

Jayex Pricing Document – G-Cloud 15

Pricing overview

This pricing document sets out the charges for Jayex patient check-in, patient calling, and waiting room management services. Jayex operates separate pricing models for NHS Primary Care and NHS Secondary Care to reflect differences in scale, complexity, and integration requirements.

All prices are exclusive of VAT.

Primary Care pricing – SaaS subscriptions (per site, per year)

Jayex services may be purchased individually or in combination. Where multiple services are purchased together, bundled pricing applies automatically.

Connect single service (Media Display/Patient Calling or Patient Check-In): £600

Connect Patient Flow - Media Display/Patient Calling AND Patient Check-In: £1,000

Secondary Care pricing – SaaS subscriptions (per site or department, per year)

In NHS Secondary Care environments, services may also be purchased individually or in combination using the same bundled pricing approach.

Connect single service (Media Display/ Patient Calling or Patient Check-In): £3,000

Connect Patient Flow - Media Display/ Patient Calling AND Patient Check-In: £4,000

HL7 integration (Secondary Care only)

Where required, Jayex provides a HL7-compliant interface to support integration with secondary care systems.

HL7-compliant interface (one-off implementation fee): £10,750

The HL7 integration fee is a one-off charge. Ongoing support and maintenance of the interface are included within the annual SaaS subscription.

Hardware warranty and support are provided for the duration of the active service contract. Where the service is terminated, ongoing hardware support and warranty cover cease at the end of the contract term.

Optional support services

D300 LED board support: £70 per annum

Support for existing D300 LED patient calling boards (legacy hardware) is available as an optional, non-core service where already deployed. This support is limited to configuration and operational assistance only and does not form part of the core service offering.

Pricing assumptions

SaaS subscription charges are payable annually and are priced per site or per department unless otherwise stated.

Prices are per unit. Hardware and installation charges are one-off costs per unit. SaaS subscription charges are annual. Non-standard installation requirements or bespoke configurations will be agreed in advance.

Hardware and installation, where required, are provided as **ancillary services** to support use of the cloud software service. Hardware and installation are **not included** in the SaaS subscription prices and are charged separately on a one-off basis where applicable, in accordance with Framework Schedule 1, clause 6.4.1.

Where hardware is supplied, pricing and specification will be confirmed at order stage. Hardware warranty and support apply only while the customer remains in contract for the associated cloud software service.

Service availability, support response targets, and warranty terms are defined in the Service Level Agreement.