

Medindex Ltd

Pricing Document

G-Cloud 15 Service

Clinical Guidance and Service Directory Platform

Company Number: 12376470

Valid from: January 2026

Pricing Overview

Medindex pricing is structured to provide transparent, predictable costs for NHS and public sector organisations. Our pricing model consists of three components:

- **Initial Setup Fee:** One-off charge for platform configuration, customisation, and implementation
- **Annual Subscription:** Recurring annual fee covering platform access, hosting, maintenance, and standard support
- **Enhanced Support:** Optional day-rate services for additional consultancy, analytics, and administrative support

Pricing Summary

Component	Price (excluding VAT)	Payment Terms
Initial Setup	£15,000	One-off on signing
Annual Subscription	£12,000 per annum	Annually in advance
Enhanced Support	£850 per day	As required, invoiced monthly

All prices are exclusive of VAT, which will be added at the prevailing rate where applicable.

1. Initial Setup Fee

Price: £15,000 (one-off)

What's Included

The initial setup fee covers all activities required to configure, customise, and launch your Medindex platform:

- **Platform Configuration:** Technical setup and configuration of your dedicated Medindex instance
- **Branding and Customisation:** Custom colours, logo integration, domain configuration, and branded design elements
- **Content Structure Setup:** Initial organisation of clinical topics, geographical areas, and information architecture
- **Service Directory Foundation:** Initial population of local service directories for your ICS area(s)
- **User Training:** Comprehensive training for content management system (CMS) users and platform administrators
- **Technical Compliance:** DTAC compliance verification, Cyber Essentials certification, security testing, and NHS technical standards validation
- **Newsletter System Setup:** Configuration of automated weekly update notification system
- **Analytics Configuration:** Setup of usage tracking and reporting systems
- **Go-Live Support:** Technical support during launch period and immediate post-launch stabilisation

Timeline

Typical implementation timeline: 4-8 weeks from contract signing to go-live, depending on content scope and customer readiness.

Payment Terms

The setup fee is invoiced on signing of the G-Cloud Call-Off Contract and is payable within 30 days.

2. Annual Subscription

Price: £12,000 per annum

What's Included

The annual subscription provides comprehensive platform access, hosting, maintenance, and standard support:

Platform Access and Hosting

- Unlimited access for all authorised users (clinicians, patients, administrators)
- UK-based hosting on Digital Ocean London datacentre (ISO 27001, SOC 2 Type II certified)
- Cloudflare CDN for fast global access and DDoS protection
- 99.5% uptime Service Level Agreement with service credits for non-compliance

Platform Maintenance and Updates

- Continuous platform monitoring and performance optimisation
- Regular security updates and patches (critical patches within 48 hours)
- Monthly technical updates including bug fixes and feature enhancements
- Automated daily backups with 30-day retention
- Infrastructure and dependency updates

Security and Compliance

- Maintenance of Cyber Essentials certification (annual renewal)
- Ongoing DTAC compliance monitoring
- TLS encryption for all data in transit
- Multi-factor authentication for administrative access
- Security monitoring and incident response

Standard Support

- Email support during UK business hours (Monday-Friday, 9am-5pm)
- Critical issue response within 4 hours during business hours
- Non-critical issue response within 2 working days
- Technical troubleshooting and resolution
- Bug fix deployment
- CMS user guidance and training support

Content Management System

- Full access to integrated content management system
- Distributed content ownership with role-based permissions
- Automated weekly newsletter generation and distribution
- User feedback collection and management tools

Analytics and Reporting

- Basic usage statistics available on request
- Platform uptime reports
- Newsletter engagement metrics

Payment Terms

The annual subscription is invoiced annually in advance. First year payment is due within 30 days of platform go-live. Subsequent years are invoiced 30 days before the anniversary date.

Price Increases

The subscription fee may be increased on each anniversary of the contract start date by providing at least 90 days written notice. Annual increases are capped at the Consumer Price Index (CPI) plus 3 percentage points.

3. Enhanced Support

Price: £850 per day

Overview

Enhanced support provides optional consultancy and specialist services purchased as required. This is charged at a day rate and can be used flexibly for various activities beyond standard support.

Available Services

Clinical Consultancy

- Clinical content review and quality assurance
- Clinical pathway mapping and development
- Topic area scoping and planning
- Stakeholder engagement workshops
- Clinical evidence synthesis

Administrative Support

- Service directory maintenance and regular updates
- Newsletter content curation and distribution management
- User feedback monitoring and response
- Content updates and routine editorial work
- User account management and permissions

Digital Consultancy

- Custom feature development and implementation
- Platform customisation beyond standard branding

Analytics and Evaluation

- Comprehensive analytics reports (monthly, quarterly, or annual)
- User engagement analysis and insights
- Content performance evaluation
- User satisfaction surveys (design, distribution, analysis)
- Platform usage trends and forecasting
- Improvement recommendations based on data

Enhanced Setup Support

- Comprehensive content mapping during implementation
- Accelerated service directory population
- Extended training and onboarding workshops
- Change management support

How It Works

Enhanced support is purchased on an as-needed basis. Customers can request enhanced support services via email, and work is scoped and quoted based on the expected time required. The day rate applies whether work is delivered remotely or on-site.

Payment Terms

Enhanced support is invoiced monthly in arrears based on actual days worked. Payment is due within 30 days of invoice.

Pricing Example

To help illustrate how our pricing works in practice, here are some common deployment scenarios:

Example: ICS Deployment

Scenario: A single ICS wants a platform for clinical guidance with minimal ongoing administrative support requirements. They will manage content updates internally using trained staff.

Initial Setup	£15,000
Year 1 Subscription	£12,000
Enhanced Support	£0
Total Year 1 Cost	£27,000
Ongoing Annual Cost (Years 2+)	£12,000

Payment Terms and Conditions

Invoice Payment

- All invoices are payable within 30 days of invoice date
- Payment can be made by BACS transfer or CHAPS
- Purchase order numbers should be provided at time of ordering

VAT

All prices quoted are exclusive of VAT. VAT will be added to all invoices at the prevailing UK rate where applicable.

Late Payment

Interest may be charged on late payments at the rate of 4% above the Bank of England base rate, calculated daily from the due date until payment is received.

Price Reviews

Annual subscription prices may be reviewed and increased on each anniversary of the contract start date. Medindex Ltd will provide at least 90 days written notice of any price increase. Annual increases are capped at the Consumer Price Index (CPI) plus 3 percentage points.

Refunds

Subscription fees are non-refundable. In the event of contract termination, no refund will be provided for any prepaid subscription period. The Customer retains access to the Service until the end of the current subscription period.

Questions About Pricing

For questions about pricing, custom quotes, or volume discounts for multi-ICS deployments, please contact:

Email: admin@medindex.co.uk

Website: <https://medindex.co.uk>