk

2. The Buyer will receive a written notification reply letting you know we have received the request. Our reply will include the end date.

3. CareLineLive will confirm at the same time what data we will be able to extract and deliver to you, please see the Service Definition for details.

4. The Buyer will be provided instruction on how to receive your data. The data comes in the form of CSV exports for CareBrokerage.

5. CareLineLive will delete the Buyer data in our hosting including any back-ups, within 3 months of the termination date, typically as stipulated in the Call-off Contract.

Education or research establishment pricing
MAS Group do not offer education or research establishments specific market sector discounts on our pricing for the CareBrokerage cloud software portfolio.

Sector specific pricing
MAS Group do not offer specific market sector pricing for the CareBrokerage cloud software portfolio.

Volume discounts
MAS Group is pleased to offer volume discount rates, and these are included in the Pricing Tables above. Please contact us for further details (contact details below).

Order and payment options
MAS Group is pleased to accept payment via any of the following methods:

- Purchase order consistent with G Cloud 15 Call Off Contract and subsequent invoice(s)

- BACS transfer
- Automated payment methods

Questions

In the event of any questions or the need for additional information on our bid, please contact the author of this document, details below.

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