



Fincare Health Continuing Health Care Platform Pricing (G-Cloud 11)

Prepared for:

G-Cloud 11

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1. The Fincare Platform Service

Fincare Health Continuing Health Care (CHC) system delivers NHS England's full CHC Maturity Index requirements in a single solution. Workflow logic that supports the delivery of the complete CHC assessment process is twinned with a case management system, to enable efficient administration of care plans and contracts. Management information is displayed on customisable dashboards and on-demand document templates simplify NHS Quarterly Reporting. The entire platform offers a comprehensive suite of APIs to allow integration with NHS and third-party systems.

Features:

- Single solution for end-to-end management of Continuing Healthcare (CHC) meeting all new NHSE requirements
- Workflow supports full CHC assessment process including Checklist, Decision Support Tool, Fast Track, Funded Nursing Care, Panel Review and Appeals
- Complete case management with a single view
- Roadmap of case management including progress milestones and alerts
- Supports three, six and twelve month reviews
- Workflow alerts and logic to drive assessment process forward
- Standard and customised letter generation
- Offers multiple APIs to support integration with a range of NHS and third party systems
- Comprehensive management reporting suite including interactive dashboards and reports
- Role-based and customisable per organisation and individual

Benefits:

- Single solution for all CHC needs

- Intuitive and easy to use interface
- Workflow drives process efficiency and consistency; as data builds, the system offers the ability to forecast
- e-Checklists ensure single point of access for CHC referrals, and reduce re-work caused by missing information
- Workflow and single data repository drive faster eligibility decisions
- Cloud-based design supports mobile working via smartphone, laptop, tablet for out-of-hospital assessments
- Pathway analysis provides transparency around bottlenecks, workload, productivity, etc
- Accelerates decision-making and reduces operational costs
- Dynamic audit function provides transparency and helps organisations avoid bottlenecks and achieve Quality Premium targets

2. Fees Overview

2.1. Monthly Fees

The following monthly fees and costs apply to our Fincare Platform services:

Fee Type	Description
Mandatory Fees & Costs	
SaaS Licence Fees	A usage-based fee depending on numbers of users, queryable data storage and the number of cores available to supports queries and analytics including ML and AI.
Hosting Costs	These are either pass through costs for underlying compute, storage and network resources or your own costs of these where you provide or procure these yourself.

Fees for Optional Services	
Support Services Fees	A fixed fee assessed according to the type of support required (SLA or capped effort), the support hours requested, and the level and scope of support and maintenance activities anticipated
Disaster recovery subscription uplift	An uplift to the per user SaaS subscription fees if a higher specification disaster recovery option than the standard is taken
Additional services	Fees for any add-ons you may request to either our Standard Service or Custom Service. For example, these might be additional security measures, a custom disaster recovery arrangement, or additional work you want covered under a support arrangement

2.2. Professional Services Fees

Implementation, onboarding, integrations and other professional services work is charged at our SFIA rate card rates.

This can be either on a time and materials or a fixed price basis. Fixed price quotes will include an allowance for contingency.

With our professional services you can have your Custom SaaS solution operational in as little as four to six weeks ready provide the capabilities required to solve your business challenge at hand.

For more details see our service definitions for Professional Services and our SFIA rate card rates for these.

3. SaaS Fees

The Licence fees for Fincare Platform are:

Monthly Fee

Type of fee	Price/ month
<u>SaaS Fee</u> 6,250 GBP GBP per month per Instance	6,250 GBP

Optional SaaS Licence Fee for Additional Analytics Capabilities

Type of fee	Price/ month
Fee per additional 1TB of storage (excluding the first 1TB)	550
Fee per additional 8 server cores (excluding the first 16 cores)	1,100

4. Support & Maintenance

Standard Support

We provide a recommended Standard Support package that is particularly useful if you are just starting and don't know yet how much support would be appropriate for your needs:

Standard Support Fee per Month (£)

Service	Fee
Standard Support: Provided Monday to Friday, 9am-5pm, excluding public holidays. Includes: 2 days per month of support work on a capped effort basis; phone and e-mail helpdesk; issue management; service monitoring; capacity management; security management; and general service maintenance - please see our Service Definition document for further details	2000 GBP

Custom Support

Many customers may want a dedicated instance of our service, custom hosting, SLA-based support or custom support hours/arrangements. We can accommodate all these options, and in each case will agree a Custom Support arrangement. Further details on the types of arrangement we can offer are included in our Service Definition document.

Charges for Custom Support are calculated according to the projected level of staff availability and utilisation required, for both support and maintenance, applying the rates in Fincare' SFIA rate card.

Hosting, Security and Other Add-Ons

You may request add-ons to the hosting, security and other arrangements that are part of either our Standard Service or Custom Service. For example:

- > Restricted VPN access
- > Two factor identification
- > White listing
- > Different frequencies and locations of backups
- > Alternative disaster recovery arrangements
- > Minor additions to our Standard Support arrangements

If we can provide these add-ons, we will charge them: (i) for third party products and services, at cost plus a 20% support and management fee; and (ii) for Fincare services, at a fee calculated in accordance with our SFIA rate card.

5. Proofs of Concepts, Trials & Phased Implementations

Fincare is happy to undertake proof of concepts (POCs) and pilots, and to contract and deliver separate alpha and beta implementation phases in line with UK government best practice advice. Fincare may reduce or waive the minimum termination period and/or minimum user number requirements during any POC, pilot or phased delivery.

6. Onboarding, Integrations & Implementation

Onboarding, integrations, business analysis, training and other implementation services can be provided under G-Cloud or the Digital Outcomes and Specialists (DOS) framework.

These services are priced in accordance with Fincare' SFIA rate card on either a time and materials or a fixed fee basis depending on the nature of the project.

7. Expenses

Expenses for travel outside the M25 and associated accommodation and subsistence, if required, will be charged at cost, invoiced monthly in arrears.

8. VAT

All prices in this proposal exclude VAT.

9. Further Information & Contact Details

If you would like further information on our services, or a formal quote against your needs, then please contact us as follows:

Contact

e: marcelle.vonwendland@finworks.com

t: 020 7397 0620 and ask for Marcelle von Wendland

Website

www.finworks.com

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Fincare is a Division and Trading Name of Fincare Ltd.