



Certa Care Management Software

Pricing Document

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1 Pricing Overview

Certa is a cloud-hosted Software as a Service (SaaS) platform licensed on a per-user subscription basis, payable annually in advance. Each subscription includes access to the Certa application, standard configuration capabilities, the Intouch mobile app, the friends and family portal, reporting tools, and all ongoing platform updates.

Subscription pricing covers access to the software only. Activities required to configure Certa for the Buyer's organisational structure, including initial setup, workflow configuration, data onboarding, training and project management, are not included in the subscription and are delivered as professional services charged at the fixed day rates set out in this document. The level of effort required varies depending on user volumes, organisational complexity, data readiness and any additional requirements.

Certa licence tiers reflect the size of the Buyer's organisation. Buyers may increase licence volumes at any time, with the appropriate tier bolt-on applied using the fixed unit prices below. CACI will advise the Buyer on the level of professional services effort required based on their structure, configuration choices and implementation readiness. The following table provides the fixed unit prices for Certa user licences and subscription fees:

Tier	No. of User Licences	Total Cost Per Annum	For Illustrative Purposes Only	
			Cost Per User Per Day	Cost Per User Per Year
1	50	£19,248	£1.05	£384.96
2	75	£22,654	£0.83	£302.05
3	100	£25,019	£0.68	£250.19
4	150	£28,081	£0.51	£187.20
5	200	£33,586	£0.46	£167.93
6	250	£36,804	£0.40	£147.21
7	300	£40,497	£0.36	£134.99
8	300+	Available Upon Request		

Buyers may request additional user licences at any point during the contract term. These can be added as bolt-on licence bundles, charged on an annual basis using the fixed prices published in this document. Bolt-on licences can be pro-rated to ensure they co-terminate with the Buyer's primary Certa subscription. Licence volumes cannot be reduced within the contracted term.

2 Pricing Assumptions, Constraints & Dependencies

The total cost of a Certa deployment depends on the number of licensed users, the level of configuration required, and the scope of onboarding activities. Implementation effort is not included within subscription pricing and is chargeable at the fixed day rates set out in this document. All prices exclude VAT. Licences are provisioned to the name Buyer only. Sub-licensing is not permitted unless in express written agreement with CACI.

Certa implementations vary depending on the Buyer's processes, data quality, integration needs, and organisational readiness. Minimum licence volumes apply depending on the subscription tier selected.

The following activities are not included within subscription fees or standard implementation and are available as chargeable professional services:

- Bespoke configuration outside standard templates
- Non-standard workflows, forms or reports
- Data migration or data-quality remediation
- Additional environments (e.g. Test or Pre-Production)
- Integrations or API configuration
- Tailored training or onsite delivery
- Enhanced support models.

Annual subscription pricing and professional services day rates may be subject to an RPI linked uplift, on each contract anniversary, unless alternative terms are agreed at call-off.

Certa includes standard support and maintenance as defined in the G-Cloud Service Definition. Enhanced support models, including extended hours and accelerated response windows, can be provided as chargeable options.

Certa is supplied with a single live Production environment by default. Additional Test and Training environments can also optionally be provided at additional cost.

Where Buyers require complex or non-standard configuration, advanced business rules, or additional customisation beyond the standard implementation scope, extra professional services days may be required. CACI will advise on expected effort based on the defined requirements provided by the Buyer.

3 Implementation

Certa implementation effort and duration vary depending on user volumes, organisational structure, workflow requirements, data readiness and any requested customisation. CACI delivers Certa implementations using a structured, phased delivery approach, comprising the Mobilise, Discover, Elaborate, Create, Verify, Learn and Utilise phases of the Certa implementation framework. Implementation activities may include:

- Environment setup
- Configuration of organisational structures, roles and permission models
- Setup of visit types, tasks, care planning templates and workflows
- Setup of scheduling rules and rostering parameters
- Installation and configuration of mobile working (Intouch)
- Basic report configuration using the standard reporting suite
- User acceptance readiness support
- Training for administrators and super users.

Certa's standard initial implementation is designed to minimise configuration effort; however, the actual level of effort required will vary by customer. The standard implementation model includes 9.5 consultant days and does not include data migration, integrations, custom workflows, bespoke reports or additional environments. These can be scoped and provided as chargeable services where required.

CACI will advise the Buyer on the number of professional services days needed following initial scoping. Buyers may procure any number of consultancy days under the framework.

All implementation-related activities, including configuration, migration support, testing assistance, training and project management, are charged at the blended day rates set out in this document.

4 Professional Services Day Rates

Professional services required to configure, deploy and onboard the Certa platform are charged using a single blended day rate. This simplified approach reflects the streamlined, SaaS-focused nature of Certa implementations and aims to provide clear, predictable pricing regardless of the resource mix required.

Certa's standard implementation model typically involves approximately 9.5 consultant days; however, the precise level of effort required varies by customer and will be confirmed during scoping. Certa implementations typically require input from several specialist roles, including:

- Certa Consultant – responsible for configuration, workflows, rostering parameters, pro-forma guidance, testing support and customer enablement
- Senior Certa Consultant – used where requirements involve more complex configuration, scheduling rules or advanced care workflows
- Certa Developer or Engineer – engaged only where non-standard integrations, forms, or custom items are commissioned
- DevOps/Technical Consultant – responsible for AWS environment setup
- Project Manager – oversees mobilisation, timelines, governance and risk management

The blended day rate ensures Buyers receive the appropriate mix of expertise without needing to select or price individual roles. CACI will allocate the resources required based on the Buyer's scope, configuration needs and organisational complexity.

The following table provides the fixed, blended day-rate used for all Certa professional services:

Role	Description	Unit	Day Rate
Certa Consultant	Configuration, workflows, onboarding	Per day	£950
Senior Certa Consultant	Complex configuration, rostering rules, advanced workflows		
Certa Project Manager	Planning, mobilisation, governance		
Certa Developer	Bespoke forms, integrations, custom work		
Data Migration Specialist	Mapping, cleansing, transformation		
Trainer	Remote or onsite training delivery		

5 Training

A total of 2.5 days' training is included within the standard implementation package, comprising 0.5 days of preparation and 2 days of remote delivery. Training is delivered using a 'train-the-trainer' model and is designed for a maximum of eight attendees. This limit ensures that sufficient time can be spent with each participant, allowing focused support, tailored Q&A, and hands-on practice without diluting the learning experience. Group sizes larger than eight typically reduce the effectiveness of the session and may require additional training days.

Training covers core administrative functions, system navigation, and key end-user activities. Delivery can be split over shorter sessions if preferred, subject to agreement and scheduling.

Further training for larger Buyer organisations or more complex implementations is available as an optional professional service and is charged at the fixed blended day rate published in this document. Buyers may select any combination of the following modules:

- Administrator training
- Super-user training
- End-user familiarisation
- Train-the-Trainer packages.

A separate training environment can be provided as a chargeable option to support a safe practice space during onboarding or ongoing staff development.

6 Optional Services

Optional services can be purchased as required at the fixed day rates published in this document. These include:

- Bespoke workflow configuration
- Custom reports and dashboards
- Non-standard electronic forms
- Additional environments (Test / Pre-Production)
- API setup and integration support
- Data migration services
- UAT support and 'bedding-in' assistance.

Any requirement outside the standard implementation scope will be scoped, estimated and agreed with the Buyer before work is undertaken.

7 Exit / Offboarding

Customers may extract their data at any time using the standard export tools included within the service. Where a Buyer requires CACI to support, perform or customise data extraction, data transformation or transition activities, these services are chargeable at the fixed day rates published in this document.