



Leafnotes Pricing v1.0

January 2026

G Cloud 15

Pricing Document

Leafnotes Intelligent Care Management System

1. Pricing Summary

Leafnotes is offered as a Software as a Service (SaaS) solution with usage-based pricing designed to support organisations of all sizes across children's and adults' social care services.

All prices are exclusive of VAT unless otherwise stated. VAT will be charged at the prevailing rate where applicable.

2. Pricing Model

2.1 Subscription-Based Pricing

Leafnotes is charged on a **per-user, per-month** subscription basis with tiered pricing to reflect different user types and usage levels.

2.2 Billing Frequency Options

Customers may choose from the following billing frequencies:

- **Monthly billing** - Invoiced monthly in arrears
- **Annual billing** - Invoiced annually in advance with discounted rates
- **Multi-year agreements** - Available on request with enhanced discounts

2.3 Minimum Commitment

- **Minimum contract term:** 12 months
- **Minimum user count:** 20 users

3. User Pricing Tiers

3.1 Standard User Licence

£25 per user per month (billed monthly)

£23.75 per user per month (billed annually - save 5%)

Includes:

- Full access to Leafnotes Intelligent Care Management System
- Person-centred profiles and care planning
- Daily care logging with speech-to-text support
- Smart assessments and risk management
- Intelligent actions and workflow management
- Multimedia upload and management
- Mobile application access (iOS and Android)
- AI-assisted drafting and structuring
- Standard support during business hours
- User training and onboarding (virtual)
- Access to all standard templates and forms
- Regular software updates and enhancements

Suitable for:

- Care and support staff
- Social care practitioners
- Social workers
- Professionals completing assessments and reports

3.2 Supervisor/Manager User Licence

£30 per user per month (billed monthly)

£28.50 per user per month (billed annually - save 5%)

Includes all Standard User features, plus:

- Enhanced oversight and reporting capabilities
- Team management and assignment features
- Advanced analytics and dashboards
- Case review and approval workflows
- Quality assurance tools
- Service-wide visibility controls

Suitable for:

- Team supervisors
- Service managers
- Practice managers
- Quality assurance leads

3.3 Executive/Senior Leadership Licence

£35 per user per month (billed monthly)

£33.25 per user per month (billed annually - save 5%)

Includes all Supervisor/Manager features, plus:

- Organisation-wide reporting and analytics
- Strategic oversight dashboards
- Performance monitoring and KPI tracking
- Cross-service visibility
- Data export and integration capabilities
- Priority support access

Suitable for:

- Senior managers
- Executive leadership
- Directors and heads of service
- Strategic commissioners

4. Volume Discounts

Volume discounts are available for larger organisations based on total user count:

Total User Count	Discount Applied
50-99 users	5% discount
100-249 users	10% discount
250-499 users	15% discount
500+ users	20% discount

Notes:

- Discounts apply to the total monthly subscription cost
- Discounts are cumulative with annual billing discounts
- Custom pricing available for organisations with 1,000+ users

5. Optional Add-Ons

5.1 Integrated Ambient Scribe Tech

£10 per month per user (minimum 20 licenses)

Includes:

- Vertically integrated ambient scribes, summarising and sharing notes to relevant sections of the platform
- Emails drafted post session, ready to send
- 50 hours per month included per organisation 10+ licenses

£10 per hour transcribed after included hours exhausted.

5.2 Premium Support Package

£750 per month (flat rate per organisation)

Includes:

- Priority incident response with 2-hour initial response time
- Dedicated support contact
- Extended support hours (8am-8pm weekdays, 9am-5pm weekends)
- Proactive system health monitoring
- Priority access to new features and beta programmes

5.3 Advanced Training Package

£1,200 per organisation (one-time fee)

Includes:

- Up to 3 customised training sessions
- Train-the-trainer programme for internal champions
- Role-specific training materials
- On-site or remote delivery options
- Recorded sessions for future reference
- Post-training support for 30 days

5.4 Bespoke Form and Template Development

Pricing on application

Includes:

- Design and development of custom forms or templates
- Integration with existing workflows
- Testing and validation
- User documentation
- Staff training on new forms/templates

Notes:

- Subject to feasibility assessment
- Development within standard product capabilities only
- Delivery timeframe typically 4-6 weeks

Typical range: £750 - £2000

5.5 Data Migration Service

Pricing on application (based on scope and complexity)

Includes:

- Data extraction from legacy systems
- Data cleansing and validation
- Data mapping to Leafnotes structure
- Controlled data import and verification
- Post-migration reconciliation
- User acceptance testing support

Pricing factors:

- Number of records to migrate
- Complexity of source data
- Data quality and cleansing requirements
- Legacy system accessibility

Typical range: £2,500 - £25,000

5.6 Third-Party Integration Setup

Pricing on application (one-time setup fee)

Includes:

- Integration design and specification
- API configuration and testing
- Data mapping and validation
- Security and compliance review
- Documentation and support handover

Notes:

- Subject to API availability and technical compatibility
- Ongoing integration maintenance may incur additional costs
- Some integrations may require custom development (pricing on application)

6. Implementation and Onboarding

6.1 Standard Onboarding Package

Included at no additional cost

Includes:

- Initial system configuration
- Organisational structure and team setup
- User account creation and role configuration
- 2 remote onboarding sessions (up to 2 hours each)
- Access to documentation and learning resources
- 30 days of enhanced post-go-live support

6.2 Enhanced Onboarding Package

£2,500 (one-time fee)

Includes all Standard Onboarding, plus:

- Extended configuration support
- Custom workflow design (up to 3 workflows)
- Advanced template configuration (up to 10 templates)
- 5 remote onboarding sessions (up to 2 hours each)

- Dedicated onboarding project manager
- On-site visit option (travel costs additional)
- 60 days of enhanced post-go-live support

7. What's Included in Base Pricing

All subscription tiers include the following at no additional cost:

7.1 Core Service Components

- Cloud hosting on UK-based infrastructure
- Data residency within the United Kingdom
- Regular automated backups
- Disaster recovery and business continuity arrangements
- Encryption of data in transit and at rest
- Role-based access controls
- Standard support during business hours (9am-5pm weekdays)

7.2 Platform Maintenance

- Software updates and patches
- Security updates and enhancements
- Platform monitoring and maintenance
- Infrastructure management
- Performance optimisation

7.3 Standard Support

- Email and web-based support logging
- Incident tracking and management
- Response times aligned to incident severity
- Access to knowledge base and documentation
- Service communications and notifications

7.4 Compliance and Security

- Cyber Essentials Plus certified infrastructure
- Compliance with UK GDPR and Data Protection Act 2018
- Regular security reviews and updates
- Privacy-by-design architecture

8. Not Included in Base Pricing

The following are not included in standard pricing and may incur additional costs:

- Integrated ambient scribe features and platform
- Bespoke software development outside the standard product roadmap
- Custom integrations requiring specialist development
- On-site visits and in-person training (travel and accommodation costs)
- Data migration from legacy systems
- Premium support outside business hours
- Consultancy services for business process redesign
- Third-party software or hardware costs
- External audit or certification support

9. Pricing Examples

Example 1: Small Organisation

Organisation: Local care provider

Users: 15 Standard Users (Minimum of 20 licenses)

Billing: Annual

Calculation:

- 20 Standard User licenses × £25/month × 12 months = £6000 per year
- **Total annual cost: £6000**
- **Average cost per user per year: £375**

Example 2: Medium Organisation

Organisation: Local Authority Children's Social Care Team

Users: 120 mixed users (100 Standard, 15 Supervisor/Manager, 5 Executive)

Billing: Annual

Volume discount: 10% (100-249 users)

Calculation:

- 100 Standard Users × £25/month = £2,500 /month
- 15 Supervisor/Manager × £25/month = £375/month

- 5 Executive × £25/month = £125 /month
- 20 Ambient Scribe Users × £10/month = £200 /month
- 50 Ambient Scribe Hours Included
- Extra Ambient Scribe Hours (£10 per hour) = Variable
- Subtotal: £3,000 /month
- Less 10% volume discount: -£300/month
- **Monthly cost: £2,700**
- **Annual cost: £32,400**

Optional Add-on:

- Premium Support Package: £750/month (£9,000/year)
- **Total with Premium Support: £41,400 per year**

Example 3: Large Multi-Service Organisation

Organisation: Regional health and social care charity

Users: 450 mixed users (350 Standard, 75 Supervisor/Manager, 25 Executive)

Billing: Annual

Volume discount: 15% (250-499 users)

Calculation:

- 350 Standard Users × £25/month = £8,750/month
- 75 Supervisor/Manager × £25/month = £1,875/month
- 25 Executive × £25/month = £625/month
- Subtotal: £11,250/month
- Less 15% volume discount: -£9,562.50/month
- **Monthly cost: £9,562.50**
- **Annual cost: £114,750**

Implementation:

- Enhanced Onboarding Package: £2,500
- Data Migration Service: £5,000
- Advanced Training Package: £1,200
- **One-time implementation costs: £8,700**

Year 1 Total: £123,450

10. Payment Terms

10.1 Standard Payment Terms

- Invoices are issued monthly in arrears for monthly billing
- Invoices are issued annually in advance for annual billing
- Payment is due within 30 days of invoice date
- Payment by BACS transfer, credit card, or purchase order

10.2 Public Sector Payment Terms

Leaf AI Ltd accepts public sector standard payment terms of up to 30 days from receipt of invoice.

10.3 Price Increases

- Prices are fixed for the initial contract term
- Annual price increases on renewal will not exceed RPI (Retail Price Index) or 5%, whichever is lower
- Customers will receive 90 days' notice of any price changes

11. Trial and Proof of Concept

11.1 Trial and Proof of Concept

For organisations requiring evaluation periods, custom proof of concept arrangements can be agreed on application.

12. Cancellation and Refunds

12.1 Minimum Term

All subscriptions are subject to a minimum 12-month commitment.

12.2 Cancellation Notice

- 90 days' written notice required for cancellation
- Notice must be provided before the end of the current contract term
- Contracts auto-renew for successive 12-month periods unless cancelled

12.3 Early Termination

Early termination within the minimum term may be permitted in exceptional circumstances, subject to:

- Payment of remaining contract value, or
- Early termination fee of 50% of remaining contract value
- Agreement at Supplier's discretion

12.4 Refunds

- No refunds for unused time in monthly billing
- Pro-rata refunds not available for annual billing
- Refunds considered only in exceptional circumstances (e.g., service failure to meet agreed levels)

13. Adding and Removing Users

13.1 Adding Users

- Additional users can be added at any time
- New users are charged from date of activation
- Pro-rata charges apply for monthly billing
- For annual billing, additional users are charged for the remaining contract term

13.2 Reducing Users

- User reductions permitted at end of contract term with appropriate notice
- Mid-term reductions only permitted in exceptional circumstances
- No refunds for removed users mid-term

13.3 User Type Changes

- Users may be upgraded between tiers at any time
- Downgrades between tiers permitted at end of contract term
- Pro-rata adjustments apply based on billing frequency

14. VAT and Taxes

14.1 VAT

All prices are exclusive of VAT. VAT will be added to invoices at the prevailing UK rate (currently 20%) where applicable.

14.2 Exempt Organisations

VAT exemptions may apply to certain public sector organisations. Customers should provide appropriate exemption documentation if applicable.

15. Contact and Quotation Requests

For pricing quotations, volume discounts, or custom requirements, please contact:

Leaf AI Ltd

Email: leon@lolabyleaf.com

Web: www.lolabyleaf.com

G-Cloud 15 Service Listing:

Available via the Digital Marketplace at digitalmarketplace.service.gov.uk

16. Fair Use Policy

Leafnotes pricing is based on fair and reasonable use of the platform. The Supplier reserves the right to review accounts that demonstrate exceptional usage patterns that may impact service performance or costs, including:

- Excessive API calls or automation
- Storage significantly exceeding typical usage (>10GB per user)
- Unusually high support request volumes

Where exceptional usage is identified, the Supplier will work with the Customer to understand requirements and may propose adjusted pricing or usage limits if necessary.

17. Currency and Geographic Scope

All prices are quoted in Pounds Sterling (GBP). Leafnotes is currently available to UK-based organisations only. International pricing available on request.

*This pricing is valid for G-Cloud 15 services commencing before 31st December 2026.
Prices may be subject to change on framework renewal or for services commencing after
this date.*