



## mycomplaints.ai: G-Cloud 15 Pricing

### SaaS Fees

The mycomplaints.ai SaaS solution is made available subject to the payment of a combination of two fees:

- 1) A price per case for each complaint that is opened in a month in mycomplaints.ai. To support the complaints management activity, each user of the system will be granted a licence for the mycomplaints.ai **Case Handler** app in MS-Teams.
- 2) A price per Authorised User per month for the use of the mycomplaints.ai **Insights** app in MS-Teams. This is an optional item, typically licensed for users wishing to use complaints data for learning and service improvement (please see Service Description).

Total fees are charged monthly in arrears and are variable subject to the precise number of users of the Insights app and complaints opened in the month.

The following are the list prices for mycomplaints.ai (Public Sector Edition). These are the prices **prior to deducting** the G-Cloud 15 discounts offered by the Supplier.

| Cost Element                                                  | Cost    |
|---------------------------------------------------------------|---------|
| One-off cost per complaint opened                             | £15.00  |
| Monthly cost per Authorized User for Insights app in MS-Teams | £250.00 |

### Illustrative Pricing

For an organisation receiving 3,000 complaints per annum (i.e. an average of 250 complaints per month) with three users of the Insights app, the **pre-discount** costs would be:

| Module        | Complaints Opened per Month | Insights app Users per Month | Monthly Costs     | Total Monthly Costs | Total Annual Costs |
|---------------|-----------------------------|------------------------------|-------------------|---------------------|--------------------|
| Core Solution | 250                         | -                            | £15 per complaint | £3,750              | £45,000            |
| Insights app  | -                           | 3                            | £250 per user     | £750                | £9,000             |
|               |                             |                              |                   | <b>£4,500</b>       | <b>£54,000</b>     |



## mycomplaints.ai: G-Cloud 15 Pricing

For an organisation receiving 15,000 complaints per annum (i.e. an average of 1,250 complaints per month) with five users of the Insights app, the **pre-discount** costs would be:

| Module        | Complaints Opened per Month | Insights app Users per Month | Monthly Costs     | Total Monthly Costs | Total Annual Costs |
|---------------|-----------------------------|------------------------------|-------------------|---------------------|--------------------|
| Core Solution | 1,250                       | -                            | £15 per complaint | £18,750             | £225,000           |
| Insights app  | -                           | 5                            | £250 per user     | £1,250              | £15,000            |
|               |                             |                              |                   | <b>£23,850</b>      | <b>£240,000</b>    |

### Professional Services

There is no professional services requirement for a default implementation. Where professional services are required, these are offered at one of two blended rates, as per the SFIA levels below. Prices are shown **prior to deducting** the G-Cloud 15 discount:

| Increasing responsibility, accountability and impact |                                                                                                                                                                    |                                                                                                                                                                                     |                                                                                                                                                                                                                                                       |                                                                                                                                                                                                      |                                                                                                                                                                                      |                                                                                                                                                                                                 |                                                                                                                                                      |
|------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| Level 1                                              | Level 2                                                                                                                                                            | Level 3                                                                                                                                                                             | Level 4                                                                                                                                                                                                                                               | Level 5                                                                                                                                                                                              | Level 6                                                                                                                                                                              | Level 7                                                                                                                                                                                         |                                                                                                                                                      |
| Follow                                               | Assist                                                                                                                                                             | Apply                                                                                                                                                                               | Enable                                                                                                                                                                                                                                                | Ensure, advise                                                                                                                                                                                       | Initiate, influence                                                                                                                                                                  | Set strategy, inspire, mobilise                                                                                                                                                                 |                                                                                                                                                      |
| Essence of the level                                 | Performs routine tasks under close supervision, follows instructions, and requires guidance to complete their work. Learns and applies basic skills and knowledge. | Provides assistance to others, works under routine supervision, and uses their discretion to address routine problems. Actively learns through training and on-the-job experiences. | Performs varied tasks, sometimes complex and non-routine, using standard methods and procedures. Works under general direction, exercises discretion, and manages own work within deadlines. Proactively enhances skills and impact in the workplace. | Performs diverse complex activities, supports and guides others, delegates tasks when appropriate, works autonomously under general direction, and contributes expertise to deliver team objectives. | Provides authoritative guidance in their field and works under broad direction. Accountable for delivering significant work outcomes, from analysis through execution to evaluation. | Has significant organisational influence, makes high-level decisions, shapes policies, demonstrates leadership, promotes organisational collaboration, and accepts accountability in key areas. | Operates at the highest organisational level, determines overall organisational vision and strategy, and assumes accountability for overall success. |

| SFIA Levels | Blended Day-Rate |
|-------------|------------------|
| 1-3         | £1,000           |
| 4-7         | £1,675           |

### Notes to Pricing

1. All pricing is quoted exclusive of VAT, which will be applied to invoices at the rate prevailing at the date of invoice.
2. The pricing for professional services is based upon a 7.5 hour working day (09:00-17:30, with one hour for lunch) and assumes that services are delivered remotely.
3. Any services delivered by prior agreement on-site will incur costs for travel time and expenses.