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Pricing Definition

OneAdvanced's Online GP Consultation

OneAdvanced Limited

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1. Pricing for Online GP Consultation

OneAdvanced is the UK's third largest provider of business software and services with a £330m turnover, 10,000 customers and 1,800 employees. We provide enterprise and market-focused solutions that allow our customers to reimagine what is possible, innovate in their sectors and improve the lives of millions of people in the UK.

OneAdvanced solutions help to care for 65 million patients in the UK, send 10 million sports fans through the turnstiles, manage over £1 billion in charity donations, support 2.5 million students and get over 1.2 billion passengers to their destinations on time. By continually investing in our people, partnerships, and technologies, we provide right-first-time solutions that evolve with the changing needs of our customers and the markets they operate in.

Our sector knowledge means we power the world of work to suit your needs.

Our implementation playbooks deliver best practice projects to meet the needs of our sectors, something about pre-configured processes to reduce timescales, cost, risk etc.

Pricing tables cover the functionality of Online GP Consultation at the time of submission. Please refer to the Service Definition Document for full detail of the functionality of Online GP Consultation.

1.1. Pricing Table

Description	Band		Price
Software licence, support & maintenance (SaaS) PATCHS-ONC-S	1-299,999	Annual per patient	£1.13
	300,000-799,999	Annual per patient	£0.88
	800,000-63m	Annual per patient	£0.56
eLearning PS-ELN-OGPC	1-15	Annual	£195
	16-29	Annual	£375
	30+	Annual	£645
Remote Training (inc. 2hr Group Seminar & 1hr Group Q&A) PS-OGP-CPP		One Time	£725
Telephone Assist Bundle Minutes PATCHS-TA-S	15k minutes	Annual	£1,510
	30k minutes	Annual	£2,960
	60k minutes	Annual	£5,825

Description	Band		Price
Additional minutes exceeding the bundle is charged at 35p per minute in 1,500 minute increments.	80k minutes	Annual	£7,525
	120k minutes	Annual	£10,950
	200k minutes	Annual	£17,350

Any Installation and Onboarding services are tailored to individual requirements and charged at the Day Rates described below. All prices are Annual amounts and stated exclusive of VAT. Prices valid as at the date of this document. Indexation may apply to call off contracts.

1.2. Trial Periods

Trial periods are not typically offered but can be agreed on a case by case basis. Proofs of concept are more typically offered, subject to detailed plans, agreed objectives, and post period reviews to determine ongoing service status. This is not typically offered on a free of charge basis.

1.3. Exit Costs

OneAdvanced charges for the Exit Process because customer generated content is returned to the customer, to an alternative supplier at the customer's request and/or listed and/or certified as destroyed upon termination. OneAdvanced charges for these services on a time and materials basis, at rates that are in accordance with the Services Day Rates below.

OneAdvanced services available on termination include (and are subject to the data standards that will be in use (within the service) at the time of termination):

The return of all consumer-generated data (e.g. content, metadata, and audit) and a list of the data that will be available for extraction. Where there is a risk of confusion, data that will not be available for later extraction will also be published. By default, data will be provided as a data extract in a SQL database.

Extraction of consumer generated data in a specific format (or the migration to another service provider's service) can be discussed as part of the exit plan along with any associated costs that may apply.

Confirmation that the Supplier will purge and destroy (as defined in security accreditation for different ILs) consumer data from any computers, storage devices and storage media that are to be retained by the Supplier after the end of the subscription period and the subsequent extraction of consumer data (if requested by the consumer).

Data will be extracted on exit and delivered to the consumer in a pre-agreed form and on a pre-agreed medium. Generally, the data is extracted as a direct copy of the original

environment and delivered on portable disk media or SFTP download. Data is construed as including the content, structure, configuration and meta data information for applications and services.

The only element of the SaaS environment that will not be delivered is the operating system and associated license keys.

On exit, all consumer data will be retained within the backup environment for a period of 30 days, unless specific requests are made otherwise, after which it will be destroyed and all associated server environments within the IaaS will also be destroyed.

1.4. Education or Research Establishment Pricing

OneAdvanced does not offer specific sector pricing for Education or Research establishments. The Pricing defined represents a common model for all participating bodies.

1.5. Payment Options

The payment options available are:

- Purchase Order, Subsequent Invoice and BACS Payment; and
- Automated payment methods.

Typically, orders are invoiced annually in advance with 30 day payment terms.

1.6. Volume Discounts

If applicable, Volume discounts are described in the pricing table above.

1.7. Services Day Rates

The following Day Rates will apply for any additional services. Standard Installations and Training are typically performed by an Engineer or Consultant grade, whilst bespoke services and consultancy is typically fulfilled by a Project and/or Programme manager. The scope of any additional services will be agreed ahead of finalising an order.

Grade		Day Rate
Engineer	PS-ENGSTNDRD-CPQ	£1,650
Consultant	PS-FIN-CSME	£1,820
Project Manager	PS-BS-PROM	£1,940
Programme Manager	PS-BS-PROG	£2,470

1.8. Customer Care Packages

OneAdvanced customer support is committed to delivering an exceptional service and partnering with our customers to ensure the successful deployment and use of solutions and services.

We offer three Customer Care Packages to cater to your specific needs:

	Essentials	Enhanced	Elite
Pricing if overall SaaS Subscriptions includes any of Financials, Care Cloud, Time & Attendance or OneAdvanced Legal solutions	Included as part of your SaaS subscription fee	Incurs an additional 15% of the SaaS subscription fee, subject to minimum spend of £8,000	Incurs an additional 25% of the SaaS subscription fee, subject to minimum spend of £25,000
Pricing if overall SaaS Subscriptions do not contain Financials, Care Cloud, Time & Attendance and OneAdvanced Legal solutions	Included as part of your SaaS subscription fee	Incurs an additional 10% of the SaaS subscription fee, subject to minimum spend of £5,500	Incurs an additional 20% of the SaaS subscription fee, subject to minimum spend of £20,000

Note: Customer Care Packages apply to all SaaS software purchased; customers with multiple OneAdvanced SaaS solutions will need to purchase Enhanced or Elite Care Packages for all solutions. The minimum spend applies to the additional % SaaS calculation based on all SaaS subscriptions, not just for this subscription.

Please refer to the Service Definition Document for further details on our offered Customer Care Packages.

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Contact us

 +44(0) 330 343 4000

 www.oneadvanced.com

 hello@oneadvanced.com