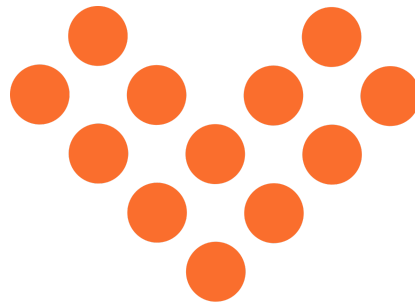




Liva Engage: Patient Engagement Platform

from Liva Healthcare

A secure, configurable SaaS digital platform that enables healthcare organisations to deliver, manage and evaluate chronic disease prevention and management and population health programmes through digital patient engagement, clinician workflows and analytics.

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Pricing Document

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Overview

This document illustrates the comparative features of the three Liva Engage purchase packages, along with base costs and examples of value-added extensions and potential discounts.

1. **Essential:** Provides a strong foundation for delivering digital chronic disease and population health programmes, enabling organisations to launch quickly and securely.
 - a. Basic annual price: **£23,560**
2. **Advanced:** Extends the Essential tier with greater automation, analytics, and scalability to support growing and more complex programmes.
 - a. Basic annual price: **£143,300**
3. **Enterprise:** Provides a fully customisable, enterprise-grade digital health platform designed for large-scale, system-wide, or highly regulated deployments.
 - a. Basic annual price: **£1,663,470**

Comparison of packages

(Note: Additional packages, including increased patient and/or clinician numbers, are listed in a separate table below)

Feature	Description	Essential	Advanced	Enterprise
Patient Mobile App (App Store)	Native mobile app published on the App Store (iOS) and Play Store (Android).	✓	✓	✓
Standard White Labeling (Name, Logo)	Basic white labelling with your organization's name and logo on the published mobile apps.	-	-	✓
Full White-Labelled Solution (Color, Theme, Splash screen)	Full white labelling including colours, fonts, themes, and a custom welcome screen.	-	-	✓
Tracking Units and Goals	Number of markers and trackers available to monitor progress such as steps, weight, sleep, and mood.	✓	✓	✓
Patient Assessment Tool	Capture initial patient vitals including allergies, medication, and general health via onboarding questionnaires or surveys.	✓	✓	✓
Smart Surveys (Templates)	Create clinical and non-clinical surveys like PHQ-9, GAD-7, PAM, and PROM using scales, ratings, and ranking formats.	3	10	Unlimited
Bespoke Measurements	Create custom measurements not available by default in the app.	3	10	Unlimited
Clinician Health Portal	Web portal for clinicians to monitor, educate, and communicate with patients.	✓	✓	✓
Appointment Booking (1-2-1)	One-on-one appointment booking available via the app and clinician portal.	✓	✓	✓
Appointment Booking (Group)	Group appointment booking for up to 30 patients via the clinician portal.	-	-	✓
Patient Messaging (App, Email, SMS)	Two-way messaging available via app, email, or SMS for individuals and groups.	✓	✓	✓

Feature	Description	Essential	Advanced	Enterprise
Automated Reminders	Automatically remind patients to complete surveys, update trackers, view content, or complete tasks.	-	✓	✓
Learning Module	Education module for sharing resources like articles, videos, recipes, exercises, and web links.	-	✓	✓
Auto-trigger Content	Schedule and deliver automated content as part of a patient's specific programme.	-	✓	✓
Patient Contact Protocol	Automated reminders prompting patients to complete missing onboarding steps.	-	✓	✓
Analytics Seats (Up to)	Number of analytics portal users across admin, management, or clinical teams.	2	20	Unlimited
Report Library	Access pre-set analytics reports and charts within the analytics portal.	✓	✓	✓
Population Health Trends	View and analyze population health data including demographics, ethnicity, and geography.	-	✓	✓
Program Data	Access programme-level data including retention, completion rates, and feedback.	-	✓	✓
Clinician Efficiency Reports	Analyze clinician caseloads, absence, and patient feedback to measure efficiency.	-	✓	✓
Custom Report Builder	Build custom reports using tailored queries and data fields.	-	-	✓
Role-based-Access-Control (RBAC)	Assign specific feature and data access levels to different user roles.	✓	✓	✓
Multi-Factor-Authentication (MFA)	Adds an extra layer of security by requiring a second form of identity verification.	✓	✓	✓
Pin and Face ID	Enables quick and secure login using device biometrics or a PIN code.	✓	✓	✓
Connected Apps (Apple, Android)	Sync health data from Apple Health and Google Fit for richer insights.	-	✓	✓
Accessibility (Languages, Dark Mode)	Supports multiple languages and dark mode for an inclusive user experience.	✓	✓	✓
System Set-Up and Configuration	Configure the platform to meet your organization's delivery and operational requirements.	✓	✓	✓
Implementation Project Management	Includes guided rollout support with dedicated project oversight over days or weeks.	2 Weeks	6 Weeks	12 Weeks
Training	Provides onboarding and training sessions for clinicians and staff over an agreed period.	4 Days	8 Days	16 Days
9-5 Patient Support	Offers weekday support for patient queries and technical assistance.	✓	✓	✓

24-7 Patient Support	Provides continuous, round-the-clock support for patient needs.	-	-	✓
Data Migration	Securely transfers existing patient data into the new platform.	-	-	✓
Bespoke Integration	Custom integration with specific third-party systems, apps, or devices.	-	-	✓
Bespoke Development	Custom development of features not included in the standard platform.	-	-	✓
Local Hosting (On-Prem or Local Cloud)	Hosts data within local infrastructure to meet regulatory or policy requirements.	-	-	✓
App Localisation (1-Language)	Localizes the app into one selected language based on region or audience.	-	-	✓
Cloud Hosted Data	Stores and secures patient data safely in the cloud.	100 GBs	1 TB	Unlimited
Video Transcription	Automatically converts patient video consultations into transcribed text notes.	-	-	✓
Auto-Generated Client Support	Uses AI to provide instant answers to frequently asked support questions.	-	-	✓
Behavioural and Data Insights	Tracks patient engagement and behaviors to support care planning and delivery.	-	-	✓
Personalised Content (Coming Soon)	Tailors educational content based on patient conditions, goals, or behaviors.	-	-	✓
Adverse Events Flagging	Detects and flags potential negative health events in real time.	-	-	✓
Total Patient Profiles (Up to)	Maximum number of patient profiles, including deactivated accounts, that can exist on the platform.	1,000	10,000	Unlimited
Total Clinician Seats (Up to)	Number of clinician and admin users who can access the clinician portal.	20	200	Unlimited

Value-added additions to the core annual price

Add-ons (optional)	Starter	Advanced	Enterprise
	1,000	5,000	NA
Additional Patients Profile	£ 7,310	£ 68,520	-
	10	100	NA
Additional Clinician Seats	£ 7,310	£ 68,520	-
Additional Smart Surveys (Per Template)	£ 7,310		NA
Additional Bespoke Measurements	£ 7,310		NA
Project Management (Per Day)	£ 1,100	£ 920	£ 740
Bespoke Development (Per Day)	-	-	£ 1,100
Training (Per Day)	£ 1,100	£ 920	£ 740
White label app	NA	£10,000 Plus £6,000 pa	NA
	100 GBs	1 TB	Unlimited
Additional Hosted Data	£ 460	£ 920	NA
Localisation - Additional Language (Per Language)	-	-	£ 9,140

Pricing notes

1. All amounts are in pounds sterling (GBP) per year, exclusive of Value Added Tax (VAT), which is charged at 20% unless specified otherwise
2. Liva may agree to waive or modify certain limits in the tables above depending on the specific circumstances of the purchaser
3. Liva may agree discounts to the prices listed above based on quarterly or annual upfront payment or the specific circumstances of the purchaser and implementation
4. Standard payment terms are 30 days from date of invoice, with invoices being issued 30 days in advance of services being provided
5. Liva reserves the right to charge interest for late payments on a daily basis at 5% above the prevailing Bank of England base interest rate
6. See standard terms and conditions for other details.