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Crown Commercial Services

Pricing – Liberty IDP (Intelligent Document Processing)

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NETCALL

Contents

1 Liberty IDP 0
2 Liberty IDP Pricing 0
2.1 Credit Vouchers 3
2.2 Credit Overuse 4
2.3 Delivery Services 4
2.4 Billing 4
3 Standard Support 4
4 Discounts 4
5 Explanatory Notes 5
5.1 Document and file definitions 5
5.2 Processing License definitions 5
5.3 Document Credit definitions 2
6 Term and charge levels 2
6.1 Indexation 2
7 Skills for the Information Age (SFIA) rate card 2
7.1 Standards for delivery services day rate cards 2
8 Contact 2

1 Liberty IDP

Liberty IDP is an AI-driven document processing tool designed to streamline operations for the most demanding type of organisations. It consists of two main capabilities:

- **Document Understanding:** automation of data extraction, document classification and interpretation from a variety of document formats using cutting-edge artificial intelligence.
- **Document Generation**: a powerful and flexible document generation tool that allows to easily set up and manage different templates, generate pdf or word document from one page up to hundreds of pages.

2 Liberty IDP Pricing

Liberty IDP is offered through an annual subscription model, with two parts to the model.

- **Processing License** (Table 11 – Pricing for Liberty IDP Processing Licenses): this defines the hosting and processing capabilities, which in turn determine the method and speed of document processing. For specific details see **Error! Reference source not found. Error! Reference source not found.**.

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- **Document Credits Band** (Table 22 – Pricing for Document Credit by Bands): Each band includes a fixed number of Document Credits[1] per month, provided on a use-it-or-lose-it basis, structured across 14 pricing bands. The table outlines the per-unit cost for each band, and the number of monthly Document Credits included. For specific details of how Document Credits work see **Error! Reference source not found. Error! Reference source not found.**

Included in the pricing:

- Unlimited setup of document types via the Wizard.
- Unlimited templates for document generation.

Table 11 – Pricing for Liberty IDP Processing Licenses (per month/annum)

License Type	Price (per month)	Price (per annum)
Liberty IDP Basic	£750	£9,000
Liberty IDP Advanced	£1,875	£22,500
Liberty IDP Enterprise	£5,210	£62,520
Custom	POA	POA

Table 22 – Pricing for Document Credit by Bands (per month/annum)

Band	Document credits (per month)	Price (per month)	Price (per annum)	Unit price (per credit)
Band 1	10k	£100	£1,200	£0.0100
Band 2	25k	£238	£2,850	£0.0095
Band 3	50k	£475	£5,700	£0.0095
Band 4	75k	£713	£8,550	£0.0095
Band 5	100k	£900	£10,800	£0.0090
Band 6	250k	£2,250	£27,000	£0.0090
Band 7	500k	£4,250	£51,000	£0.0085
Band 8	750k	£6,375	£76,500	£0.0085
Band 9	1M	£8,000	£96,000	£0.0080
Band 10	2.5M	£20,000	£240,000	£0.0080
Band 11	5M	£37,500	£450,000	£0.0075
Band 12	7.5M	£56,250	£675,000	£0.0075

[1] Additional credits can be purchased in blocks of 5,000. However, it may be more cost-effective to scale up a Band.

Band 13	10M	£70,000	£840,000	£0.0070
Band 14	25M	£175,000	£2,100,000	£0.0070

2.1 Credit Vouchers

Document credits included in the bands are sold on a use-it-or-lose-it basis, and Vouchers are offered so customers can choose to pre- or post-pay for capacity overuse.

Vouchers are especially useful for dealing with unplanned increases in demand, where increasing the included capacity for the remaining term of the contract might not be appropriate, or cost effective. Vouchers are cheaper than paying for overuse, and work by providing a pre-paid pot of capacity that can be used to offset any monthly overuse, and therefore avoid additional charges.

They do not increase the included monthly allowance.

For example, a customer with an included capacity of 50,000 document credits per month usage might look like this:

- Month 1 usage: 48,000
- Month 2 usage: 55,000

Month 1: This incurs no additional charges as only 48,000 of the 50,000 included monthly document credits were used. The unused 2000 document credits are not carried over into the next month. The count for Month 2 will start at zero.

Month 2: This exceeds the monthly 50,000 document credits by 5000, as such it would normally incur a charge for overuse as set out in the Overuse section below. However, the customer can opt to purchase a 50,000 Document Voucher, meaning there would be no charge to the customer because the 5000 over use would be deducted from the voucher, leaving 45,000 for future offset use.

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Table 33 – Pricing for Credit Vouchers (one-off)

Credit Vouchers[2]	Price (one-off)
Document credits (block of 50,000)	£600

2.2 Credit Overuse

In the event that a customer uses more than their Included Capacity, no vouchers have been purchased, or their optional Vouchers capacity has been used. The customer will then be charged for any overuse in arrears at the per unit rate outlined below:

Table 44 - Credit Overuse charges (one-off per document)

Credit Overuse charges	Price (one-off)
Per Document credit	£0.015

2.3 Delivery Services

Some clients have special requirements, for example, a specific security setup such as VPN or IP whitelisting. Such requirements can be separately scoped and the number of Professional Service days priced accordingly in line with the SFIA Rate Card in section 7. In additional sometimes these special requirements carry annual service or hosting costs which can be charged accordingly.

[2] 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).

2.4 Billing

IDP billing is based on monthly totals and will be monitored and billed on usage. All monthly usage will be processed by the billing engine and Voucher use, or overuse calculated. Hive will also provide alerting of overuse to relevant parties. Any chargeable overuse in a month shall be billed and invoiced at the end of the relevant month.

3 Standard Support

The support service does not cover any of the applications operating on that platform nor does it cover content such as views, reports, configurations and/or customer's own technology and/or internal infrastructure.

Priority 1 Liberty Cloud platform faults (not the deployed on-premise solutions) are managed 24/7/365.

4 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.

5 Explanatory Notes

5.1 Document and file definitions

A **File** is technical concept, characterised by the 'packaging' or the container in which some data is stored. **File types** are defined by the extension: .pdf, .jpg, .eml, .zip and so on

A **Document** is a logical concept, characterised by the 'content'. **Document types** are a representation of information that can be understood by a human: invoices, receipts, forms, ID cards, and so on.

Note: One File can contain one or multiple Documents.

Document understanding:

- A Document can have any number of pages but every 5 pages (or part thereof) will use 10 credits from the allowance. So, a Document with up to 5 pages uses 10 credits, a Document with 6-10 pages will use 20 credits and so on.
- A File that contains multiple recognised logical documents, for example 1 pdf File with 2 scanned invoices, is charged as 2 Documents (only if document classification is enabled).
- Email and attachment(s) are charged as separate Documents, as they constitute different logical Documents. Example: 1 email with 2 attachments is charged as 3 Documents. If one of the attachments is >5 pages, it is charged as an additional Document per 5 pages. (Only if document classification is enabled).
- Emails and spreadsheets are rendered on pdf pages for visualisation on the screen. If the rendering spans across >5 pages there is an additional charge, similar to pdf documents with more than 5 pages.
- Different file types will consume the same number of Document credits. For the avoidance of doubt, a native or scanned pdf (up to 5 pages), email (up to 5 pages), office documents (word, excel, …) and different images formats all consume the same number of credits.
- The number of predictions per Document is limited to 250. If the number of predictions exceeds 250, an additional Document charge is incurred per multiple of 250 predictions.

Document generation:

- A Document can have any number of pages but every 5 pages (or part thereof) will use 1 Document credit. So, a Document with up to 5 pages incurs 1 Document credit, a Document with 6-10 pages will use 2 Document credits and so on.
- For spreadsheet output, the number of fields per Document is limited to 250. If the number of fields exceeds 250, an additional Document charge is incurred per multiple of 250 fields.

5.2 Processing License definitions

The Liberty IDP is offered with four **License types** as detailed below:

Table 55 - License types

	Liberty IDP Basic	Liberty IDP Advanced	Liberty IDP Enterprise	Liberty IDP Custom

Environments	1, Multi-tenant	2, Multi-tenant	2, Multi-tenant	Subject to scope
Processing type	Asynchronous	Asynchronous	Synchronous + Asynchronous	Synchronous + Asynchronous
***50th Percentile synchronous response time**			40 Seconds	20 Seconds
***90th Percentile synchronous response time**			50 Seconds	30 Seconds
***100th Percentile synchronous response time**			60 Seconds	40 Seconds
Maximum parallel documents	U: 4 G: 50	U: 8 G: 100	U: 16 G: 250	U: 64 G: 1,000
Maximum Asynchronous page throughput per hour	U: 600 G: 5,000	U: 1,200 G: 10,000	U: 2,400 G: 25,000	U: 9,600 G: 100,000
***50th Percentile Asynchronous processing time**	1 hour	30 min	30 min	Subject to scope
***90th Percentile Asynchronous processing time**	2 hours	1 hour	1 hour	Subject to scope
***100th Percentile Asynchronous processing time**	4 hours	2 hours	2 hours	Subject to scope

'U': Document Understanding / 'G': Document Generation

Notes:

- **Synchronous parallel request:** When a synchronous request is made, the requesting party will await the response, often described as "real time".
- **Synchronous parallel document response times:** This time is based on single-page files, additional pages will increase response time by up to 2 seconds per additional page (for document understanding).
- **Asynchronous parallel documents**: With an asynchronous request, the requesting party is informed at a later point in time that the response is ready, often described as non-real time.
- **50, 90 and 99 Percentile Synchronous Response times**: 50%, 90% or 99% of requests for a single-page file will be as fast as this time or faster. Add 2 seconds more for each additional page (for document understanding).
- **50, 90 and 100 Percentile Asynchronous document processing time:** The response time that 50%, 90% or 100% of Asynchronous documents will be processed (and a response sent back) within the time specified.

5.3 Document Credit definitions

Document Credits are the standard way to measure billing and resource usage across the Liberty IDP platform. They ensure transparency, predictability, and fairness when you use IDP features such Document Processing or generation.

Document credits can be used interchangeably between the different capabilities, with each capability requiring a different number of credits:

- Document understanding: 10 credits per document
- Document generation: 1 credit per document

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6 Term and charge levels

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

6.1 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%.

7 Skills for the Information Age (SFIA) rate card

Table 66 - 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 delivery services 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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