



Lot 2b: Software as a Service (SaaS)

Service name: Cognigy Agentic AI as a Service(AlaaS)

Cognigy Pricing

Note:

Below pricing is based on an annual commitment. Pay-as-you-go consumption is available but incurs a 50% price uplift compared to annual committed rates.

Cognigy (Monthly recurring)	Monthly price in GBP
Live Chat/Messaging Agent Desktop (Monthly)	£ 27.67

Cognigy (per Conversation):	Per Instance pricing in GBP
Digital Conversations	£ 0.09
Voice Conversations	£ 0.12
Add-on Charges:	
xApps	£ 0.01
Knowledge AI	£ 0.01
Hosting	£ 0.02
Private SaaS	£ 0.02
HIPAA	£ 0.01
Advanced Security Package	£ 0.01
Non-Production Instance	£ 0.01

UK Onshore Resource Rate card (T&M) - Yr 1 pricing only

Roles	Hourly rate in GBP
Snr Project Manager	£ 86.99
Architect	£ 127.59
Developer (Platform Engineer)	£ 75.39
Snr Developer (Snr Platform Engineer)	£ 86.99
Support Engineer Level 1	£ 46.40
Support Engineer Level 2	£ 75.39
Support Engineer Level 3	£ 86.99
QA (Quality Engineer)	£ 69.59
Snr QA (Snr Quality Engineer)	£ 81.20

Note:

The T&M rates specified herein shall remain fixed during the first year of the Term. Beginning in Year 2 and for each subsequent year of the Term, the T&M rates shall be subject to an increase, over the previous year, not to exceed any increase in the UK Consumer Price Index (CPI)