

U-Case – Integrated Offender Case Management for Prisons and Probation - Pricing

1. Overview

U-Case – Integrated Offender Case Management for Prisons and Probation is Unilink’s comprehensive cloud-based case management platform supporting the end-to-end management of individuals across custodial and community settings.

The service provides a single, shared offender record spanning reception into custody, sentence management, release, and probation supervision. It supports operational delivery across prisons and probation services while enabling consistent information sharing, governance and oversight at regional and national levels.

2. Pricing approach

Unilink’s Integrated Offender 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 an annual per-bed 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 custodial and probation environments. Software licence pricing is published using transparent units to enable 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 – Integrated Offender Case Management is priced as SaaS either implemented in all prisons, probation and community, or as an Offender Management System for prisons only.

The overall annual SaaS licence fee is calculated by multiplying the SaaS rate with the operational capacity of the secure environment (measured by number of beds), and the deployment model chosen (software only or managed cloud hosting).

U-Case Integrated OMS	Operational Capacity - Number of Beds					
	up to 2,000	2 to 4,999	5 to 9,999	10 to 19,999	20 to 49,999	over 50,000
Prisons and Probation (per bed/year)	£ 241	£ 226	£ 212	£ 197	£ 175	£ 124
U-Case for Prisons						
Offender Management (per bed/year)	£ 161	£ 146	£ 131	£ 117	£ 95	£ 73
Cloud Hosting						
Fully managed Service (per bed/year)	£ 131	£ 117	£ 102	£ 88	£ 66	£ 51

**The minimum cost for cloud hosting will be calculated based on population of 500, even if the actual population number is lower.*

Final pricing will be calculated by applying the published rates to the agreed capacity and contract duration. Annual fees are payable annually in advance.

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 national 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 18 to 36 months, depending on population number, configuration complexity, integrations and rollout approach.

The total cost of onboarding and configuration will not exceed £150,000 per site, 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.