
morse® – Software as a Service Pricing

Supplier: Cambric Systems Ltd

Service: Morse® – Integrated Mobile EPR (SaaS)

Pricing model: Per-user, per annum subscription (banded)

VAT: All prices are exclusive of VAT unless stated otherwise.

1. Pricing Summary

This document sets out the subscription pricing for the fully managed Morse® SaaS service, including what is included in the subscription. It also provides a professional services rate card for optional/additional work outside the standard subscription scope.

2. SaaS Subscription Pricing (per user per annum)

Number of Morse users (band)	SaaS price per user / annum	Example annual cost (mid-band users)	Notes
200 to 500	£600	£210,000	Band priced per user per annum.
501 to 1500	£325	£325,000	Band priced per user per annum.
1501 to 3000	£250	£562,500	Band priced per user per annum.
3001 to 4500	£175	£656,250	Band priced per user per annum.
4501 +	£125	£750,000	Assumes 6,000 users for example; actual billed users apply.

Billing basis: annual subscription, invoiced in advance. User volumes are assessed against the applicable band and priced per user per annum.

3. What's Included in the Morse® SaaS Subscription

The subscription includes the following, as standard:

Morse® application and core capability

- Morse Server software, Morse client application (mobile app) and Morse web client.
- Core functionality including referrals, caseload management, scheduling/workload and clinical documentation (forms, notes, events and charting).
- External forms engine capability (where used) to support launching forms from external portals and incorporating outputs into the wider record.



Community Patient Care Platform

93% of staff say they would be happy to recommend the Morse® solution to a colleague

SaaS hosting and platform (fully managed)

- Secure UK-hosted cloud infrastructure for Morse.
- Live (Production) environment sized to contracted user volumes.
- Additional non-live environments provided for Training, Test and Development at reduced capacity.
- Platform software and components required to run the service, including operating systems and database services (e.g., Microsoft SQL Server).
- Monitoring, patching and routine platform maintenance performed by Cambric as part of the managed service.
- Backup and disaster recovery arrangements for the hosted service (including databases and file storage), aligned to NHS operational expectations.

Support, maintenance and upgrades

- Second-line and third-line support for Morse incidents and defects, delivered by Cambric's Morse Help Desk.
- Standard support hours: 09:00–17:00, Monday–Friday (excluding Scottish public holidays at Christmas/New Year).
- Incident classification and management (Critical, Major, Routine, Minor, Trivial) with response and recovery targets aligned to clinical risk.
- Ongoing development and software upgrades for the life of the subscription (major releases typically ~3 times per year, plus minor/patch releases as required).
- Documentation access via Cambric knowledge base and release notes/new features guides.

Training and enablement (standard)

- Train-the-trainer approach: training for super users/trainers in the use of the Morse client (recommended up to 10 users receiving full training directly).
- Training for up to 5 users in the use of the Form Designer and associated template collaboration tooling (e.g., Morse Hub).
- Ongoing consultancy guidance around form design and how to make best use of Morse.
- Ad hoc guidance to support reporting/BI teams to develop and deliver reporting requirements (within reasonable effort).

4. Implementation and Onboarding (Included)

Project implementation services are included as part of the subscription agreement, subject to a minimum 3-year contract term. Implementation is delivered remotely as standard, with on-site support available by agreement (expenses may apply).

Included implementation typically covers:

- Project initiation and delivery governance (project plan, milestones, controls).
- Remote installation and configuration of up to four Morse environments (Live, Training, Test, Development).
- Configuration of agreed standard interfaces (where in scope) subject to third-party readiness and access.
- Support to customer UAT and go-live activities.
- Establishment of support arrangements and DR/business continuity procedures for the hosted service.

5. Optional / Additional Services (Chargeable)

The following services are not included in the standard SaaS subscription and, where required, are chargeable under the professional services rate card:

- Data migration from third-party systems.
- Bespoke interface development beyond the standard integrations set out for the service.
- Bespoke reporting, extensive data warehouse work or complex extracts.
- Additional Morse environments beyond the standard four.
- Extended or out-of-hours support (planned work outside standard hours is chargeable; rates and scheduling agreed in advance).
- Additional training beyond the standard train-the-trainer inclusions.

6. Professional Services Rate Card

Standard day rate for additional work (excluding VAT):

Service	Unit	Rate (ex VAT)
Professional Services (analysis, configuration, consultancy, delivery)	Per day	£1,300

Notes:

- Work is normally delivered remotely during standard business hours.
- Where out-of-hours work is required, it is chargeable and subject to prior agreement.
- Reasonable travel and subsistence expenses may apply for on-site work when requested by the customer.

7. Pricing Assumptions and Exclusions

Assumptions:

- Pricing is based on the number of named users within the applicable band.
- Live environment is sized to the contracted user volume; non-live environments are provided at reduced capacity for limited usage.
- The customer provides suitable end-user devices and local connectivity.
- Third-party systems, licenses and configuration activities required to enable integrations may sit outside Cambric scope unless explicitly included.

Exclusions (non-exhaustive):

- End-user devices (laptops, tablets, PCs) and device management tooling.
- Customer network services, VPN services (if desired), and local identity services unless explicitly agreed.
- Third-party licensing fees (e.g., certain external APIs) unless explicitly included in a quotation.

8. Ordering, Invoicing and Term

Orders are placed via purchase order in line with the framework. Subscription fees are invoiced annually in advance. Invoices are payable within the agreed payment terms. All prices exclude VAT.

The subscription is provided under contract terms agreed between the parties. Implementation services are included subject to a minimum 3-year contract term.