

Customer Experience Platform, Mobile App & Website - Commerce

G-Cloud 13 - Pricing Document

Overview

Passenger's customer experience platform for public transport operating companies and local authorities is accelerating the UK's journey towards sustainable, shared mobility.

The platform can be customised within our Commerce capabilities, with pricing listed in the table below. The platform also includes Cities capabilities, also available on G-Cloud. Pricing includes the following:

- **Setup costs:** Includes things like initial setup, customisation and branding; and
- **Annual costs:** Annual license costs enable you to take advantage of: 1) The investment we have made in our products, 2) New features and improvements that we roll out to all our customers to improve the overall product and 3) Help Desk support.

Pricing

Work Package	Task	Setup Cost	Annual Cost (100 PVR)	Transaction fee
GCWP1	CEP, App & Website <ul style="list-style-type: none"> • inc CMS 	£30,000	£2,500	n/a

GCWP2	Digital/mobile ticketing Optional <ul style="list-style-type: none"> • App QR code integration; Single-provider • App QR code integration; Multi-provider (e.g. Ticketer/Init/Vix) • Web-to-mobile eCommerce 	£35,000	£8,500	Stripe fees
GCWP3	Contactless Journey Portal Optional	£20,000	£2,500	n/a
GCWP4	Smartcard Portal Optional	£100,000	£20,000	n/a
GCWP5	Travel Portal Optional <i>Requires GCWP2. Fee based on fleet size (PVR) / volume usage.</i>	n/a	n/a	3%-5.8%
GCWP6	Verification Service Optional <i>Requires GCWP2. Based on verification types and volume usage.</i>	n/a	n/a	£1.25-£5.00
GCWP8	CEP, App & Website <ul style="list-style-type: none"> • Multi-lingual Optional 	£18,000	£1,500	n/a
GCWP9	Website content migration service Optional	£15,000	n/a	n/a
GCWP10	App active ticket migration Optional	£9,500	n/a	n/a

The annual costs provided in this document are based on a fleet size (PVR) of 100 buses.

Additional information

- Travel Portal pricing: Between 3-5.8% dependent on PVR and volume usage.
- Verification Service pricing: Between £1.25 and £5.00, based on verification type and volume usage.
- All orders subject to a minimum annual license value of £30,000.
- All prices are exclusive of VAT.
- Prices include implementation and initial training.
- Pricing is based on PTG's chosen Payment Service Provider being used.
- Prices will vary depending upon fleet size (PVR).
- If you would like further information please contact us.