

Engagement Hub

Service Pricing –Engagement Hub for Commissioners

May 2019

iPLATO Healthcare Ltd

CONFIDENTIAL – DISTRIBUTION LIST

Internal: Management

External: Digital Marketplace - GCloud 11

PRICING

- Minimum contract term 1 year.
- Service Subscription for both Hub and connectors payable annually in advance.
- Setup/Provisioning includes:
 - Organisational engagement including IG signoff where required.
 - Remote (Hub) User Training. Note: if required group or individual User Training programmes can be undertaken and will be charged based on standard iPLATO day rates.
 - GP practice engagement support and iPLATO Connector installation.
- myGP® Integration (optional).
- Messaging costs: SMS Message bundles purchased centrally in advance.

Pricing Tables

Service Subscription, Setup/Provisioning

Item	Hub
Setup/Provisioning	Day rates
Additional User Training (if required)	Day rates
Engagement Hub Subscription (annually)	£10,000
Connector Subscription (yearly per connected practice/node)	£200
myGP® Integration (optional)	Day rates
Service Cancellation after yearly subscription period	Free

Notes:

- All prices quoted are in Pounds Sterling (GBP) and exclude applicable taxes.

Service Messaging

Item	Hub
SMS Messaging: Outbound	via EE Commercial Gateway (per fragment) £0.05
SMS Messaging: Inbound	Cost Free
Data Messaging: Outbound	via myGP® App Free
Data Messaging: Inbound	via myGP® App Free
Data Messaging: Other	Bookings and cancelations via myGP® App £1.00
Letters	£1.00
IVR	£5.00
email	£1.00

Notes:

- All prices quoted are in Pounds Sterling (GBP) and exclude applicable taxes.
- SMS Messages, letters, IVR, emails purchased in advance, in minimum 10,000 bundles.
- Data Messages for booking/cancelations purchased in advance, in minimum 1,000 bundles.

BILLING

Invoices issues upon order confirmation or renewal.

Payment terms, 30 days.

Setup/Provisioning	Invoiced when ordered.
myGP® Integration	Invoiced when ordered.
Training	Invoiced when ordered.
Subscription	Invoiced yearly in advance. Renewal invoices automatically issued 1 month prior to renewal date.
Messaging	Invoiced when ordered. Minimum bundle size 10,000 for SMS/IVR/email/letters. Minimum bundle size 1,000 for booking/cancelation data messages.

OFFBOARDING

Service Cancellation

Cancellation available at contract renewal.