

ePayments for Prisoners and Detainees in Secure Environments- Pricing

1. Overview

ePayments is Unilink's cloud-hosted secure payment service designed to support electronic transfers of funds to prisoners and detainees within custodial and other secure environments.

The service enables approved third parties to transfer funds electronically, reducing reliance on cash and manual processes and supporting improved efficiency, auditability and security. ePayments integrates with wider custodial systems and operates within defined financial and operational controls.

2. Pricing approach

ePayments is priced on a per-transaction basis, with charges applied for each completed payment processed through the service. Pricing is published as a fixed fee per transaction, enabling buyers to calculate total costs at the point of award based on expected transaction volumes.

Implementation and service enablement are provided as chargeable services and are priced separately from transaction charges.

3. Transaction pricing

Pricing component	Price
Transaction fee (per completed transaction)	£0.85

Charges are calculated by multiplying the number of completed transactions by the published transaction fee.

All prices exclude VAT.

4. Included service and support

Transaction charges include:

- access to the ePayments software platform
- secure processing of electronic payments
- integration with agreed custodial systems
- ongoing maintenance and software updates
- application-level support during agreed service hours

Support relates to the operation of the software service itself. Local financial processes and reconciliation activities remain the responsibility of the contracting authority unless otherwise agreed.

5. Implementation and service enablement

Implementation and service enablement are provided as chargeable services, priced separately from transaction charges.

Implementation is delivered on a time-and-materials basis using Unilink's published day rates and is capped at a maximum of £25,000 per site under the G-Cloud call-off contract.

Typical implementation timescales are approximately 2–6 weeks per site, depending on deployment scope, integration requirements and operational readiness.

Implementation and Service Enablement Day Rates

Activity / Role	Day rate (£)
Programme Management	£1,315
Project Management	£1,114
Business Analysis (GAP BA)	£1,114
Site Surveys	£898
Installation	£998
Configuration	£1,098
Software Development	£998
Testing	£998
Training	£1,114

Consultant's Working Day – 7.5 hours exclusive of travel and lunch (our consultants will work a 'professional day' of at least 7.5 hours – hours over 9 hours per day will attract a cost premium of 1.5 times the daily rate as will unsocial hours, Saturdays 1.35 and Sundays 1.5. Partial days will be rounded up to the nearest quarter of a day.

Working Week – Monday to Friday excluding national holidays.

Office Hours - 09:00 – 17:30 Monday to Thursday, 09:00 – 17:00 Friday.

Travel – Travel time is charged at the minimum rate.

Subsistence – Included in day rate for work local to consultant, otherwise charged at £195 + VAT per day (including hotel, food and telephone costs).

Mileage – As above.

Professional Indemnity Insurance – included in day rate

6. Hosting

ePayments is provided as a cloud-hosted software service. Hosting and infrastructure required to operate the service are included within the published transaction charges unless otherwise stated.

All prices exclude VAT.