



Referral Management
Services

RMSL G-Cloud Pricing Document

To accelerate the move to **smarter, digitally enabled care pathways** by providing
a **single point of access** that makes every interaction **safer, fairer and easier**.



Pricing Ethos

Our approach is centred on **transparent, fair and flexible** pricing which delivers value for the organisations leveraging our RMS SPOA platform. Our model is designed to accommodate organisations of all sizes and enables a scalable approach over time. Our platform can be procured as a full solution, or individually on a per-module basis, providing organisations with the flexibility to adopt the right solutions at the right time.

Pricing Model

Our pricing model is comprised of two components: a **Platform Fee** and **Activity Fee**

- **Platform Fee:** A fixed monthly charge covering platform access and the core infrastructure required to ensure safe and reliable delivery of the service. This includes hosting, operations, improvements (essential updates and upgrades), service management and support (including incident and request handling) alongside the provision of standardised dashboards and reporting capabilities. A single Platform Fee applies per contracting organisation and covers any combination of modules.
- **Activity Fee:** A variable charge that scales with usage. It is calculated using the module unit prices, for example: per referral, per site, or per patient interaction as detailed in the table below. Activity fees are calculated by applying the published unit prices to the number of units consumed over the contract period.

Implementation & Onboarding

Implementation and onboarding requirements vary by pathway and local configuration. All mobilisation activities will be scoped at call-off based on factors such as:

- Number of specialties, pathways and templates to be configured, including local rules and routing criteria.
- Number and type of participating organisations (e.g. referrers and providers).
- Number of endpoints required for the service
- Integration needs and the required testing approach.
- Training approach and user groups (for example train-the-trainer, super users, or role-based sessions for key stakeholders).

Discounts

The prices below are RMSL's published maximum prices under the G-Cloud framework and are intended to enable buyers to calculate total costs using the applicable units. RMSL may agree lower prices at Call-Off stage, with discounts applied to the relevant Platform Fee and/or Activity Fee based on objective, transparent criteria such as:

- Minimum commitments (for example committed volumes and/or contract term)
- Scope of adoption (e.g. procurement of multiple modules in a single SPOA deployment)
- Where RMSL agrees a discount, we will ensure access for other prospective buyers to that discount, subject to the same terms where the same criteria are met.

Platform Fee

£5,000 per month (single fee applies per contracting organisation)

Modules & Activity Fees

RMS

Referral Management

Activity Model: Per Referral

Volume ¹	Price per Referral
1 – 25,000	£5.00
25,001 – 50,000	£4.50
50,001 – 75,000	£4.00
75,001+	£3.50

Optional Service Add-On²

Clinical triage per referral £3.50

NAVIGATR

Patient Navigation & Guidance

Activity Model: Per Patient Interaction³

Volume ¹	Price per Interaction
1 – 25,000	£5.00
25,001 – 50,000	£4.50
50,001 – 75,000	£4.00
75,001+	£3.50

ADVISR

Clinical Advice & Guidance

Activity Model: Per Site

Site	Price per Site
Primary Care	£125 per month
Hospital	£125 per month

Capacitee

Capacity Management

Activity Model: Per Site

Site	Price per Site
NHS 111	£195 per month
Non-NHS 111 Site: Practices, Hospitals, Hubs	£125 per month

PIFU

Patient-Initiated Follow-Up

Activity Model: Per Site

Site	Price per Site
All Sites	£125 per month



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Interested to learn more? Please contact us at hello@referral.solutions and visit our website <https://referral.solutions/>

Footnotes

All fees stated above exclude VAT

¹ **Volume tiers:** Volume-based reductions in per unit fees are based on cumulative annual activity within a contract year, e.g. the first 25,000 referrals (RMS) or patient interactions (NAVIGATR) in a contract year are charged at £5 per unit, reducing to £4.50 per unit from 25,001 to 50,000 units and so on, as per above tables.

² **Clinical Triage Add-On:** Clinical triage fees are additional to the RMS per-referral activity fee and are charged per triaged referral. Pricing assumes triage is delivered by an appropriately qualified clinician for the relevant pathway (e.g. registered specialist). RMSL can deliver other triage models where required which may attract lesser unit fees.

³ **NAVIGATR patient interaction definition:** A patient interaction comprises one completed conversation with a patient across a single channel (web chat session or phone call) relating to a single pathway step. An interaction is considered 'closed' when the patient or agent ends the chat, or after a defined period of inactivity. A new interaction is counted when a new conversation is started after a period of inactivity or on a different day.