



Evolve EMR-as-a-service

Pricing Document

G-Cloud 15

Status: Definitive

Security Commercial – In Confidence

Version no.1/0

THINKING
BEYOND
LIMITATIONS

We're Kainos

Formed in 1986, we set about finding the best people to tackle the most difficult digital work. We fostered a culture where people truly care for each other and the world around them.

Our reputation for software engineering and problem-solving was quickly established, and our customers started to view us more as their colleagues

We're much bigger now, helping organisations across the globe to navigate change in more ways than ever. But some things never change, like our commitment to our people, delighting our customers, and our technical ability

Some say we're leading a quiet revolution in digital, but if you ask us, we're just doing our bit to make the world a little bit better.



3,132 amazing
people



13 consecutive
years of growth



40 years
of innovation



£382m revenue
(FY2024)



13 locations
globally



FTSE 250 listed
tech company



Our core expertise

The digital revolution is already happening. We're leading from the front to help our clients **seize every digital opportunity** and be future-ready.



Cloud



Business Applications



Data and AI



Managed services



Engineering



Service and
experience design



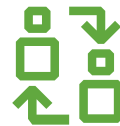
Workday services
and products

- Test
- Audit
- Shield
- Deployment
- Optimisation
- Spark & Grow

What makes us stand out



Our people



True collaboration



Innovation



Digital know-how



Common goals



Trust

1. Overview of pricing

Kainos Evolve EMR-as-a-Service offering is tailored and specific to each engagement with delivery services charged on a time and materials basis and variable 3rd party costs.

The delivery of a Evolve EMR-as-a-Service is usually preceded by a Discovery engagement, in accordance with the offering and Skills For the Information Age (SFIA) rate card.

Discovery will determine the estimates of effort and cost associated with:

- Licencing the required number of users
- The computational and storage requirements of the platform
- The delivery services effort anticipated to deliver the backlog of requirement coming out of discovery.

An example of our Evolve EMR-as-a-Service pricing is included within the table below.

Managed Platform Service (Annual Fee)	From £280,000 (per annum)
Pricing Assumptions	Included within cost: • Based on a typical configuration for a small acute trust • Pricing assumes 1,000 users • Hosting charges and Managed Service • Contract duration of 4 years. Variable Pricing • The delivery and professional services are specific to each Trust's requirement and are estimated based upon the output from a Discovery or a specific RFP brief. They are provided in an agile manner on a Time and Materials basis using out SFIA rate card. • All third-party costs excluded • Pricing excludes VAT.
Specific pricing	Pricing is determined by numerous factors e.g. size of user base, regions to be included, data storage requirements. Kainos would be pleased to provide costings specific to your unique needs including incorporating reduction in pricing based on a larger committed volume. Kainos would be pleased to assist existing on-premise Evolve customers in their transition to EMR in the cloud. Please speak to your Account Manager for further information and relevant pricing.

1.1 Evolve EMR as a Service – Managed Service

The PaaS is provided with a managed service provided by Kainos.

Kainos Support and Managed Services are ISO 20000 and ISO 27001 accredited and operate 24 hours a day, 365 days a year, delivered by a dedicated and expert team.

The Cloud Managed Service provides the following features:

Secure-PHI	• Logical and physical security controls providing isolation, confidentiality and integrity of PHI • Data encrypted in transit using TLS • Data encrypted at rest using AES256
High Availability	• Load balancing and resilience at all tiers with no single points of failure
ISO 27001	• Operational processes and procedures aligned with ISO 270001 • Adoption of industry and commercial best practices
Backups/ Disaster Recovery	• Regular and hierarchal backups with regular restoration testing • Active/Passive configuration across geographically separated data centres with automated failover
Fast Deployment	• Continuous delivery pipeline, enabling automated and audited deployments • Automated functional and non-functional testing within deployment pipeline
Monitoring and Alerting	• Monitoring and log aggregation of system and application statistics • 24x7 support
Environments	• Two distinct environments provided – Production and Sandbox (for regression / acceptance testing)

Kainos' Support and Managed Services are underpinned by the following ITIL service processes and key service component features:

- **Service Desk:** The single point of contact for platform related incidents.
- **Service Manager:** A Service Manager who is the main point of contract in relation to all aspects of the service, who will manage the service, issue reports, and conduct service reviews.
- **Kainos Jira Service Management (JSM):** Web based incident management portal. Provides a central, searchable repository for the recording and tracking of all communication regarding incidents, problems, service requests and change requests.
- **Change and Release Management:** Documented control of changes and releases in line with ITIL standards.
- **Escalation Process:** A defined escalation process to ensure incidents and alerts are responded to by the correct staff in the correct timeframe.
- **Event Management and Operational Maintenance:** Proactive response to monitoring alerts and incidents, and performance of scheduled operational maintenance tasks.
- **Monthly reporting:** Service reports detailing financial and service performance against the respective SLA, incidents details and a forward schedule of change.
- **Service Reviews:** Service reviews to review the monthly reports.

1.2 Evolve EMR as a Service – Variable Price

The PaaS has variable components provided by 3rd parties. These will be quoted for following discovery when requirements are known.

3rd Party Supplier	Component
Microsoft Azure Platform	• Platform Compute costs • Platform Storage Fees
CREST approved Penetration testing supplier	• Annual accredited Penetration Testing of the PaaS

2. Skills For the Information Age (SFIA)

	Strategy & Architecture	Change & Transformation	Development & Implementation	Delivery & Operation	People & Skills	Relationship & Engagement
1. Follow	£495	£495	£495	£495	£495	£495
2. Assist	£695	£695	£695	£695	£695	£695
3. Apply	£799	£799	£799	£799	£799	£799
4. Enable	£924	£924	£924	£924	£924	£924
5. Ensure/ Advise	£1,058	£1,058	£1,058	£1,058	£1,058	£1,058
6. Initiate/ Influence	£1,430	£1,430	£1,430	£1,430	£1,430	£1,430
7. Set Strategy/ Inspire	£1,610	£1,610	£1,610	£1,610	£1,610	£1,610

Reductions

This rate card represents maximum rates and reductions to these will apply in line with travel requirements and remote working.

Travel & Subsistence

Where possible, Kainos will provide people that are local to the area in which work will be undertaken and where expenses will not be incurred. Where this is not possible, Kainos reserves the right to charge travel and subsistence expenses in addition to the SFIA rates – this includes work being undertaken within central London. No expenses will be incurred for work undertaken in any of Kainos' office locations by staff that are local to these offices.

RPI

Kainos reserves the right to review our SFIA Rate Card annually (31st March) in line with RPI.

Payment Terms

- *As detailed in our T&Cs, our SFIA Rate Card assumes that all work undertaken will be on a Time and Materials basis with billing monthly in arrears based on actual utilisation.*
- *Standards for Consultancy Day Rate cards*
- *Consultant's Working Day – 7.5 hours exclusive of travel and lunch*
- *Working Week – Monday to Friday excluding national holidays*
- *Office Hours - 09:00 – 17:00 Monday to Friday*
- *Travel and Subsistence – Included in day rate within M25. Payable at department's standard T&S rates outside M25*
- *Mileage – As above*
- *Professional Indemnity Insurance – included in day rate.*

Commercial Statement

Confidentiality and copyright

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Caveats

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All information provided prior to execution of a contract is provided 'as is' and 'subject to contract' without warranty of any kind.

This document does not constitute an offer from Kainos. In the event that the parties elect to work together, they will only be contractually bound to each other upon signature of a contract.

Corporate information

"Kainos" is the trading name of the Kainos group of companies, further information on which can be found here: <https://www.kainos.com/corporate-information/>.

Kainos Software Limited will be the contracting entity under this tender / for the provision of the service and may be assisted from time to time by other Kainos group companies.

Freedom of information

Kainos considers that the following information provided in this document is exempt from disclosure under the Freedom of Information Act 2000 (FOI):

The CVs of staff qualify under the "Personal Information Exemption (s.40)" of the Freedom of Information Act and are exempt from disclosure under the Data Protection Act 1998. The Period for which this information should be confidential is the lifetime of the Data Subject.

Rate and pricing information is confidential and commercially sensitive and covered by the 'Commercial Interests' exemption (s.43) of the FOI, as the release of this information is likely to prejudice the commercial interests of Kainos and is likely to adversely affect its (and the Customer's) future negotiating position. The period that this information should be confidential for should be 5 years.