

Capita Hybrid Mail

Pricing Document

G-Cloud 15



Capita Hybrid Mail – Pricing Overview

G-Cloud 15 Framework

1. Pricing Subscription Options

Licence / Usage Model

Capita Hybrid Mail operates on a transaction-based model with optional professional services and configuration support.

Licence / Service Type	Price (ex. VAT)	Inclusions
Standard System Setup (One-off)	£600	Environment setup, user configuration, print driver deployment, branding, approval workflow setup.
Bespoke Configuration & Automation (Per day)	£650 per day	Custom workflows, automation, complex templates, systems integration (SFTP/API), advanced branding.

2. Production Pricing (Per Pack)

Capita offers a range of print and fulfilment pack configurations. Pricing is based on the type and volume of content, as examples below.

Example Pack Type 1 – Low Content Mono (Standard Pack)

£0.11 per pack

Pack includes:

- 1 × A4 90gsm white paper
 - 1 × mono A4 print (duplex)
 - C5 90gsm wrap envelope
- (As per standard production specifications in Hybrid Mail service description.)

Example Pack Type 2 – High Content Colour with Reply Envelope

£0.70 per pack

Pack includes:

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- 8 × A4 90gsm white sheets
- 16 × colour A4 printed sides (duplex)
- DL business reply envelope
- C5 90gsm wrap envelope

(As per standard production specifications in Hybrid Mail service description.)

1.1 3. Digital Delivery (eDelivery)

Channel	Price (ex. VAT)	Notes
Email Despatch	£0.10 per email (up to 20 images)	Secure email delivery with automated revert-to-print if email is not delivered or opened.
Bespoke access security	£POA	e.g. 2FA for eDelivery

1.2 4. Other Costs

Any additional requirements—complex workflows, non-standard paper, special envelopes, branded inserts, bespoke integrations—are priced on request and subject to technical due diligence.

1.3 5. Postage

Postage tariffs vary depending on:

- Mail class (1st, 2nd, International)
- Mail sortation options
- Volumetric discounts

Postage pricing will be confirmed at call-off and is client-specific.

1.4 **6. Storage & Hosting**

Capita Hybrid Mail is a fully managed UK-hosted SaaS platform operating across active-active data centres.

Hosting is included in the transaction pricing.

(Standard features include: UK data residency, High Availability, DR, encryption at rest/in transit, and compliance with ISO 27001 and GDPR.)

1.5 **7. Setup & Onboarding (Included as Standard)**

Standard onboarding includes:

- Environment provisioning
- User & role configuration
- Metadata / file plan setup
- Installation of Hybrid Mail print driver
- Microsoft 365 compatibility
- Basic training and documentation
- Hypercare support during go-live

1.6 **8. Optional Professional Services (POA)**

Advanced enhancements are available on request, including:

- Data migration
- Custom workflow build
- Legacy system integration
- Automated ingestion/extraction
- OCR / ICR processing
- NLP and AI-powered classification
- AI summary extraction and metadata suggestions

1.7 **9. Compliance & Security**

CIC Hybrid Mail meets the following security and compliance standards:

- GDPR

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- FOI alignment
- ISO/IEC 27001
- Cyber Essentials Plus
- OFFICIAL-SENSITIVE handling
- Pen-testing & assurance governance
- Data sovereignty (UK Azure datacentres)
- Full audit logging and tracking

1.8 **10. Contract & Commercials**

- All prices exclude VAT
- Minimum term: 24 months (G-Cloud 15)
- All terms subject to CCS call-off agreement