

Cloud 15

Pricing Document

Lot Two B: Software as a Service (Saas)

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Notices

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Time Limited Discount Offers

This discount expires on Saturday 31st October 2026 at midday.

Limited Time Early Adopter Discount

Customers who meet all of the following criteria are eligible for a 10% discount on the annual subscription fees stated in this pricing document:

- The Buyer is a new customer to GovernTerms / PayRight
- The Buyer is an NHS Trust, Foundation Trust, or Arm's Length Body
- The Buyer enters into an initial contract term of 12 months or longer
- The Buyer completes procurement and contract award within the offer period

The discount applies to the subscription fees only and does not apply to optional services.

ICS / ICB Collaborative Offer

Where multiple NHS organisations procure PayRight collectively under an ICS-led or ICB-led contract, the following discount applies:

- Up to 15% discount on annual subscription fees where:
    - Two or more NHS Trusts are contracted together, or
    - The contract is led by an Integrated Care Board (ICB) or ICS (Integrated Care System) on behalf of its member organisations

This offer is available for new contracts awarded before 31/10/2026.
Discount levels are confirmed at contract award and are based on the number of participating organisations.

GovernTerms/PayRight

GovernTerms was established to address a critical and long-standing challenge within healthcare systems: the absence of consistent, structured, and enforceable governance across the full contract lifecycle. Despite the scale and complexity of contractual arrangements within the NHS, contract management has historically remained fragmented, under-resourced, and heavily reliant on manual processes.

The organisation was founded by its Director and Founder following extensive experience managing and overseeing contract management at national, regional, and organisational levels within the NHS. Through these roles, the Founder held responsibility for complex contractual portfolios involving multiple providers, commissioners, and suppliers, gaining first-hand insight into how contracts were negotiated, interpreted, varied, and ultimately paid.

Across these environments, a recurring pattern was evident. While contracts were often robust at the point of award, ongoing governance and assurance were frequently limited once services moved into delivery. Detailed review of contractual activity identified instances of overcharging and incorrect application of contract terms, with savings only realised where contracts were actively reviewed and challenged. However, such review was inconsistent and often constrained by limited capacity and competing priorities.

Responsibility for service delivery within the NHS rightly sits with clinical and operational teams whose primary focus is patient care and safety. These teams frequently initiate or validate activity that has contractual and financial implications, yet do not always have direct visibility of contract terms, payment rules, or agreed variations. As a result, there is often a disconnect between contractual intent and operational reality, increasing the risk of overspend and unvalidated payments.

This challenge is compounded by the fact that contract management responsibilities are commonly dispersed across finance, commissioning, operational, and clinical functions, with no single, integrated view of contract compliance. In this environment, addressing contractual issues is often reactive, with assurance activity taking place after payments have already been made.

GovernTerms was formed to tackle these systemic issues at their root. Rather than focusing on retrospective recovery alone, the organisation was created to develop governance-first frameworks, methods, and technologies that embed control, transparency, and assurance directly into day-to-day contract management.

As part of this work, GovernTerms undertook detailed analysis of NHS contract management practices across multiple regions and organisations. This analysis consistently identified contractual leakage including overpayments and incorrect charging as a significant and under-addressed source of financial inefficiency, often remaining undetected due to limited real-time controls and fragmented ownership of contracts.

PayRight was developed as the first practical application of the GovernTerms framework.

PayRight translates governance principles into an operational solution designed specifically to support healthcare organisations in preventing overspend and improving contract compliance. The platform enables proactive validation of invoices against agreed contract terms, identifies potential overcharging or non-compliance, and provides clear recommendations and actions to support timely resolution before payment is made. By aligning contract data, invoice validation, and governance workflows in a single framework, PayRight supports clinical, operational, and finance teams without adding administrative burden. It enables end users to continue focusing on patient care while ensuring that payments accurately reflect contracted activity and deliver the best possible outcomes from contractual arrangements.

The solution now patent pending reflects real NHS operating conditions, including complex service-based contracts, legacy arrangements, and evolving commissioning models. PayRight is designed to be deployable at national, regional, and organisational levels, while remaining adaptable to local contract structures and governance requirements.

Through its ability to highlight risk, recommend corrective actions, and support informed decision-making, PayRight helps organisations strengthen financial control, reduce avoidable overspend, and ensure that contracts deliver their intended value all while maintaining a clear focus on patient outcomes and public accountability.

At its core, GovernTerms and PayRight share a common purpose: to transform contract management from a fragmented administrative process into a structured, assured, and outcome-focused capability within healthcare.

Pricing Approach and Structure

Within G-Cloud, GovernTerms provides listings for PayRight, and associated support services designed to strengthen contract governance, invoice assurance, and financial control within healthcare organisations.

Under the G-Cloud framework, pricing fields use the term “Unit” as a general descriptor for the cost basis of each service. For PayRight, pricing is structured around a combination of subscription-based access and optional support services, reflecting the operational nature of the platform and the varying scale and complexity of contract portfolios across organisations.

Subscription Pricing

PayRight is offered as a subscription-based service and is typically priced on a per-organisation, per-annum basis. Pricing is structured into bands that reflect factors such as organisational size, the volume and complexity of contracts managed, and the scope of functionality required. The pricing values displayed within the G-Cloud service listing represent the minimum and maximum annual subscription charges applicable across all customer types. Detailed information on pricing bands, inclusions, and underlying assumptions is provided within this pricing document to ensure transparency and to support informed procurement decisions.

The pricing values shown within the service listing should not be interpreted as a maximum total contract value. The overall cost of the service will depend on the length of the call-off contract and on any optional services procured in addition to the core subscription.

Support and Implementation Services

Optional support services, including enhanced onboarding, optimisation support, training, and contract assurance guidance, are available where required and are priced separately. Pricing is determined using organisational sizing and banding, reflecting factors such as organisational scale, contract volume, and complexity. Due to variation in organisational readiness and internal capability, the scope and cost of these services may differ between organisations and are therefore agreed on a case-by-case basis. Final costs for support services are agreed following scoping discussions to ensure alignment with organisational requirements and to avoid unnecessary expenditure.

Contract Duration and Pricing Over Time

Pricing has been developed on the basis of a typical G-Cloud call-off contract duration of 12 months, with the option to extend annually in line with framework rules. Where a multi-year call-off contract is agreed (up to the maximum duration permitted under G-Cloud), a reduced effective annual rate may be applied to reflect the longer-term commitment, subject to agreement at call-off stage. Any such pricing will be clearly stated in advance within the call-off contract.

Pricing Flexibility and Value Assurance

PayRight is designed to support contract governance and assurance across organisations of varying size, complexity, and maturity. As such, pricing is structured to be proportionate, scalable, and aligned to organisational sizing and banding, while remaining fully compliant with G-Cloud commercial principles.

Where required, GovernTerms will support buyers by providing:

- Clear breakdowns of subscription pricing and included functionality
- Transparent pricing for any optional services

All services are delivered under the terms and conditions published within the G-Cloud framework.

GovernTerms is committed to transparency, value for money, and responsible commercial engagement, and is available to discuss requirement/pricing at any stage of the procurement process.

Pricing

Annual Pricing Subscription

Organisation Band	Typical Organisation Type	Indicative Staff Size (WTE)	Annual Subscription Fee (£)
Small Trust	Small acute, community, mental health or specialist providers	Up to 3,000 staff	**£12,999 per annum**
Medium Trust	Typical acute NHS Trusts, larger community or mental health Trusts	3,001 – 8,000 staff	**£20,999 per annum**
Large / Complex Trust	Large acute Trusts, specialist Trusts, Trust groups or complex provider organisations	Over 8,000 staff	**£29,999 per annum**

Banding Assumptions

Organisational banding is determined using a combination of staff size (WTE) and organisational complexity. Factors considered may include:

- Total number of staff
- Volume and complexity of contracts managed
- Number of users requiring access
- Scope of assurance, governance, and reporting required

Final banding is confirmed at call-off stage to ensure pricing is proportionate and aligned to organisational needs.

What the Annual Subscription Includes (All Bands)

- Access to the PayRight SaaS platform
- Contract governance and invoice assurance functionality
- Configuration aligned to the agreed organisational band
- Standard reporting and dashboards
- Secure cloud hosting
- Ongoing maintenance and updates
- Standard remote support

Support Services Pricing

Organisation Band	Indicative Staff Size (WTE)	Typical Organisation Type	One-Off Support Fee (£)
Small Trust	Up to 3,000 staff	Small acute, community, mental health or specialist providers	**£1,500**
Medium Trust	3,001 – 8,000 staff	Typical acute Trusts, larger community or mental health Trusts	**£3,000**
Large / Complex Trust	Over 8,000 staff	Large acute Trusts, specialist Trusts, Trust groups or complex providers	**£4,500**

Scope of Support Services (All Bands)

Support services are designed to help organisations optimise use of PayRight and embed effective contract governance practices. Depending on organisational band and agreed scope, services may include:

- Structured onboarding and mobilisation planning
- Practical guidance on using PayRight to support contract governance
- Support to interpret contract terms in operational and financial contexts
- Configuration of assurance checks and controls within the platform
- Training for finance, operational, and relevant end users
- Early-stage assurance support during initial invoice review cycles
- Guidance on identifying potential overspend and areas of contractual risks

Optional Shared-Gain Support

Where a Buyer requires additional assistance from GovernTerms to support the recovery of **validated historic supplier overpayments**, the Buyer may choose an optional shared-gain pricing arrangement. Under this arrangement, GovernTerms may charge an agreed percentage of **validated cash amounts successfully recovered from the supplier and received by the Buyer**. No shared-gain fee will be payable in respect of amounts that are not successfully recovered and received by the Buyer. The shared-gain arrangement is flexible and may be structured alongside, or as an alternative to, applicable onboarding and support charges, subject to agreement with the Buyer and the pricing provisions set out in the Call-Off Contract. **Depending on the scope of the requirement and the commercial arrangement agreed with the Buyer, the parties may agree to:** retain the applicable **onboarding and/or support charges together with an agreed shared-gain percentage**; **reduce or waive some or all applicable onboarding and/or support charges** in return for an agreed shared-gain percentage; Any reduction or waiver of onboarding or support charges is therefore **not automatic** and will be expressly agreed with the Buyer before the relevant services commence.

GovernTerms: Enabling Better Contract Outcomes through PayRight

Benefit Area	What PayRight Delivers	Why This Matters to NHS Organisations
Financial Control	Supports the review of invoices against agreed contract terms	Reduces risk of overpayment and unvalidated spend before payment is made
Overspend Prevention	Identification of potential overcharging and misapplication of terms	Supports prevention of overspend rather than retrospective recovery
Assurance & Audit Readiness	Clear audit trails, checks, and supporting evidence	Improves assurance for internal audit, external audit, and regulators
Operational Efficiency	Streamlined review and approval processes	Reduces manual effort and reliance on spreadsheets and ad-hoc checks
Clinical Focus	Governance embedded without increasing burden on clinical teams	Enables staff to focus on patient care while maintaining financial control
Decision Support	Clear recommendations and actions on invoices	Supports informed, timely decision-making at point of payment
Consistency & Standardisation	Consistent application of contract rules across teams and services	Reduces variation and risk caused by fragmented contract ownership
Scalability	Applicable at Trust, group, or system level	Supports growth, collaboration, and future organisational change
Value for Money	Better outcomes from existing contracts	Maximises value without renegotiating or replacing contracts

Document management

Version control

Version	Date	Author	Reason for amendment
0.1	28.01.2026	LN	Creation of first draft

Contact points

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PayRight
GovernTerms