

Folio Clinical Document Management

G-Cloud15 Pricing Document

Folio
Annual Pricing
Supplier: Microtech-Group Ltd
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1. Introduction

1.1 Purpose

This document sets out the pricing structure for Microtech-Group's Folio Clinical Document Management System

1.2 Solution Overview

The Folio system provides:

- Electronic document capture, storage, and management
- Intelligent workflow and task management
- Clinical coding and annotations
- AI-powered document detection to automatically match to patient records
- Integration with GP clinical systems (EMIS, SystemOne, Vision)
- Integration with electronic document transfer (Bridge, Docman EDT)
- Patient record filing with full audit trail
- Advanced reporting and analytics

1.3 Disclaimer

All prices quoted are exclusive of VAT. Prices are subject to annual CPI increase.

2. Deployment Models

2.1 Available Deployment Options

Microtech-Group offers two primary deployment models to meet varying organisational requirements:

OPTION A: Fully Cloud-Hosted (Azure)

- Application software hosted on Azure UK regions
- All document data stored in Azure UK regions
- Managed service with 99.9% availability SLA
- Automatic software updates and patches
- No customer infrastructure requirements
- Access via web browser from any location
- Scalable storage based on usage

OPTION B: Hybrid Deployment

- Application software hosted on Azure UK regions (SaaS access)
- Document data stored on customer's local infrastructure
- Customer maintains control of document repository
- Software updates managed by Microtech-Group

- Customer responsible for storage infrastructure, backup, and DR
- Requires customer network connectivity to Azure

3. Pricing Structure

3.1 Pricing Model

The Folio Solution is priced on a per-patient basis with an annual subscription fee. Pricing varies based on:

- Practice list size (patient population)

3.2 What is Included in Per-Patient Pricing

Each practice subscription includes:

- Software licences for all practice staff
- Access to core document workflow functionality
- Integration with one GP clinical system (EMIS, SystmOne, or Vision)
- Receipt of EDT documents from secondary care
- Standard reporting suite
- Software updates and patches
- Standard support (8am-6pm Monday-Friday)

Integration with GP clinical system (EMIS, SystmOne, or Vision) is billed in line with Clinical System supplier passthrough charges without mark-up, or waived when applicable (e.g. IM1).

In the event that annuity charges are changed or introduced, Microtech Group Ltd reserve the right to pass these charges through in annual billing without mark-up.

3.3 What is Not Included

The following are charged separately:

- Implementation and configuration services
- Bespoke integrations or customisations
- Additional storage (Cloud-Hosted model only, beyond fair use)
- Hardware requirements (Hybrid model only)

4. Service Components

4.1 Core Platform Features (All Deployment Models)

Document Management:

- Document capture (EDT, email, scanning, manual upload)
- Intelligent patient matching using demographics
- OCR text extraction and indexing
- Document annotation, redaction, and highlighting
- Version control and document history
- Full audit trail of all document actions

Workflow and Task Management:

- Automated workflow rules and routing
- Task creation and assignment

- Priority and due date management
- Quick Steps for common actions
- Task templates for standardised processes
- Workload balancing across team members

Clinical Integration:

- Filing to patient records in EMIS/SystmOne/Vision
- Retrieval of patient demographics from clinical system
- Clinical coding (Read/SNOMED) with transfer to clinical system

Reporting and Analytics:

- User activity reports
- Workflow performance metrics
- Document volume and type analysis
- Task completion and turnaround time tracking
- QOF-related workflow reporting
- Customisable report builder

4.2 Cloud-Hosted Specific Features

- Automatic daily backups to secondary Azure region
- Point-in-time recovery (30-day window)
- 99.9% availability SLA
- Automatic scaling based on demand
- Disaster recovery to secondary UK region
- Storage monitoring and capacity management

4.3 Hybrid Deployment Specific Features

- Customer data remains on local infrastructure
- API access for integration with customer storage systems
- Flexible backup and DR arrangements (customer-managed)
- Support for customer-preferred storage platforms

5a. Pricing Table – Option A: Azure Cloud-Hosted

5a.1 Annual Subscription Pricing (29p Per Patient)

Example Practice List Size	Annual Fee	Included Storage
5,000	£1,450	350GB
10,000	£2,900	750GB
15,000	£4,350	1TB
20,000	£5,800	1.5TB
25,000	£7,250	2TB

Notes:

- List size based on practice registered patient population
- All prices exclusive of VAT

5a.2 Electronic Document Reception

Cloud-hosted deployments include receipt of Electronic Document Transfer at no additional cost:

- Connection to local EDT infrastructure
- Automatic document download and processing
- Integration with workflow for incoming documents
- Unlimited document reception volume

5a.3 Additional Storage (Cloud-Hosted)

Storage beyond included allocation:

Additional Storage	Annual Fee
Additional 100GB	£19
Additional 500GB	£95.40
Additional 1TB	£195.48
Additional 2TB	£390.24

Fair Use Policy: Storage allocation is based on reasonable document retention policies. Practices are expected to purge or archive documents in line with NHS Records Management Code of Practice.

5b. Pricing Table – Option B: Hybrid Deployment

5b.1 Annual Subscription Pricing (29p Per Patient)

Example Practice List Size	Annual Fee	Storage
5,000	£1,450	Customer-managed
10,000	£2,900	Customer-managed
15,000	£4,350	Customer-managed
20,000	£5,800	Customer-managed
25,000	£7,250	Customer-managed

Notes:

- List size based on practice registered patient population
- Customer responsible for providing and managing document storage infrastructure
- Storage capacity determined by customer infrastructure
- All prices exclusive of VAT

5b.2 Hybrid Deployment Support Model

Microtech-Group provides:

- Application software support
- API and integration support
- Guidance on storage configuration and best practices
- Software updates and patches

Customer responsible for:

- Storage infrastructure availability and performance
- Backup and recovery of document data
- Storage capacity planning and expansion
- Infrastructure security and access controls
- Network connectivity to Azure

6. Implementation and Professional Services

6.1 Standard Implementation Package - Cloud-Hosted

Service Component	Price
Project Management and Planning	
System Config and Setup	
Clinical System Integration	
User Setup	
Test Environment	
Standard Onboarding Training	£1,256
Total	£2,296

6.2 Standard Implementation Package - Hybrid Deployment

Service Component	Price
Project Management and Planning	
System Config and Setup	
Clinical System Integration	
Storage Infrastructure Integration	
Network Connectivity Configuration	
User Setup	
Test Environment	£1,406
Standard Onboarding Training	£1,040
Total	£2,446

Note: Hybrid implementation assumes customer infrastructure is ready and available. Delays in customer infrastructure readiness may extend timelines.

6.3 Data Migration Services

Migration of existing document archives from legacy systems:

Service Type	Price
Document Migration Assessment	£0
Document Extraction and Conversion	£0
Data Cleansing and Validation	£0
Patient Matching and Verification	£0

7. Support and Maintenance

Standard support 8am-6pm, Monday to Friday is inclusive of the pence per patient rate.

Support Tier	Coverage	Annual Charge per Practice
Standard Support	8am-6pm Mon-Fri	£0

8. Exit and Data Extraction

8.1 Exit Costs

Provided the contract is terminated in accordance with contractual terms, there are no termination fees or exit penalties.

8.2 Data Extraction - Cloud-Hosted Model

Included at No Additional Cost:

- Document metadata export (CSV format)
- Audit trail export (CSV format)
- User and configuration data export
- Full system reports export

Chargeable Data Extraction:

extraction of actual document files is charged on a time and materials basis using the following rate card.

Service Type	Price
Technical Architect	£750 per day

8.3 Data Extraction - Hybrid Model

For Hybrid deployments, document data remains on customer infrastructure. Microtech-Group will provide:

- Application configuration export (no charge)
- Metadata and audit trail export (no charge)
- Assistance with data validation (time & materials if required)

Customer retains all document files on their infrastructure.

8.4 Data Retention Post-Contract

Cloud-Hosted Model:

- Customer data retained for 90 days following contract end
- After 90 days, data securely destroyed per ISO 27001 standards
- Destruction certificate provided on request

Hybrid Model:

- Customer responsible for document data on their infrastructure
- Microtech-Group retains application metadata for 90 days
- Application metadata destroyed after 90 days per ISO 27001 standards