

30 January 2025

Ref: GCloud15

Version: 1.0

GCloud 15 (RM1557.15)

Crown Commercial Services

Pricing – Liberty for Health

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1 Liberty for Health

Liberty for Health comprises of three products—Patient Hub, Diagnostic Booking and Clinic Utilisation—plus additional modules to enable customers to define solutions to suit their needs.

It is offered on a subscription basis based on bands. The bands are derived from the published number of Patient Appointments.

2 Patient Hub – Patient Engagement Portal

Patient Hub helps NHS Trusts improve patient engagement, reduce missed appointments and manage waiting lists more effectively, while giving staff more time for direct care. Aligned with NHS commitments to digitise services, it empowers patients while helping trusts meet recovery and performance targets.

Patient Hub is provided with a core engine. The core engine is provided in 10 Bands, each sized at the maximum number of Appointments per month. The core engine band includes an initial amount of storage.

Patient Hub Module are purchased to provide the required patient engagement applications, depending on the modules selected, there are additional sub-modules available to purchase to further build the solution that meets your needs.

Where applicable, the modules define the number of patient communications, test results, and additional appointments and storage included within the subscription.

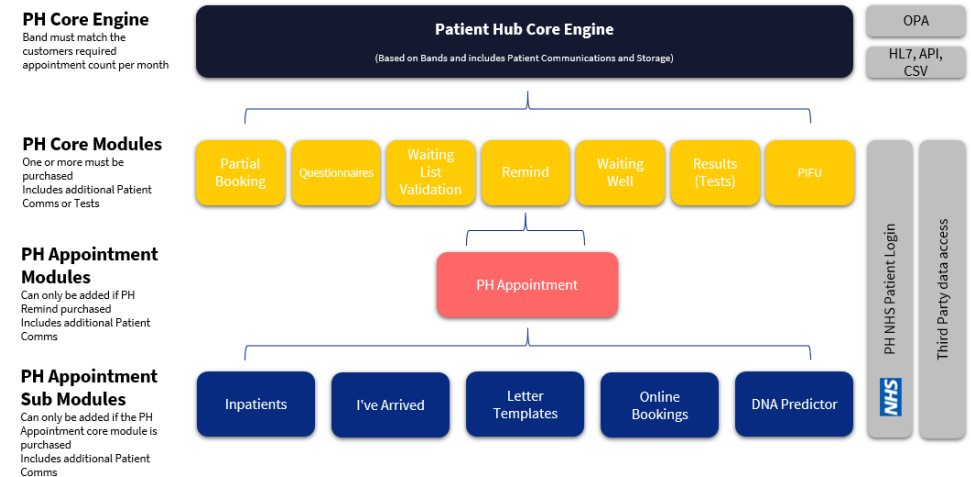


Figure 1 - Liberty for Health module structure

Patient Hub provides integration with other Netcall Liberty solutions including:

- **Liberty Converse / Converse CX:** offering telephone call-backs, web chat interactions, and screen pop to Trust staff supporting patients beyond the provided digital engagement.

Information and pricing regarding Converse CX are available on GCloud 15 Digital Marketplace or can be provided on request.

2.1 Patient Hub subscription pricing

Table 1 - Patient Hub and module subscriptions included items (per month)

	Band 1	Band 2	Band 3	Band 4	Band 5	Band 6	Band 7	Band 8	Band 9	Band 10
Patient Hub Core Engine: (per month)										
<i>Appointments</i>	8,400	20,900	33,400	54,200	67,000	92,000	125,000	159,000	200,000	242,000
Patient Hub Modules: (per month)										
<i>Remind - Included Patient Comms</i>	21,000	52,520	83,500	135,500	167,500	230,000	312,500	397,500	500,000	605,000
<i>Questionnaires - Included Patient Comms</i>	21,000	52,520	83,500	135,500	167,500	230,000	312,500	397,500	500,000	605,000
<i>Results - Included Patient Comms</i>	21,000	52,520	83,500	135,500	167,500	230,000	312,500	397,500	500,000	605,000
<i>Waiting List Validation - Included Patient Comms</i>	6,300	15,675	25,050	40,650	50,250	69,000	93,750	119,250	150,000	181,500
<i>Partial Booking - Included Patient Comms</i>	21,000	52,520	83,500	135,500	167,500	230,000	312,500	397,500	500,000	605,000
<i>Waiting Well - Included Patient Comms</i>	33,600	83,600	133,600	216,800	268,000	368,000	500,000	636,000	800,000	968,000
<i>PIFU - Additional Patient Comms</i>	21,000	52,250	83,500	135,500	167,500	230,000	312,500	397,000	500,000	605,000
<i>Appointments - Included Patient Comms</i>	21,000	52,520	83,500	135,500	167,500	230,000	312,500	397,500	500,000	605,000
Patient Hub Sub-modules: (per month)										
<i>Inpatients - Additional Patient Comms</i>	4,200	10,450	16,700	27,100	33,500	46,000	62,500	79,500	100,000	121,000
<i>I've Arrived - Included Patient Comms</i>	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
<i>Letter Templates - Included Patient Comms</i>	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
<i>Online Booking - Included Patient Comms</i>	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
<i>I've Arrived - Included Patient Comms</i>	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Table 2 - Patient Hub and module subscriptions included storage

	Band 1	Band 2	Band 3	Band 4	Band 5	Band 6	Band 7	Band 8	Band 9	Band 10
Patient Hub Core Engine:										
<i>Included Storage (GB)</i>	100	250	400	650	800	1,100	1,500	1,900	2,400	2,900
Patient Hub Sub-modules:										
<i>Inpatients - Additional storage (GB)</i>	20	50	80	130	160	220	300	380	480	580



Table 3 - Pricing for Patient Hub and module subscriptions (per month)

	Band 1	Band 2	Band 3	Band 4	Band 5	Band 6	Band 7	Band 8	Band 9	Band 10
Patient Hub Core Engine (per month)	£435	£540	£655	£765	£875	£985	£1,095	£1,205	£1,315	£1,425
Patient Hub Modules:										
Remind (per month)	£940	£1,050	£1,190	£1,355	£1,545	£1,775	\$2,050	£2,325	£2,600	£2,875
Questionnaires (per month)	£385	£500	£765	£1,135	£1,310	£1,750	£2,395	£3,050	£3,835	£4,635
Results (per month)	£385	£500	£765	£1,135	£1,310	£1,750	£2,395	£3,050	£3,835	£4,635
Waiting List Validation (per month)	£385	£500	£765	£1,135	£1,310	£1,750	£2,395	£3,050	£3,835	£4,635
Partial Booking (per month)	£385	£500	£765	£1,135	£1,310	£1,750	£2,395	£3,050	£3,835	£4,635
Waiting Well (per month)	£385	£500	£765	£1,135	£1,310	£1,750	£2,395	£3,050	£3,835	£4,635
Patient Initiated Follow-Up (PIFU) (per month)	£650	£1,200	£1,725	£2,100	£2,450	£2,867	£3,354	£3,922	£4,586	£5,362
Appointments (per month)	£930	£2,230	£3,895	£4,855	£5,725	£6,725	£7,885	£9,295	£11,010	£13,010
Patient Hub Sub-modules:										
Inpatients (per month)	£840	£1,480	£2,280	£2,784	£3,250	£3,800	£4,400	£4,950	£5,505	£6,050
I've Arrived (per month)	£525	£1,000	£1,425	£1,740	£2,030	£2,375	£2,777	£3,247	£3,797	£4,439
Letter Templates (per month)	£850	£1,600	£2,275	£2,775	£3,250	£3,800	£4,450	£5,203	£6,084	£7,114
Online Booking (per month)	£1,050	£1,850	£2,850	£3,480	£4,063	£4,750	£5,555	£6,281	£7,027	£7,773
Outpatients DNA Predictor (per month)	£385	£500	£765	£1,135	£1,310	£1,750	£2,395	£3,050	£3,835	£4,635

2.2 Optional Licences

2.2.1 Patient Hub NHS Login Integration

Patient Hub NHS Login Integration¹ provides support for single sign on (SSO) from the NHS App to Patient Hub. This is secured in line with government standards and to drive adoption and use of the NHS App by patients.

Table 4 – Pricing for Patient Hub NHS Login Integration additional subscription (per month)

Item	Fee	Band
NHS Login Integration	FOC	All Bands

2.2.2 Robotic Login Account – PH non-human usage

Netcall's standard licence position is that we do not allow the operation of our solutions by any form of computerised or robotic login.

Should you require that an account to be used by robots (i.e. non-humans) such as an RPA BOT, then a non-human integration license will be required for each robotic account. These accounts may only be used by one robot and is limited to one process per robot.

Table 5 – Pricing for Patient Hub third party non-human integration subscription (per month)

Item	Fee (per month)	Band
1 x Non-human access license	£150	All Bands

¹ NHS login integration is only available for NHS England Trusts and requires supplementary terms and conditions.

2.2.3 PAS/EPR Integration (HL7, CSV or API via the on-premise adaptor – Liberty OPA)

Integration is provided typically via the Trust Integration Engine (TIE) or a direct integration to the PAS/EPR and is provided free of charge (one per PAS/EPR feed).

Additional integrations can be provided and are subject to scoping.

Table 6 – Pricing for Patient Hub PAS Integration additional subscription (per month)

Item	Cost	Band
PAS/EPR Integration (1 x Liberty OPA)	£POA	All Bands

2.3 Appointment, Patient Communications, Tests, and storage increase capacity, Vouchers and Overuse

Monthly totals for Appointments, Patient Communication and Tests are monitored by Netcall billing. In the event of overuse of the contracted included amounts, Vouchers can be purchased or Overuse charges will be billed.

2.3.1 Vouchers

Packs of additional Appointments, Patient Communications, or Tests can be purchased at the initial sale or at any time during the contract. These work by providing a pre-paid pot of Appointments or Patient Communications that can be used to offset any monthly overuse and therefore avoid overuse charges.



Vouchers can be used at any time in a contract term and are valid for 12 months or the length of the contract, whichever is shortest.

2.3.2 Overuse

In the event usage is over the contracted inclusive subscription items or Vouchers, we reserve the right to charge the customer for any overuse at the per unit rate below:

Table 7 - Comparison of pricing for Vouchers and Overuse

Item	Voucher Price (one-off)	Overuse Price (per item)
Appointments	£445	£0.107
	Per 5,000 appointments	Per appointment
Patient Communications	£25	£0.006
	Per 5,000 appointments	Per communication
Results Tests	£250	£0.060
	Per 5,000 tests	Per test

2.3.3 Additional Storage add-on

Additional storage can be purchased at the initial sale or at any time during the contract. This is used to increase capacity above the inclusive storage.

2.3.4 Storage Overuse

If storage usage is over the included, or purchased storage allowance, Netcall reserves the right to charge for that excess storage based on the rates below:

Table 8 – Pricing comparison for addition Storage add-on and Overuse (per month)

Item	Increase Capacity (per month)	Fee Overuse (per month)
Storage overuse	£40	£0.30
	Per 200GB	Per 1GB

3 Diagnostic Booking

Diagnostic Booking is a digital patient engagement solution for the notification, and patient online self-service booking for their diagnostic appointment. It can integrate with the customer's clinical systems, such as a Radiology Information System (RIS) and provides an optional built-in scheduling engine to support basic bookings or where integration is not feasible.

With the NHS focus upon elective recovery, effective and timely management of diagnostic testing is a significant method of reducing wait times and improving efficiency.

Diagnostic Bookings provides integration with other Netcall Liberty solutions including:

- **Patient Hub:** to notify and remind the patient of their Diagnostic appointment including provision of digital letters.
- **Liberty Converse / Converse CX:** offering telephone call-backs, web chat interactions, and screen pop to Trust staff supporting patients beyond the provided automation.

3.1 Pricing

Diagnostic Booking is offered on a minimum 12-month contract with an annual subscription charge. Each customer must purchase the Core Engine, optionally add the Scheduling Engine if applicable, and select the number of Imaging Tests per month required. The subscription includes a set number of monthly Patient Communications, these are calculated based on the number of Tests.

Table 9 – Pricing for Diagnostic Booking Engines pricing (per month)

Engine	Fee (per month)
Diagnostic Bookings Core Engine	£300
Diagnostic Bookings Scheduling Engine	£300

The minimum purchase for Imaging tests per month is 10,000, and they are sold in blocks of 5,000 thereafter.

Table 10 – Pricing for Imaging Test unit prices (per month)

Number of Imaging Tests (per month)	10,000 - 20,000	20,001 - 30,000	30,001 - 40,000	40,001 - 50,000	50,001 - 60,000	60,001 - 70,000	>70,000
Imaging Test unit price	£0.2250	£0.2235	£0.2100	£0.2000	£0.1950	£0.1900	£0.1900

3.1.1 Patient Communications

Patient communications are provided as part of the subscription, the number of monthly patient communications included is based on a ratio of the number of included monthly tests. Diagnostic Booking patient communications are inclusive of SMS charges. Netcall reserve the right to change pricing related to patient communications due to possible changes in 3rd party SMS costs.

Table 11 - Ratio of included Patient Communications (per month)

Patient Communications	Ratio
Ratio per Test	2 to 1

3.1.2 Vouchers and Overuse

Monthly totals for Patient Communications and Tests are monitored by Netcall billing. In the event of overuse of the contracted included amounts, Vouchers can be purchased or Overuse charges will be billed.

3.1.3 Vouchers

Packs of additional Patient Communications, or Tests can be purchased at the initial sale or at any time during the contract. These work by providing a pre-paid pot of Patient Communications or Tests that can be used to offset any monthly overuse and therefore avoid overuse charges.

Vouchers can be used at any time in a contract term and are valid for 12 months or the length of the contract, whichever is shortest.

3.1.4 Overuse

In the event usage is over the contracted inclusive subscription items or Vouchers, we reserve the right to charge the customer for any overuse at the per unit rate below:

Table 12 - Pricing comparison for Vouchers and Overuse

Item	Voucher (one-off)	Overuse (per item)
Imaging Tests	£3,000	£0.32
	per 10,000 tests	per test
Patient Communications	£400	£0.045
	per 10,000 communications	per communication

3.1.5 Diagnostic Systems Integration (HL7, CSV or API via the on-premise adaptor – Liberty OPA)

For integrations to Diagnostic Systems including RIS, the Liberty OPA is deployed to support Diagnostic Bookings and is provided free of charge (one per Diagnostic System). The customer is responsible for provided any 3rd party licencing and services to support systems integrations as defined by the Diagnostic Bookings application.

Additional integrations can be provided and are subject to scoping.

Table 13 – Pricing for Diagnostic Systems Integration additional subscription (per month)

Item	Charge	Band
Diagnostic Systems Integration (1x Liberty OPA)	FOC	All Bands

3.1.6 Extending use for other Diagnostic services

Initially provided for enabling patient online self-service booking for Imaging appointments, as new Diagnostic services are supported, for example Phlebotomy, these can be added to your Diagnostic Bookings solution with increases to the annual service charge being POA.

4 Clinic Utilisation

Clinic Utilisation allows you to create a campaign to pro-actively contact a pre-defined list of patients, using an automated voice call to enquire if they are interested in taking an available appointment slot. It passes that call to a Trust booking agent to confirm the details and any requirements needed to complete the booking in PAS/EPR.

To operate Clinic Utilisation, it is a requirement for customers to be already licenced for Netcall's Liberty Converse or Converse CX or to purchase Converse CX with a minimum of 10 Digital and Voice Concurrent Agents. Information and pricing regarding Converse CX are available on GCloud 15 Digital Marketplace or can be provided on request.

4.1 Pricing

Clinic Utilisation is structured into 10 Bands. Each Band is determined by a Trust's average monthly appointment volume and included Patient Communications per month. The service is offered as a monthly subscription, with a minimum commitment of 12 months, and is billed annually in advance.

Table 14 – Pricing for Clinic Utilisation (per month)

Item	Band Appointment Size (per month)	Outpatient Clinic Utilisation (per month)	Included Patient Communications (per month)
Band 1	25,000	£1,667	112,500
Band 2	50,000	£1,917	225,000
Band 3	75,000	£2,205	337,500
Band 4	100,000	£2,535	450,000
Band 5	125,000	£2,916	562,000
Band 6	150,000	£3,353	675,000
Band 7	175,000	£3,856	787,500
Band 8	200,000	£4,315	900,000
Band 9	225,000	£4,785	1,012,500
Band 10	250,000	£5,255	1,125,000

4.2 Vouchers and Overuse

Monthly totals for Patient Communications are monitored by Netcall billing. In the event of overuse of the contracted included amounts, Vouchers can be purchased or Overuse charges will be billed.

4.2.1 Vouchers

Packs of additional Patient Communications can be purchased at the initial sale or at any time during the contract. These work by providing a pre-paid pot of Patient Communications that can be used to offset any monthly overuse and therefore avoid overuse charges.

Vouchers can be used at any time in a contract term and are valid for 12 months or the length of the contract, whichever is shortest.

4.2.2 Overuse

In the event usage is over the contracted inclusive subscription items or Vouchers, we reserve the right to charge the customer for any overuse at the per unit rate below:

Table 15 - Pricing comparison for Vouchers and Overuse

Item	Voucher (one-off)	Overuse (per item)
Patient communications	£25 Per 5,000 communications	£0.006 per communication

5 Billing

Appointment, Patient Communications, Storage and Results daily usage totals will be available within the Liberty for Health applications UI for customers. They will also be pushed automatically to the Netcall Billing service so these totals can be offset against the totals included in the band subscription and add-on vouchers purchased. Any excess will then be calculated and where applicable billed to the customer, in arrears, as an overuse charge.

5.1 Patient Hub

Billing for Patient Hub is based on the following monthly totals:

- Appointments added
- Patient Communications actioned
- Result Tests (optional add on module)
- Storage capacity used

The billing items are defined as follows:

Appointments: Refers to an arrangement for a Patient to be seen by, or be in contact with, one or more clinicians at the Trust. For the purposes of the inclusions, and the additional charges, the appointments being referred to will be driven by the Appointment ID. Counts will only be made on the number of unique Appointment IDs uploaded to the Patient Hub database.

Patient Communications: Patient Communications refer to any email, text message or call-back notifications generated, and delivered, by Patient Hub via the Trust's email server, SMS gateway or Liberty Converse callback application.

Results: Refer to any unique result IDs uploaded to the Patient Hub database by the Result add-on module.

Storage: The total in gigabytes of storage used by Patient Hub, this has been designed to support most customers with a typical 3-year document retention. Retention policy is configurable by the customer and hence additional storage may be required.

Appointment, Communications, Storage and Results daily usage totals will be available within the Patient Hub Administration UI for customers. They will also be pushed automatically to the Netcall Billing service so these totals can be offset against the totals included in the band subscription and add-on bundles purchased. Any excess will then be calculated and where applicable billed to the customer, in arrears, as an overuse charge.

5.2 Diagnostic Booking

Billing for Diagnostic Booking is based on one monthly total:

- Imaging tests undertaken by the customer
- Patient Communications

The billing items are as follows:

Imaging Tests: Refers to a patient undertaking an imaging process within the customer's environment. For the purposes of the inclusions, and the additional charges, the referrals will be driven by the Order/Referral ID. Counts will only be made on the number of unique Order/Referral IDs uploaded to the Diagnostic Booking database.

Patient Communications: Patient Communications refer to any email, text message or call-back notifications generated.

5.3 Clinic Utilisation

Billing for Clinic Utilisation is based on the monthly total outputs on to the Netcall billing engine of Appointments and Patient Communications. If appropriate customers will be invoiced monthly with any overuse.

6 Delivery Services

Netcall provides Professional Service and Training resources to support the delivery of Liberty for Health applications. The number and type of resources vary according to the scope of the project, the applications and modules being deployed, the setup and configuration requirements, which will be defined by Netcall.

The services are described in the Liberty for Health Service Description. All Services are charged as per the SFIA Rate Card in section 8.

6.1.1 Training

All Liberty for Health training is provided as eLearning via the Netcall Academy.

- **Bespoke Training Day:** Trainer-led remote session **£POA**
- **Training on customer site:** Trainer-led onsite session **£POA**

7 Term and charge levels

7.1 Contract terms

The minimum contract term is 12 months in line with GCloud 15 terms.

7.1.1 Application Service Provider (ASP)

Customers are not permitted to supply business-related services on their instance of Patient Hub, Diagnostic Booking or Clinic Utilisation to third parties, either directly or as part of a shared service with another entity. Any such services would require that the third party be licensed separately.

7.2 Indexation

With effect from the end of the initial term any extension options in the call off agreement will be subject to an increase in price equal to the previous month's 12 months' rate for the retail prices index ("**RPI**") plus 2%.

7.3 Discounts

Pricing and the discounts outlined in this document apply to a 12-month term and for individual solutions only.

We recognise that while many customers share similar requirements, each organisation also has unique needs. Netcall can offer discounts based on volumes, multi-year and/or multi-solution agreements. With this in mind, Netcall is open to discussing additional discounts for multi-solution packages or extended-term agreements.

7.4 SMS

Netcall can provide an SMS solution. Pricing will be dependent upon volume and destination and is available on request.

7.5 Standard Support

The included support service does not cover changes to content, such as views, reports and configurations, and/or customer's own technology and internal infrastructure.

8 Skills for the Information Age (SFIA) rate card

Table 16 - Professional Services day rates based on the SFIA grades

GC15 SFIA Rates	Strategy and architecture	Change and transformation	Development and implementation	Delivery and operation	People and skills	Relationships and engagement
1. Follow	£780	£780	£780	£780	£780	£780
2. Assist	£950	£950	£950	£950	£950	£950
3. Apply	£1,140	£1,140	£1,140	£1,140	£1,140	£1,140
4. Enable	£1,340	£1,340	£1,340	£1,340	£1,340	£1,340
5. Ensure, advise	£1,480	£1,480	£1,480	£1,480	£1,480	£1,480
6. Initiate, influence	£1,785	£1,785	£1,785	£1,785	£1,785	£1,785
7. Set strategy, inspire, mobilise	£1,940	£1,940	£1,940	£1,940	£1,940	£1,940

8.1 Standards for consultancy day rate cards

Netcall's standards are based on the following definitions, but may be subject to change in line with scope of individual call-off agreements.

- Consultant's working day: 7.5 hours exclusive of travel and lunch
- Working week: Monday to Friday excluding national holidays
- Office hours: 9:00am to 5:30pm Monday to Friday
- Travel, mileage subsistence: Excluded, billed at cost
- Work outside of standard hours may be subject to additional charges.

9 Contact

Should further information be required, please contact:

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