

Cortex AI Platform - Pricing Document

G-Cloud 14 Framework Submission

Service: Cortex AI Platform (Standard Deployment)

Supplier: Cortex Labs

Date: January 2026

Pricing Valid Through: December 31, 2026

1. Service Tier Pricing

1.1 Monthly Subscription (Per User)

Service Tier	Monthly Price	Annual Price (Prepaid)*	Key Features
Chat	£50/user	£510/user (-15%)	Multi-model AI access (Claude, GPT, Gemini etc), Governance controls, 1M tokens/month fair use
Chat + Connect	£75/user	£765/user (-15%)	All Chat features + Document intelligence, Semantic search, 10GB storage, Basic agentic workflows
Chat + Connect+	£125/user	£1,275/user (-15%)	All Connect features + Advanced pipelines, Custom workflows, Dashboard building, Extended compute allocation

*Annual prepayment discount: 15% off monthly rate when paid upfront for 12-month commitment.

1.2 Minimum Commitments

- **Minimum Seats:** 25 users
- **Minimum Annual Contract Value:** £25,000
- **Contract Term:** 12 months standard (monthly billing available)
- **Payment Terms:** Net 30 days from invoice date

Examples: - 25 users × Chat (£50) × 12 months = £15,000 annual (below minimum; requires 34+ users on Chat tier) - 25 users × Connect (£75) × 12 months = £22,500 annual (below minimum; requires 28+ users on Connect tier) - 25 users × Connect+ (£125) × 12 months = £37,500 annual (meets minimum) - 50 users × Connect (£75) × 12 months = £45,000 annual (meets minimum)

2. Fair Use Policy and Overage Charges

2.1 Fair Use Allocations (Included in Base Pricing)

Chat Tier: - 1,000,000 tokens per user per month (~500 ChatGPT-style conversations) - Standard query processing priority - Access to all available AI models

Chat + Connect Tier: - All Chat tier allocations - 10GB document storage per user - Standard embedding generation (up to 10,000 documents) - Basic agentic query processing

Chat + Connect+ Tier: - All Connect tier allocations - 50GB document storage per user - Advanced compute allocation for custom pipelines (equivalent to 20 hours GPU time per user per month) - Priority query processing - Unlimited embeddings generation

2.2 Overage Pricing

When usage exceeds fair use allocations, the following charges apply:

Resource	Overage Rate
Additional tokens (per 1,000 tokens)	£0.002
Additional storage (per GB/month)	£0.15
Additional compute time (Connect+ pipelines, per GPU hour)	£2.50
Additional embeddings generation (per 1,000 documents)	£5.00

Overage Billing: - Calculated monthly based on actual usage - Invoiced separately with detailed usage breakdown - No overage charges for usage within 110% of fair use limits (grace buffer) - Customers notified when approaching 90% of fair use allocation

3. Professional Services

3.1 Daily Rate Services

Service Type	Daily Rate	Description
AI Solution Specialist	£1,000/day	Customer success support, context engineering, training, implementation workshops, usage optimization guidance
Custom Integration Development	£2,000/day	Bespoke workflow development, API integrations, advanced pipeline engineering, custom dashboard creation

Professional Services Terms: - Rates exclude travel and accommodation expenses (billed at cost) - Minimum engagement: 1 day - Advance booking required (minimum 5 business days notice) - Delivered by SC-cleared staff - All custom work delivered with documentation and handover training

3.2 Fixed-Price Services

Service	Fixed Price	Description
Security Architecture Review	£5,000	Comprehensive review of deployment security, threat modeling, compliance assessment, recommendations report
Connect+ Implementation Package	£8,000	5 days AI Solution Specialist time for Connect+ deployment, pipeline development, and team training
Priority Onboarding	£3,000	Accelerated deployment with dedicated onboarding support, configuration assistance, and user training (5 business day delivery)

4. Optional Add-Ons

4.1 Enhanced Support

Add-On	Price	Description
Priority Support	£10/user/month	4-hour response SLA, phone support, dedicated support queue, quarterly account reviews
Dedicated Account Management	£2,000/month	Named account manager, monthly strategic reviews, deployment optimization, feature roadmap input, executive escalation path

4.2 Additional Resources

Resource	Price	Description
Additional Storage	£0.15/GB/month	Beyond fair use allocation
Additional Token Allocation	£0.002/1k tokens	Beyond fair use allocation
Additional GPU Compute	£2.50/hour	For Connect+ advanced pipelines beyond allocation

5. Volume Discounts

Discounts apply to per-user subscription pricing only (not to professional services or add-ons):

User Count	Discount	Effective Monthly Pricing (Connect Tier Example)
1-99 users	Standard pricing	£75/user
100-499 users	10% discount	£67.50/user
500+ users	Custom pricing	Contact for enterprise pricing

Volume Discount Terms: - Calculated based on total licensed seats (not active users) - Applied automatically at invoice generation - Discounts stackable with annual prepayment discount - Custom pricing for 500+ users includes dedicated account management and tailored SLA

Example: 150 users on Connect tier with annual prepayment: - Standard monthly: £75/user - Volume discount (10%): £67.50/user - Annual prepayment (15%): £57.38/user - Total annual cost: $150 \times £57.38 \times 12 = £103,284$

6. Payment Terms and Conditions

6.1 Billing Cycle

- **Monthly Billing:** Invoiced in advance on 1st of each month
- **Annual Prepayment:** Single invoice at contract start; 15% discount applied
- **Overage Charges:** Invoiced monthly in arrears based on actual usage
- **Professional Services:** Invoiced upon completion (or monthly for ongoing engagements)

6.2 Payment Methods

- Bank transfer (BACS/CHAPS)
- Purchase orders accepted from government organizations
- Credit terms: Net 30 days from invoice date
- Late payment subject to statutory interest charges

6.3 Contract Terms

- **Initial Term:** 12 months from service activation
- **Renewal:** Automatic renewal for successive 12-month periods unless 90 days written notice provided
- **Seat Changes:** Add seats anytime (prorated billing); reduce seats at renewal only
- **Tier Changes:** Upgrade anytime (immediate); downgrade at renewal only
- **Price Protection:** Subscription pricing fixed for initial 12-month term; may increase up to 5% annually at renewal

6.4 Cancellation and Refunds

- **Monthly Contracts:** 90 days written notice required
- **Annual Prepayment:** No refunds for early termination; service continues through paid period
- **Money-Back Guarantee:** Full refund if service cancelled within 14 days of initial activation (first-time customers only)

7. Additional Notes

7.1 Deployment Options

This pricing applies to **Standard Deployment** utilizing AWS infrastructure with EU-bounded processing via AWS Bedrock. Alternative deployment models available upon request, including dedicated UK-based public or private cloud, including for classifications above OFFICIAL.

Contact hello@cortex-labs.ai for alternative deployment pricing.

7.2 Pricing Variations

Pricing may be adjusted for: - Extended payment terms beyond Net 30 - Multi-year commitments (discounts available) - Specific compliance requirements (e.g., IL rating, SECRET classification) - Bundled services or strategic partnerships - Framework-specific pricing requirements

7.3 Government Procurement

- **G-Cloud Framework Compliant:** All pricing published on Digital Marketplace
- **Purchase Orders:** Accepted from all UK public sector organizations
- **Direct Award:** Available for requirements under regulatory thresholds
- **Framework Agreement:** Cortex Labs supplier ID available on request

7.4 Price Validity

- Pricing valid through December 31, 2026
- Subject to annual review
- Cortex Labs reserves right to modify pricing for new customers with 30 days notice
- Existing customer pricing protected through current contract term

8. Contact Information

For Pricing Queries: - Email: hello@cortex-labs.ai - Website: <https://cortex-labs.ai>.

For Quotes and Proposals: Please provide: - Estimated user count - Desired service tier (Chat, Connect, or Connect+) - Contract term preference (monthly vs annual) - Any special requirements or add-ons - Procurement timeline

Document Version: 1.0

Last Updated: January 29, 2026

Next Review: June 30, 2026

This pricing document is provided for informational purposes and forms part of the Cortex Labs G-Cloud 14 service listing. Final pricing confirmed in contract documentation. All prices exclude VAT where applicable.