



Pricing Document

for G-Cloud 15

AI-Powered Patient Access Solutions for NHS Primary Care

Lot 2: Cloud Software
January 2026 | Version 5.0

G-Cloud Special Offers Available
Visit quantumloopai.com/gcloud for flash pricing, bundle offers, and promotional discounts.

1. About This Pricing Document

This document sets out the pricing for QuantumLoopAI services available through the G-Cloud 15 framework. All prices shown are exclusive of VAT at the prevailing rate.

Pricing is structured on a per patient, per month basis with volume discounts applied through tiered pricing. This structure accommodates individual GP practices, Primary Care Networks, Federations, and Integrated Care Boards.

Two pricing columns are shown: **Standard Pricing** represents our published rates, while **G-Cloud Pricing** shows the automatic discount automatically applied to all orders placed through the G-Cloud framework.

For current offers and flash pricing, visit quantumloopai.com/gcloud

2. Volume Tiers

Pricing tiers are determined by total registered patient population across all contracted sites. Larger deployments benefit from lower per-patient rates.

Tier	Patient Population	Typical Buyer
1	Up to 7,500	Small GP Practice
2	7,501 to 15,000	Medium GP Practice
3	15,001 to 50,000	Large Practice / Small PCN
4	50,001 to 150,000	PCN / GP Federation
5	150,001 to 400,000	Large PCN / ICB Place
6	400,001+	ICB / At-Scale Provider

3. EMMA: AI Inbound Call Handling

EMMA is our flagship AI reception service. It answers every patient call instantly, captures clinical information through natural conversation, and routes requests to appropriate clinical workflows.

Includes: Main line number porting and hosting, works with EMIS Web, SystmOne & Medicus, works with Accurx, eConsult and other online consultation forms, business intelligence dashboards, and standard support.

Patient Population	Standard	With G-Cloud Framework Discount
Tier 1: Up to 7,500	£0.45	£0.36
Tier 2: 7,501 to 15,000	£0.41	£0.33
Tier 3: 15,001 to 50,000	£0.38	£0.30
Tier 4: 50,001 to 150,000	£0.35	£0.28
Tier 5: 150,001 to 400,000	£0.33	£0.26
Tier 6: 400,001+	£0.31	£0.25

All prices per patient per month

For current offers and flash pricing, visit quantumloopai.com/gcloud

4. NINA: AI Website Chatbot

NINA provides intelligent patient access through a text-based website interface. Ideal for patients preferring digital self-service or as a complementary channel alongside telephone access.

Includes: Website widget deployment, works with clinical systems, patient identification, and business intelligence dashboards.

Patient Population	Standard	With G-Cloud Framework Discount
Tier 1: Up to 7,500	£0.13	£0.10
Tier 2: 7,501 to 15,000	£0.10	£0.08
Tier 3: 15,001 to 50,000	£0.08	£0.06
Tier 4: 50,001 to 150,000	£0.06	£0.05
Tier 5: 150,001 to 400,000	£0.05	£0.04
Tier 6: 400,001+	£0.04	£0.03

All prices per patient per month

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5. MARIA: AI Outbound Calling & Messaging

MARIA handles proactive outbound patient communication including appointment reminders, QOF recalls, vaccination campaigns, and patient engagement programmes. Combines AI voice calls with SMS messaging.

Includes: Outbound AI calling, SMS messaging (fair usage), campaign management tools, works with clinical systems, and business intelligence dashboards.

Patient Population	Standard	With G-Cloud Framework Discount
Tier 1: Up to 7,500	£0.45	£0.36
Tier 2: 7,501 to 15,000	£0.41	£0.33
Tier 3: 15,001 to 50,000	£0.38	£0.30
Tier 4: 50,001 to 150,000	£0.35	£0.28
Tier 5: 150,001 to 400,000	£0.33	£0.26
Tier 6: 400,001+	£0.31	£0.25

All prices per patient per month

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6. Consultation Tool

Our consultation management tool provides a unified inbox for managing all patient interactions, with intelligent workflow routing, task assignment, team collaboration, and comprehensive reporting.

EMMA Customers: FREE with any EMMA subscription

Standalone Pricing (without EMMA):

Patient Population	Standard	With G-Cloud Framework Discount
Tier 1: Up to 7,500	£0.18	£0.14
Tier 2: 7,501 to 15,000	£0.15	£0.12
Tier 3: 15,001 to 50,000	£0.13	£0.10
Tier 4: 50,001 to 150,000	£0.10	£0.08
Tier 5: 150,001 to 400,000	£0.08	£0.06
Tier 6: 400,001+	£0.05	£0.04

All prices per patient per month

For current offers and flash pricing, visit quantumloopai.com/gcloud

7. AI Triage Tool

Our AI triaging capability provides intelligent clinical triage, prioritisation, and routing based on patient-reported symptoms and evidence-based clinical protocols.

Pricing for the AI Triage Tool is tailored to deployment requirements. For current pricing, please visit quantumloopai.com/gcloud or contact our partnerships team.

For current offers and flash pricing, visit quantumloopai.com/gcloud

8. Bundle Pricing

Organisations procuring multiple QuantumLoopAI products benefit from additional bundle discounts on top of G-Cloud pricing.

Bundle pricing is bespoke to each organisation's requirements and deployment scale. Significant savings are available for combined service packages.

Request Bundle Pricing

Visit quantumloopai.com/gcloud for current bundle offers
Or contact partnerships@quantumloopai.com for a tailored quotation

9. Implementation & Onboarding

All deployments include comprehensive implementation support to ensure rapid time-to-value. Implementation scope and fees vary by deployment scale.

Deployment Type	Implementation	DCB0160 Clinical Safety
Single GP Practice	£1,795	£350 per practice
PCN (2-10 sites)	£1,495 per site	£350 per practice
Federation / Large PCN (11-19 sites)	£1,295 per site	£350 per practice
ICB / At-Scale (20+ sites)	Included	£350 per practice

Implementation includes: Project management, clinical system configuration, staff training, and go-live support. DCB0160 Clinical Safety assessment is provided by our accredited partner.

For current offers and flash pricing, visit quantumloopai.com/gcloud

10. Professional Services

Additional professional services are available for organisations requiring bespoke development, extended training, or consultancy support.

Service	Rate
Custom Development (full day)	£1,400
Custom Development (half day)	£750
Additional Training Sessions (2 hours)	£350
Consultancy & Advisory Services	£175 per hour
On-Site Support (excluding travel)	£1,600 per day

For current offers and flash pricing, visit quantumloopai.com/gcloud

11. Discounts

The following discounts are available to G-Cloud customers:

Discount	Value	Details
G-Cloud Framework	Included	Reflected in G-Cloud Price column
Annual Upfront Payment	5%	Full annual payment at contract start
Multi-Year Commitment	Up to 5%	3-5 year contract term
Flash Pricing & Current Offers	Varies	Visit quantumloopai.com/gcloud

Discounts may be combined where applicable.

For current offers and flash pricing, visit quantumloopai.com/gcloud

12. What is Included

The following are included at no additional cost within subscription pricing:

- Main telephone line porting and hosting (EMMA only)
- SMS messaging within fair usage policy
- Works with EMIS Web and SystemOne clinical systems
- Works with Accurx, eConsult other online consultation tools
- **Business intelligence dashboards** with comprehensive analytics and reporting at surgery, PCN, and ICB level
- Continuous software updates and feature releases
- Standard support: 08:00-18:00 Monday to Friday
- Multilingual capability for patient interactions

13. Contract Terms

Term	Details
Minimum Contract Term	12 months
Maximum Contract Term	Up to 5 years (subject to G-Cloud framework period)
Payment Terms	Monthly in advance; annual payment option available
Price Guarantee	Fixed for duration of call-off contract
Service Availability	99.9% uptime SLA (monthly average)
Notice Period	90 days before contract end date

Notes

- All prices are exclusive of VAT at the prevailing rate
- Patient list size determined at contract commencement and reviewed annually
- Tier pricing based on aggregate patient population across all contracted sites
- Prices valid for G-Cloud 15 framework period
- For current promotional offers, visit quantumloopai.com/gcloud

Get Started

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quantumloopai.com/gcloud