

EquiCare™ – Pricing Document

Supplier: JGME Consulting UK Ltd

Service: EquiCare™

Service Type: Software-as-a-Service (SaaS)

Pricing Currency: GBP (£)

VAT: Prices are exclusive of VAT unless stated otherwise

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1. Pricing Overview

EquiCare™ is provided as a subscription-based Software-as-a-Service (SaaS) offering. Pricing is transparent and based on:

- the selected EquiCare™ module(s);
- the number of authorised users (where applicable);
- the volume of service usage (for demand-led modules); and
- the agreed contract term.

All pricing includes:

- use of the EquiCare™ SaaS platform.
- secure UK-hosted Azure cloud infrastructure.
- hosting, storage, networking, scaling, and resilience.
- security, monitoring, and operational management.
- standard support and incident management; and
- software updates and improvements.

One-off fees apply for initial service implementation, configuration, onboarding, and training, as specified in the Order Form.

There are no upfront licence fees.

2. Subscription Pricing Model

EquiCare™ is modular and may be purchased as one or more of the following modules:

- **EquiCare Notes**
- **EquiCare Triage**
- **Full EquiCare** (Notes + Triage + end-to-end workflows)

Pricing is confirmed in the applicable **Order Form**.

2.1 EquiCare Notes volume pricing

Option A — Per-user tiered pricing

EquiCare Notes is priced on a per named social worker (user), per year basis.

User Band (Named Social Workers)	Price per User / Year*
1 – 25 users	£4,500
26 – 75 users	£4,200
76 – 150 users	£4,000
150+ users	Price on request

* Up to a maximum of 600 hours / user / year.

Included within the subscription:

- AI-assisted transcription and summarisation

- Secure case notes storage and retrieval
- Audit logging
- Up to defined Fair Usage thresholds (see Section 10)

2.2 EquiCare Triage – Demand-Based Subscription

EquiCare Triage is not priced per social worker.

It is priced based on the annual number of requests for support processed, reflecting citizen-initiated demand via web and/or phone channels.

Annual Requests for Support	Annual Price
Up to 5,000	£20,000
Up to 10,000	£35,000
Up to 15,000	£48,000
Up to 25,000	£65,000
Up to 40,000	£95,000
40,000+	Price on request

Included within the subscription:

- Web-based and/or phone-based triage
- Speech-to-Text (STT) and Text-to-Speech (TTS)
- AI-driven triage classification and summarisation
- Dashboards and structured outputs
- Secure storage and audit logging

2.3 Full EquiCare – Combined Subscription

Full EquiCare includes EquiCare Notes, EquiCare Triage, and end-to-end Care Act workflows, priced per named social worker.

User Band (Named Social Workers)	Price per User / Year
1 – 25 users	£6,500
26 – 75 users	£6,000
76 – 150 users	£5,500
150+ users	Price on request

Included within the subscription (per user / year):

- Full Notes functionality
- End-to-end Care Act assessment workflows
- Reviews and reassessments

- Management reporting and dashboards
- Triage functionality included up to a population-aligned Fair Usage allowance

3. Organisation-Based Pricing (Alternative Option)

For larger councils or combined authorities, pricing may be agreed on an organisation-wide basis, considering:

- size of the authority.
- expected user volumes.
- anticipated demand for triage.
- contract duration; and
- scope of use.

Organisation-based pricing is provided on request and confirmed in the Order Form.

4. Onboarding and Setup Costs

4.1 Standard Onboarding

Onboarding and training are not included in the subscription price. One-off fees apply for initial service implementation, configuration, onboarding, training, and any bespoke consulting or customisation as outlined below:

Service Type	Description	Fee
Installation, Setup & Training	Platform deployment, user setup, security, basic customisation and standard user training.	£20,000
Consulting (Standard)	Bespoke configuration, minor integrations	£3,000 per day
Consulting /Professional services	See below	£5,000 per day

4.2 Optional Services (if required)

Optional services are described below and are not included in the standard subscription. Where requested, they are priced separately as consulting or professional services, as outlined above. These optional services may include:

- complex data migration.
- bespoke configuration or development.
- integration with third-party systems; and
- extended training or workshops.

5. Contract Term and Billing

- **Minimum contract term:** 12 months (unless otherwise agreed)
- **Billing frequency:** Annual, in advance (default)
- Alternative billing arrangements may be agreed by exception and documented in the Order Form.

6. Support and Service Levels

- Standard support as defined in the Order Form is included in the subscription price.
- Enhanced support options (if required) may be available by agreement and priced separately.
- Service availability targets and service credits are defined in the Service Level Agreement (SLA).

7. Price Changes

- Prices are fixed for the duration of the agreed contract term.
- Any price changes for renewal periods will be notified in advance and agreed prior to renewal.

8. Exit and Termination Costs

- There are no exit fees for terminating the service at the end of the agreed contract term.
- Optional exit support services (for example, extended data extraction or support) may be provided where agreed and priced separately.

9. Discounts

- No special pricing is offered specifically for educational organisations.
- Volume-based discounts may be applied for higher user numbers, higher request volumes, or longer contract terms and will be reflected in the Order Form.

10. Fair Usage Policy

Subscriptions include Fair Usage thresholds aligned with typical UK adult social care workloads:

- **EquiCare Notes and Full EquiCare:**

Fair Usage applies per licensed social worker, per contract year.

- **EquiCare Triage:**

Fair Usage applies to the number of requests for support processed per contract year, as specified in the Order Form.

Where usage materially exceeds Fair Usage thresholds (for example due to backlog recovery or exceptional demand), additional usage may be purchased or pricing reviewed by agreement.

11. Hosting and Infrastructure

All subscription prices include:

- secure UK-hosted Azure cloud infrastructure.
- compute, storage, networking, and backups.
- scaling, resilience, and monitoring; and
- operational management.

No separate hosting or infrastructure charges apply within agreed Fair Usage limits.

12. Free Trials

No free or trial version of EquiCare™ is offered.

13. Pricing Validity

All prices provided are valid at the time of publication and are subject to confirmation in an Order Form.

14. Contact for Pricing Enquiries

For pricing clarification, volume-based pricing, or call-off enquiries, please contact:

Email: equicare@jgmeconsulting.com

15. Minimum Commitment / Usage

- Subscriptions are subject to a minimum annual commitment, equivalent to a small team deployment as confirmed in the Order Form.
- For EquiCare Notes, the minimum commitment is typically equivalent to 5 users per year.
- For Full EquiCare, the minimum commitment is 10 users per year.
- For EquiCare Triage, the minimum request volume is typically 5,000 requests per year.

16. Pricing for Large Contracts

For larger councils or regional authorities, pricing may be provided based on:

- The size of the council or authority (based on social worker or user count).
- The anticipated usage volume (for triage and AI-driven features).
- The contract duration (long-term contracts can result in discounted rates).

17. Additional Notes

- All pricing excludes VAT unless stated otherwise.
- Custom services such as extended setup or integrations are quoted separately.
- Pricing adjustments may apply for larger councils or additional services requested.

Contact for Pricing Enquiries

Pricing enquiries should be directed to:

JGME Consulting UK Ltd

Service: EquiCare™

Contact: equicare@jgmeconsulting.com