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Crown Commercial Services

Pricing – Liberty for Social Care

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Contents

1	Liberty for Social Care	1	3	Delivery Services	3
1.1	Liberty for Social Care Packs	1	4	Term and Charge levels.....	3
1.2	Local Government annual service fee	1	4.1	Indexation	3
2	Extending Liberty for Social Care	2	5	Standard Support.....	4
2.1.1	Band Annual Case Limits	2	5.1	Service Wrap.....	4
2.1.2	Liberty AI.....	2	6	Discounts	4
2.1.3	Storage	2	7	Skills for the Information Age (SFIA) rate card	5
2.2	SMS Capability	3	7.1	Standards for consultancy day rate cards	5
2.3	RPA.....	3	8	Contact	5
2.4	Deploying Liberty for Social Care with Create and Citizen Hub....	3			

1 Liberty for Social Care

Liberty for Social Care is offered on a per annum subscription basis, with the annual service fee being divided into bands. For the Local Government sector, the banding is based on population size serviced by the body.

The annual service fee is inclusive of the following core elements:

- AWS hosting
- 200GB of storage
- Liberty On Premise Adaptor (OPA)
- AI Units
- Social Care Demand Management pack

1.1 Liberty for Social Care Packs

Initially provided with the Demand Management Pack, as new Packs are released these can be added to your Liberty for Social Care solution with increases to the annual service charge being POA.

1.2 Local Government annual service fee

Table 1 - Pricing for the Liberty for Social Care annual service fee by Band/Population (per annum)

Band	Population Size	Included Cases	Included AI Units (per month)	Band Subscription
Band 1	Up to 70,000	35,000	350,000	£61,200
Band 2	70,001 - 100,000	50,000	500,000	£73,200
Band 3	100,001 - 130,000	65,000	650,000	£87,600
Band 4	130,001 - 150,000	75,000	750,000	£104,400
Band 5	150,001 - 200,000	100,000	1,000,000	£123,600
Band 6	200,001 - 275,000	137,500	1,375,000	£146,400
Band 7	275,001 - 350,000	175,000	1,750,000	£174,000
Band 8	350,001 - 450,000	225,000	2,250,000	£194,400
Band 9	450,001 - 550,000	275,000	2,750,000	£216,000
Band 10	550,001 - 650,000	325,000	3,250,000	£236,400
Band 11	650,001 - 750,000	375,000	3,750,000	£258,000
Band 12	750,001 - 1,200,000	600,000	6,000,000	£283,200
Band 13	1,200,001+	POA	POA	£POA

To operate Liberty for Social Care it is a requirement for customers to purchase or be already licenced for Netcall's Liberty 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.

2 Extending Liberty for Social Care

Customers can choose various options to extend their Liberty for Social Care platform.

- **Increase Capacity:** Customers can at the start or any point during the contract, choose to increase the Capacity of their platform by paying an additional monthly fee.
- **Pre-paid Vouchers:** Vouchers¹ are designed as a pre-paid pot of capacity that can be used to offset any monthly overuse and therefore avoid additional overuse charges. The packs are charged as a one-off fee.
- **Overuse:** Should a customer use more than the inclusive items, additional options or vouchers, the customer will be billed in Overuse monthly in arrears.

2.1.1 Band Annual Case Limits

Bands come with an inclusive number of Cases.

A case is defined as: **a record entry in the case object through the life of a case, regardless of outcome.**

In other words, any issue or request for service logged by a citizen or by an agent entering data into the application, that needs to follow a process through to close or completion. The number of interactions, or stage changes, on each case is unlimited during its lifecycle.

¹ Vouchers do not increase the agreed monthly capacity.

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 the shortest).

Netcall operates a fair use policy for Case Management within the Liberty for Social Care solution.

The charges are based on a monthly case limit, averaged over the proceeding 12-month period. Additional charges pro-rated to the appropriate band may apply for overuse of these case numbers. See Table 2.

Case limits are sold on an annual 'use it, or lose it' basis.

2.1.2 Liberty AI

Liberty for Social Care comes with several AI-powered features, which are continually being expanded and enhanced. The current capabilities include automated correction and expanding of text, sentiment analysis, text summarisation and keyword extraction. Liberty AI is charged via AI Units, the number of AI Units consumed will depend on the task being carried out. AI units can be purchased as a monthly committed allowance (Increase Capacity), or as a standalone allocation (Voucher) from which Liberty for Social Care will draw down. Overuse will be billed monthly in arrears. See Table 2.

2.1.3 Storage

If a customer has overused their included, or purchased storage allowance, Netcall reserves the right to charge for that excess storage. See Table 2.

Table 2 - Pricing to increase included capacity, pre-paid Vouchers and Overuse

Item	Increase Capacity Price (per annum)	Pre-paid Voucher Price (one-off)	Overuse Price (per unit)
Cases	£501 Per 5,000 cases	£4,200 Per 10,000 cases	£0.50 Per case
Logins	£12,000 Per 1,000 logins per month	£12,000 Per 12,000 logins	£1.30 Per login
AI Units	£5,700 250,000 units per month	£575 Per 250,000 units	£0.0029 Per unit
Storage	x	x	£1.10 Per 1GB

2.2 SMS Capability

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

2.3 RPA

The use of RPA is optional depending on the integration capabilities of the customers' existing systems. Information and pricing regarding Liberty RPA is available on GCloud 15 Digital Marketplace or can be provided on request.

2.4 Deploying Liberty for Social Care with Create and Citizen Hub

Liberty for Social Care can be deployed as a standalone solution or as a module of the Liberty Create and Citizen Hub service.

When deploying with Liberty Create and Citizen Hub, Liberty for Social Care will be implemented on the hosting service provided with Liberty Create and subject to any charges for increases in the hosting class or storage.

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

3 Delivery Services

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

The services are described in the Liberty for Social Care Service Description. All Services are charged as per the SFIA Rate Card in section 7

4 Term and Charge levels

The initial agreement term for all markets is 12 months in line with GCloud 15 terms.

4.1 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%.

5 Standard Support

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

5.1 Service Wrap

To complement the Citizen and Tenant Hub Framework extensions a customer must purchase the additional annual support service. This provides 4 days of consultancy for the customer per year, and keeps the solution up-to-date technically.

Table 3 - Pricing for the Citizen and Tenant Hub Service Wrap (per annum)

Item	Price (per annum)
Service Wrap	£9,900

6 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 Skills for the Information Age (SFIA) rate card

Table 4 - 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

7.1 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.

8 Contact

Should further information be required, please contact:

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