



Transformation Partners
in Health and Care
Digital Productivity



Digital Productivity Platform (DPP)

Pricing Document

Powering efficiency in the public sector



Contents

Contents	1
Section 1: Introduction to the Digital Productivity Platform	2
About us	3
Meet the Digital Productivity team.....	3
The Digital Productivity Platform (DPP).....	3
Section 2: Pricing Overview	3
Our approach to pricing	4
Resource consumption.....	5
Professional service rates	6
Discounts	7
Section 3: Connect with us	8

Section 1: Introduction to the Digital Productivity Platform

About us

Who we are: Transformation Partners in Health and Care (TPHC) is an NHS consultancy that specialises in a range of strategy, business change and transformation services for health and social care, including data analysis, population health management, digital enablement and pathway redesign. Hosted by the Royal Free London NHS Foundation Trust (RFL), we work side-by-side with partners across the system to deliver tangible, lasting results for the populations they serve.

The internal advantage: Choosing TPHC means reinvesting resources and expertise back into the NHS. As a publicly owned, values-driven alternative to private sector consultancy, we provide a cost-effective service rooted in a deep, lived understanding of the system's pressures and priorities.

Our mission: Through our talented multi-disciplinary teams, we harness a unique blend of expertise to deliver positive change and maintain an outstanding track record of success - from local neighbourhoods to national-level programmes.

Meet the Digital Productivity team

Our origin: Our journey began in 2020 as the Automation Centre of Excellence, funded by NHSX and hosted within the Royal Free London. After onboarding a team of highly skilled developers and specialists and investing in technology, we have successfully delivered over 100 automations for more than 50 NHS organisations.

Our growth: Since joining TPHC in 2023, we have evolved into a specialist hub for intelligent automation. By listening to our customer's most pressing challenges and learning lessons from our work across the NHS, we designed and deployed the Digital Productivity Platform (DPP), built to address the specific challenges of the NHS.

Expertise and recognition: We are a team of substantive NHS professionals with a proven track record of delivering incredible results. Our work has been recognised with multiple awards for its dedication to improving NHS efficiency and patient outcomes.

The Digital Productivity Platform (DPP)

What it is: The DPP is a first-of-its-kind, NHS-led, cloud-based solution. It enables organisations to automate manual, repetitive tasks flexibly and affordably through a scalable, pay-as-you-go model.

The vision – making time matter: We provide cutting-edge, outcome-based solutions that help our public sector colleagues save time and work more efficiently. Through this approach, we seek to make digital productivity as a service accessible to everyone in the public sector, irrespective of an organisation's size, financial status or technical proficiency.

Section 2: Pricing Overview

Our approach to pricing

With our extensive experience across the public sector, we recognise the financial pressures and operational complexities faced within the public sector. As an NHS business unit, we understand the system-wide economic challenges which drives our determination to provide meaningful improvement. This drive inspired the creation of this service offer and the same ethos shapes the transparent and considered approach we take to pricing. Our ambition is for the DPP to be accessible to every public sector organisation at a sustainable cost, enabling you to realise the benefits of digital efficiency and achieve genuine economies of scale.

Our pricing model is clear, flexible, and designed to give our customers full control. We work collaboratively to tailor services that align with budget constraints or specific business priorities across a number of pricing models, for example, time and materials, fixed price, unit or transaction price and consumption. By leveraging the technology within the DPP, we can ensure consumption remains within agreed financial limits, keeping you confidently in control at all times.

There are three main components to our pricing approach:

1. **Technology consumption:** The DPP technology offered on per minute price.
2. **Resource consumption:** Development, technical and operational support
3. **Professional service rates:** Design and build, scoping and validation services typically for bespoke process automations.

Pricing standards:

- The working week is Monday to Friday excluding Bank Holidays
- Office hours are 9:00am to 5:00pm Monday to Friday
- DPP teams' working day is 7.5 hours
- Rates are exclusive of VAT, expenses, travel and subsistence
- All direct client support roles are based in the UK

Technology consumption

The DPP technology is offered for a simple per minute price, wrapped with the expertise of our award-winning NHS experts to provide the technical and operational support to maintain service delivery and give our clients the assurance needed.

Our per minute rates are bespoke to each customer and will take in to account the differing nature and complexity of client processes and systems, and how they behave and connect with the digital platform.

Volume	High	Lowest Price Band (Bottom) £0.50p per min	Mid Price Band (Bottom) £0.55p per min	Highest Price Band (Bottom) £0.60p per min
	Medium	Lowest Price Band (Mid) £0.55p per min	Mid Price Band (Mid) £0.60p per min	Highest Price Band (Mid) £0.65p per min
	Low	Lowest Price Band (Top) £0.60p per min	Mid Price Band (Top) £0.65p per min	Highest Price Band (Top) £0.70p per min
		Low	Medium	High
		Complexity		

The nine box grid highlights the categories and therefore the price bands within which customers may sit. For example:

- Processes with low complexity and high volume will benefit from our lowest available minute price.
- Processes with high complexity and low volume will incur our highest available minute price.

Our approach is to work hand in hand with customers to minimise complexity levels and therefore the consumption rate and support rate attached to that process. Additionally, customers can attract best pricing linked to the volume of through-put on the digital platform (see discounts section).

Resource consumption

As an NHS provider we understand the need for clear, transparent and forecastable costs, therefore our pricing is simple. We provide the DPP technology for a simple per minute cost and wrap this with the expertise of our award-winning NHS experts who will provide the development, technical and operational support.

Additional products	Individual unit cost	Details
VPN set up <i>IPsec Tunnel standup and connectivity testing</i>	£2,000	Single one-off fee to cover all technical support aspects of the onboarding and connectivity work by our onboarding team.
Starter resource pack <i>30 hours of call-off development time – used to tailor prebuilt automations to individual customer workflow.</i>	£3,468	Only required when onboarding any of our pre-built automations or the Recruitment Automation Starter Service. The pack provides developer resource to make input/output changes to pre-built processes from our catalogue. This pack will cover two processes including PDD.
SME/Analyst resource <i>30 hours of call-off SME support</i>	£3,196	Our SME will work closely with your team through all aspects of the scoping, onboarding and deployment
Operational support units (1hour) <i>1 support unit per 500 minutes of consumption</i>	£116	Additional units can be added where processes complexity or service delivery are deemed critical.
Developer pack <i>37 hours of call-off developer time</i>	£4,277	The developer pack provides instant access to developer resource for enhanced break-fix and to facilitate change requests when made, this includes updates resulting from customer application/software updates and upgrades.

Professional service rates

The following rate card applies where our design and build services are required for bespoke process automations. We provide initial scoping and validation of the intended process to produce a statement of work (SoW). The SoW will provide pricing and delivery estimates against the six-stage automation lifecycle. Our pricing model and discounts will be applied to reflect the scope of services and the anticipated duration of engagement.

Expert	Daily rate card	Detail
Assistant Director	£1,350	Provides strategic oversight of all programme and project activity, responsible for governance and safety compliance. Provides consultancy on all aspects of automation service design and delivery and centre of excellence configuration.
Technical Architect (TA)	£1,089	Responsible for service delivery, business continuity and ensuring the technical delivery work of the team adheres to our best practice policies. Has design authority for all DPP products and services and ensures quality assurance. For customer work our TA leads on all onboarding and the most complex process automations.
Senior Developer	£867	The most experienced developers within the team focus on the design and delivery of more complex builds requiring greater focus on governance and compliance. Senior developers lead on break fix and improvement initiatives as well change management and business continuity.
Business Analyst/SME	£799	Works with customers onboarding all DPP products and services, our Recruitment SME works with all Recruitment Automation Starter customers to facilitate the deployment. Analysts work with customers needing support to capture requirements and translate them into validated opportunities.
Developer	£799	Our automation developers are experienced in the design, development, deployment and operational support of process automation in clinical and non-clinical environments. They will work directly with stakeholders through all aspects of the automation lifecycle.

Discounts

Discount percentages will apply to our technology consumption rates for different levels of annual contract call-off values as set out below. Note these are minimum discount values.

Annual contract value (excluding VAT)	Minimum discount %
Less than £250,000	0.0%
£250,001 to £500,000	2.5%
£500,001 to £1,000,000	5.0%
£1,000,001 to £2,500,000	7.5%
£2,500,001 to £5,000,000	10.0%
£5,000,001+	12.5%

Section 3: Connect with us

Join the digital productivity revolution and learn more about the savings and gains your organisation can benefit from, only available through the TPHC Digital Productivity Team.

Find out more about us and how the Digital Productivity Platform could add value to your organisation:

www.transformationpartners.nhs.uk/digital-productivity
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