

U-Case Probation Case Management System - Pricing

1. Overview

U-Case – Probation Case Management is Unilink’s cloud-hosted case management system designed to support probation practitioners, case managers, supervisors and operational managers in the effective management of individuals subject to community sentences, licences and post-release supervision.

2. Pricing approach

Unilink’s Integrated Probation Case Management is priced as SaaS with or without cloud hosting. The SaaS rates include comprehensive software support, updates, new releases and functional improvements and the rates for cloud hosting includes a fully managed hosting service with all the MoJ required security provisions.

The SaaS rates are published on annual per-probationer basis, enabling buyers to calculate software and hosting costs at the point of award using published framework rates.

Pricing is based on the operational scale of the service and the scope of functionality enabled across the probation environment, typically measured by the size of the active caseload and the scope of functionality enabled. Software licence pricing is published using transparent units, enabling buyers to calculate total costs at the point of award.

All prices shown are maximum framework prices. Any discounts offered are applied as reductions from these published rates.

3. Software licence and hosting pricing

U-Case – Probation Case Management is a software-led service, with pricing reflecting access to the core platform and configured modules. Hosting and managed service components may be included where required and are priced separately in the table below.

Probation Case Management	Number of People on Probation (active cases)					
	tier 1	tier 2	tier 3	tier 4	tier 5	tier 6
Probation/community corrections	£ 146	£ 131	£ 110	£ 88	£ 66	£ 37
Cloud Hosting						
Fully managed Service (per bed/year)	£ 131	£ 117	£ 102	£ 88	£ 66	£ 51

Number of People on Probation	Tier
up to 4,999	1
5,000 to 9,999	2
10,000 to 19,999	3
20,000 to 49,999	4
50,000 to 150,000	5
over 150,000	6

Final pricing will be calculated by applying the published rates to the agreed capacity and contract duration.

Annual fees are payable yearly in advance. All prices exclude VAT.

Onboarding and configuration

Initial onboarding and configuration are provided as a one-off service and are priced separately from the software licence.

Onboarding typically includes discovery, configuration of workflows and data structures, integration with agreed interfaces, data migration where required, training, and go-live support. The scope and approach are tailored to probation operating models and governance requirements.

Onboarding services may be delivered on a time-and-materials basis or as a fixed-price engagement, depending on scope and scale. Pricing is agreed at call-off using published rates or fixed prices, enabling buyers to calculate costs at the point of award.

Typical implementation for U-Case – Probation Case Management six to nine months and could extend to a year, depending on configuration complexity, integrations and rollout approach.

The total cost of onboarding and configuration will not exceed £100,000 per region, calculated solely using the published day rates.

Onboarding 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

All prices exclude VAT.