

CIVICA



G-Cloud 15 Pricing

iCasework Case Management Product Suite

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1. iCasework Case Management Pricing

1.1 Annual Service Fee

The Annual Service Fee is calculated based upon user numbers.

Section 1.2 details Civica's pricing for an initial Committed Fixed 3-Year Term. A commitment to a longer fixed-term enables us to offer better value pricing by allowing Civica to fix our supply chain costs accordingly.

Section 1.3 details Civica's standard pricing for a Flexible Contract Term, including termination for convenience (for the Buyer) on 30 days' notice. This pricing is suitable for Buyers who require flexibility in their supplier arrangements and for whom a longer-term commitment is therefore not preferred.

1.2 User-Based Pricing – Committed Fixed 3-Year Term

Please see section 1.1 above for the distinction between “Committed Fixed 3-Year Term” and “Flexible Contract Term” (pricing as per section 1.3).

Users are defined as Basic Users, Case Workers or Power Users. A definition of user types is provided in section 2 below. Pricing is calculated based upon the total number of named users of each type, subject to a minimum Annual Service Fee of £15,000 plus VAT. Each Case Type requires the purchase of its own set of user licenses. The Annual Service Fee is “all-in” and as such includes application and database licensing, application and database hosting, software support, maintenance and upgrades, help desk support and access to the full range of features, including all reporting functionality, self-service forms, the right-to-use the API and social media integration.

Power User pricing is banded and pricing is calculated based upon the number of users falling within each band, in combination with any Basic and Case Worker User licences that are required. 10 Basic Users are provided free of charge for each Power User purchased. An additional fee applies for Basic Users in excess of the inclusive free Basic User allowance (price on application). Under G-Cloud 15, the price paid for each **Power User** will vary in each year of the contract, subject to the year of contract commencement, as per the tables below:

Contract Start Date	
User Banding	2026
1st-20th	Price per Power User - Year Two
21st-50th	£1,213.00
51st-100th	£1,092.00
101st-200th	£970.00
201st-300th	£850.00

Annual fees for **Case Worker User** licences on a Committed Fixed 3-Year Term basis are calculated based upon the figures below:

Contract Start Year	Price per Case Worker – Year One	Price per Case Worker – Year Two	Price per Case Worker – Year Three	Price per Case Worker – Year Four
2026	£158.00	£166.00	£174.00	£183.00

1.3 User-Based Pricing – Flexible Contract Term

Please see section 1.1 above for the distinction between “Committed Fixed 3-Year Term” (pricing as per section 1.2) and “Flexible Contract Term”.

Users are defined as Basic Users, Case Workers or Power Users. A definition of user types is provided in section 2 below. Pricing is calculated based upon the total number of named users of each type, subject to a minimum Annual Service Fee of £15,000 plus VAT. Each Case Type requires the purchase of its own set of user licenses. The Annual Service Fee is “all-in” and as such includes application and database licensing, application and database hosting, software support, maintenance and upgrades, help desk support and access to the full range of features, including all reporting functionality, self-service forms, the right-to-use the API and social media integration.

Power User pricing is banded and pricing is calculated based upon the number of users falling within each band, in combination with any Basic and Case Worker User licences that are required. 10 Basic Users are provided free of charge for each Power User purchased. An additional fee applies for Basic Users in excess of the inclusive free Basic User allowance (price on application). Under G-Cloud 15, the price paid for each Power User will vary in each year of the contract, subject to the year of contract commencement, as per the tables below:

Contract Start Date:	
	2026
User Banding	Price per Power User - Year Three
1st-20th	£1,516.00
21st-50th	£1,365.00
51st-100th	£1,213.00
101st-200th	£1,063.00
201st-300th	£910.00

Annual fees for **Case Worker User** licences on a Flexible Contract Term basis are calculated based upon the figures below:

Contract Start Year	Price per Case Worker – Year One	Price per Case Worker – Year Two	Price per Case Worker – Year Three	Price per Case Worker – Year Four
2026	£198.00	£208.00	£218.00	£229.00

1.4 Solution Complexity and Price

In some instances, to recognise the additional support and maintenance overhead associated with a particularly complex implementation (e.g. one where there is a small number of users but where there are multiple integrations with various line of business systems) we may charge a premium on the Annual Service Fee. If such a premium is applicable, it will be discussed during your evaluation of our solution.

1.5 Alternative Licensing

There are circumstances where an alternative licensing model may be appropriate, for example, where there is a very large user count, where clients are taking advantage of limited functionality, or where a client wishes to utilise iCasework to manage multiple Case Types. In these circumstances, as an alternative to user-based pricing, a token-based model exists. Please contact the Civica G-Cloud Sales Office for a quotation for the number of Service Tokens you may require if this alternative model is appropriate. The price of each token is £1 and tokens are valid for 1 month.

1.6 Additional Information

The Annual Service Fee is invoiced annually in advance and becomes payable upon contract signature.

2. User Types

We define three user types, namely Basic User, Case Worker User and Power User.

A **Basic User** can:

- Create a case
- View cases to which they have been granted access (e.g. where a customer has previously raised a case, or where the user is tasked with undertaking actions assigned to them on a case)
- Add notes to a case

A **Case Worker User** can:

- Do everything that a Basic User can do
- Create and assign cases and tasks
- Be assigned cases and tasks
- Pick-up cases and tasks from a queue
- Move cases and tasks to another user or team
- Correspond with case parties and colleagues
- Collaborate
- Be granted full contact management access

A **Power User** can:

- Do everything that a Case Worker User can do
- Manage escalated cases and triage incoming casework
- Create and subscribe other users to reports
- Undertake system administration tasks
- Undertake team administration tasks

3. Implementation Pricing

3.1 SFIA Rate Table – UK Resources

Pricing for implementation will be based on the 2026 SFIA rate card attached with the G-Cloud entry.

4. Standards for Consultancy Day Rate Cards

- All services delivered remotely, unless agreed to the contrary
- Working week - Monday to Friday, excluding national holidays.
- Office hours - 9am to 5pm, Monday to Friday.
- Travel, mileage and subsistence:
 - £250/night - overnight stay (within M25)
 - £150/night - overnight stay (outside of M25)
 - Mileage - £0.45/mile
 - Train, airfare, car-parking – at cost
- Professional Indemnity Insurance - included in the day rate.

5. Notes

All pricing is quoted exclusive of VAT which will be applied to invoices at the rate prevailing at date of invoice.

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