

# **Bridge Electronic Document Transfer**

## **G-Cloud15 Pricing Document**

Bridge  
Annual Pricing  
Supplier: Microtech-Group Ltd  
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### **1. Introduction**

#### **1.1 Purpose**

This document sets out the pricing structure for Microtech's Bridge Electronic Document Transfer, designed to enable secure electronic transfer of clinical and administrative documents between NHS care settings.

#### **1.2 Scope**

The EDT Service provides:

- Secure electronic document transmission via HSCN
- Intelligent routing to GP clinical document management systems (Folio, Docman)
- Full audit trail and delivery confirmation
- Real-time status monitoring and reporting
- Support for multiple document types (discharge summaries, clinic letters, test results, etc.)

#### **1.3 Disclaimer**

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

### **2. Pricing Structure**

#### **2.1 Pricing Model**

The Bridge Service is priced at rate on a document volume basis, charged annually in advance.

#### **2.2 What Constitutes a "Document"**

A document is defined as a single clinical or administrative communication sent electronically via the Bridge electronic document transfer Service. This includes:

- Single-page or multi-page documents counting as one unit
- Attachments sent with a primary document (e.g., letter with attached test results)
- Documents sent to multiple recipients count as separate documents per recipient

## **2.3 Pricing Basis**

- Annual subscription fee based on contracted document volume
- No refund for unused document allocation
- Documents in excess of contracted volume charged at the applicable band rate
- All pricing includes standard support (Priority Levels 1-4 as defined in Service Definition)

## **3. Service Components**

### **3.1 Included in Annual Subscription**

The following components are included in the annual subscription fee:

Core Service:

- Cloud-hosted Bridge electronic document transfer platform on Azure UK regions
- Secure NHS network connectivity and routing
- Intelligent GP clinical document management routing (Folio, Docman)
- Document encryption and secure transmission
- Delivery confirmation and acknowledgement
- Automated retry logic for failed deliveries

Management Console:

- Web-based sending console with user management
- Document status tracking and reporting
- Rejection management and workflow
- API access for system integration
- Print driver for document capture

Support Services:

- Technical support (8am-6pm Monday-Friday UK time)
- Service desk access via phone, email, and online ticketing
- Software updates and patches
- Service status page and incident notifications
- Standard reporting suite

### **3.2 Excluded from Annual Subscription**

The following services are charged separately:

- Installation, configuration, and onboarding
- Bespoke integrations and API development
- Data extraction at end of contract
- Third-party integration costs (e.g., EPR vendor charges)

## 4. Pricing Tables

### 4.1 EDT Service Annual Subscription Pricing

| Document Volume Band      | Annual Fee | Pence per Document |
|---------------------------|------------|--------------------|
| Up to 30,000 per annum    | £600       | 2p                 |
| Up to 50,000 per annum    | £1,000     | 2p                 |
| Up to 75,000 per annum    | £1,500     | 2p                 |
| Up to 100,000 per annum   | £2,000     | 2p                 |
| Up to 150,000 per annum   | £3,000     | 2p                 |
| Up to 250,000 per annum   | £5,000     | 2p                 |
| Up to 500,000 per annum   | £10,000    | 2p                 |
| Up to 1,000,000 per annum | £ 20,000   | 2p                 |
| Up to 2,000,000 per annum | £40,000    | 2p                 |

Notes:

- All prices exclusive of VAT
- Volume in excess of contracted amount charged pro-rata

### 4.2 Over-use Charges

Documents sent in excess of the contracted annual volume will be charged monthly in arrears at the per-document rate applicable to the customer's contracted band.

Example: Customer contracted for "Up to 100,000" band

- Contract allows up to 100,000 documents annually
- Customer sends 110,000 documents in Year 1
- Additional 10,000 documents charged at the per-document rate

## 5. Additional Services

The following services are charged separately from the annual subscription, typically on a time and materials basis using SFIA (Skills Framework for the Information Age) rate card.

### 5.1 Implementation and Onboarding

| Standard Implementation Package | Price         |
|---------------------------------|---------------|
| Project Management              | £700          |
| Initial Configuration           | £350          |
| Test Environment Setup          | £350          |
| Standard Onboarding Training    | £350          |
| <b>Total</b>                    | <b>£1,750</b> |

### 5.2 Bespoke Integration Services

Integration with Trust/Health Board EPR systems, middleware, or other clinical applications charged on a time and materials basis.

| Service Type                 | Day Rate |
|------------------------------|----------|
| Technical Architect          | £750     |
| Senior Integration Developer | £750     |
| Project Manager              | £700     |

### 5.3 Support & Maintenance

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

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

## **6. Exit and Data Extraction**

### **6.1 Exit Costs**

Provided the contract is terminated in accordance with the contractual terms and conditions, there are no specific termination fees or exit costs.

### **6.2 Data Extraction at End of Contract**

The Bridge Service is a document transaction platform - sending organisations retain source documents in their EPR or clinical document management systems.

Included at No Additional Cost:

- Document metadata export (CSV format) containing full information on documents sent
- Audit trail export for all document transactions
- Delivery status reports

### **6.3 Data Retention Post-Contract**

Following contract termination and completion of any requested data extraction, customer data will be retained for 90 days in accordance with Microtech-Group Ltd's data retention policy, after which it will be securely destroyed in accordance with ISO 27001 standards.

Confirmation of data destruction will be provided upon request.