civica

Transforming the way you work

G-Cloud Pricing Document

- **Declare**
- **Empower**
- **Research Services**
- **Engage**
- **Experience**

Document Control

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Any questions regarding this document should be directed to:

Name	Serena Attridge
Address	Civica UK Limited, Southbank Central, 30 Stamford Street, London, SE1 9LQ
Telephone	020 77602800
Email	g-cloud@Civica.co.uk

1. Pricing

DECLARE Pricing

NHS 'Provider' Organisations	Fee (£)
Implementation, Rollout / Initial Training	£5,300
Annual Service Fee, Helpdesk and Hosting	£5,950
NHS 'CCG & Specialist' Organisations	**Fee (£)**
Implementation, Rollout / Training	£3,100
Annual Service Fee, Helpdesk and Hosting	£3,600

VAT is not included.

The minimum contract length is 12 months i.e. £11,250 (Provider) or £6,700 (CCG & Specialist).

Implementation requiring significant bespoke development may require changes to the pricing indicated depending on precise functional requirements.

Additional implementation and any third-party costs not included in the minimum price shown but identified as necessary following detailed requirements of the customer being identified will be charged as per Civica's Rate Card for professional services, a copy of which forms part of Civica's GCloud listing.

Please contact us to discuss your detailed requirements

ENGAGE Pricing

NHS Provider version	Fee (£)
Implementation, Rollout / Initial Training	£7,725
Annual Service Fee, Helpdesk and Hosting (1 – 9,999 members)	£6,400
Annual Service Fee, Helpdesk and Hosting (10,000 – 14,999 members)	£7,100
Annual Service Fee, Helpdesk and Hosting (15,000 – 19,999 members)	£7,600
Annual Service Fee, Helpdesk and Hosting (20,000 – 29,999 members)	£8,200
NHS Commissioner version	**Fee (£)**
Implementation, Rollout / Training	£3,600
Annual Service Fee, Helpdesk and Hosting	£4,150
Optional extras	**Fee (£)**
Integrated online membership form	£950
ClickEmail (integrated email broadcast tool)	£500 per year (plus £725 setup)
ClickText (integrated SMS broadcast tool)	£500 per year

VAT is not included.

The minimum contract length is 12 months i.e. £14,125 for the lowest banding of membership without add-ons.

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EMPOWER Pricing

Team Level	Fee (£)
For organisations looking to start in one or few teams	£200 per month
Workforce Level	**Fee (£)**
For organisations looking to engage the entire workforce	£2,500 - £3,000 per month
Leadership Level	**Fee (£)**
For organisations dedicated to improvement at scale	£3,750 per month

VAT is not included.

Empower can be purchased with no minimum term requirements; however the notice period is 3 months.

Implementation requiring significant bespoke development may require changes to the pricing indicated depending on precise functional requirements.

Additional implementation and any third-party costs not included in the minimum price shown but identified as necessary following detailed requirements of the customer being identified will be charged as per Civica's Rate Card for professional services, a copy of which forms part of Civica's GCloud listing.

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EXPERIENCE Pricing

NHS Provider version	Fee (£)
Implementation, Rollout / Initial Training	£5,000 (min) - £10,000 (max)
Annual Service Fee, Helpdesk and Hosting	£15,995 (min) - £24,995 (max)
Optional extras	**Fee (£)**
SMS Survey Functionality Implementation	£1,500
SMS Survey Functionality Annual Service Fee	£2,000
SMS per text message outbound	TBC
SMS per text message inbound (using FTEU Shortcode)	TBC
IVR Survey Functionality Implementation	£2,000
IVR Survey Functionality Annual Service Fee	£2,000
IVR per survey cost (price depending on length and complexity)	TBC
Mobile survey app	£2,000
NHS Commissioner version	**Fee (£)**
Annual Service Fee, Helpdesk and Hosting	£9,995 (min) - £14,995 (max)

VAT is not included.

The minimum contract length is 12 months.

SMS and IVR pricing may differ depending on volumes.

Implementation requiring significant bespoke development may require changes to the pricing indicated depending on precise functional requirements.

Additional implementation and any third-party costs not included in the minimum price shown but identified as necessary following detailed requirements of the customer being identified will be charged as per Civica's Rate Card for professional services, a copy of which forms part of Civica's GCloud listing.

Please contact us to discuss your detailed requirements.

RESEARCH SERVICES Pricing

Projects are tailored to individual organisational requirements and as such are costed depending on the specification. As a guide, our pricing is worked out based on time and toil of team members and so estimates are provided further to a specification being presented and our assessment who and what is needed and for what duration. For guidance, we cost projects up with our standard staff day rates as a reference point, though other variables are factored on.

Staff day rates	Fee (£) per day
Managing Director	**£975**
Directors	**£875**
Technical and Development Support	**£775**
Senior Staff	**£695**
Junior Staff	**£495**
Administration and Design	**£425**

VAT is not included.

Please contact us to discuss your requirements so that we can provide a detailed estimate of costs for your project.

Pricing varies subject to a number of variables, such as total user numbers and precise functional requirements.

Implementation and any third-party costs are not included in the minimum price shown, since these elements vary subject to the detailed requirements of the customer. Implementation services will be charged as per Civica's Rate Card for professional services, a copy of which forms part of Civica's GCloud listing.

Please contact us to discuss your detailed requirements.