



Mi-Canteen Prison Retail Service

G-Cloud 15 Pricing Document

Version 1.0

2026

Mi-Canteen Prison Retail Service G-Cloud 15 Pricing Document

Service: Mi-Canteen Prison Retail Service

Framework: G-Cloud 15

Valid from: 30 January 2026 | Expiry: End of G-Cloud 15 Framework

1 SAAS Pricing Model Overview

Mi-Canteen operates a **transparent, two-part pricing model**:

- 1. **Base Subscription** - Per Licensed User per year (tiered by volume)
- 2. **ADP Add-on** - Per Licensed User per year (applies when ADP ≥ 1,000)

Key Definitions:

- **Licensed User:** Active staff account with system access (typically court staff, probation officers, prison administrators, offender management units, governors)
- **Average Daily Population (ADP):** Average daily sentences/prisoners managed
- **Minimum Term:** 12 months
- **Billing:** Annual or monthly invoicing available
- **Currency:** GBP (£) & All prices exclude VAT

2 Base Subscription Pricing (Per Licensed User/Year)

Mi-Case Sentence Calculation Engine is offered to G-Cloud 15 on a SAAS basis with pricing per licensed user per year.

Licensed Users	Price per User/Year
0 - 250	£350
251 - 500	£325
501 - 750	£300

Licensed Users	Price per User/Year
751 - 1,000+	£275

Pricing automatically decreases as your user count increases

3 ADP Add-on Pricing (Per Licensed User/Year)

Applies only when ADP $\geq$ 1,000 calculations

ADP Range	Add-on per User/Year
1,000 - 2,000	£100
2,001 - 5,000	£75
5,001 - 10,000	£50
10,001+	£25

4 Pricing Examples

The following examples are presented for illustrative purposes.

Scenario	Licensed Users	ADP	Base Cost	ADP	Total Annual
Category C Prison	150	800	£52,500	£0	£52,500
Category B Prison	300	1,200	£105,000	£30,000	£135,000
Large Prison Estate (5)	2,500	12,000	£687,500	£62,500	£750,000

Calculation breakdown for Category B Prison:

- Base: 300 users $\times$ £350/user = £105,000
- ADP Add-on: 300 users $\times$ £100/user = £30,000
- Total: £135,000/year

5 G-Cloud Framework Discounts

Applied to total annual contract value (exc. VAT)

Call-off Contract Value	Minimum Discount Percentage
Less than £250,000	2%
£250,000 - £500,000	3%
£500,001 - £1,000,000	5%
£1,000,001 - £2,500,000	7%
£2,500,001 - £5,000,000	8%
Over £5,000,001	10%

6 What's Included & Add Ons

- Digital canteen ordering (prisoner kiosks, cell-based ordering)
- Financial management (prisoner accounts, transactions, balances)
- Product catalogue (configurable, pricing management)
- Order processing (pack sheets, delivery scheduling)
- Reporting & analytics (spend analysis, popular items, trends)
- Payment integration (family deposits, wages, benefits)
- Budget controls (spending limits, debt management)
- Multi-site support (estate-wide deployment)
- Secure cloud hosting (UK-based)
- Security updates & maintenance
- Quarterly platform releases

7 Key Features

- Prisoner self-service - Order from cell or kiosk
- Real-time inventory - Stock management integration
- Automated pack sheets - Reduce manual processing
- Financial reconciliation - Automated accounting
- Dietary preferences - Support for special requirements
- Multi-currency - Foreign national prisoner support
- Compliance - PSI compliance, audit trails
- Mobile app - Staff mobile ordering/management

8 Exclusions

The following services to be quoted separately.

- Implementation & Onboarding
- Data Migration from legacy systems
- Custom Integrations (bespoke APIs to local systems)
- Training & Change Management
- Premium Modules (e.g. advanced analytics, predictive risk)
- Third-party services
- Infrastructure/hosting costs

9 Typical Users

Mi-Canteen is ideal for:

- HMPPS Prisons - Category A, B, C, D establishments
- Private Prisons - G4S, Serco, Sodexo managed
- Young Offender Institutions - Secure training centres
- Immigration Removal Centres - Detention facilities
- Secure Hospitals - Forensic mental health units

10 Renewal & Adjustment Policy

- Annual renewal based on actual usage (Licensed Users + ADP)
- Price adjustments limited to CPI inflation (or as agreed)
- Monthly usage dashboard provided for forecasting
- Transaction fees (if applicable) reviewed annually
- No penalty for user count fluctuations within agreed bands

11 Contact

For any further information regarding Mi-Case on G-Cloud 15, please contact us directly at sales@mi-case.com to arrange a demonstration tailored to your agency's requirements.