

CIVICA



G-Cloud 15 Pricing

iCasework for Legal, Coroners and Registrars

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1. iCasework for Legal, Coroners and Registrars 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).

Pricing is calculated based upon the total number of named users, subject to a minimum Annual Service Fee of £10,000 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.

User pricing is banded and pricing is calculated based upon the number of users falling within each band,

Under G-Cloud 15, the price paid for each user will vary in each year of the contract, subject to the year of contract commencement, as per the table below:

Contract Start Date:	
	2026
User Banding	Price per User - Year Three
1st-20th	£1,213.00
21st-50th	£1,092.00
51st-100th	£970.00
101st-200th	£850.00
201st-300th	£728.00

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”.

Pricing is calculated based upon the total number of named users, subject to a minimum Annual Service Fee of £12,500 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.

User pricing is banded and pricing is calculated based upon the number of users falling within each band,

Under G-Cloud 15, the price paid for each user will vary in each year of the contract, subject to the year of contract commencement, as per the table 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

1.4 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.

1.5 Additional Information

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

2. Implementation Pricing

2.1 SFIA Rate Table – UK Resources

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

3. 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.

4. 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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