

CIVICA



G-Cloud 13 Pricing

Civica Engage

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Pricing

Civica Engage

Tier	Pioneer	Professional	Expert	Enterprise
Configuration and Build (if appropriate)	£5000	£10000	£10000	£10000
Annual Service Fee	£6000	£9000	£11000	£16000

Membership & Stakeholder Size Assumes 2,000 – 15,000.

Below 2,000 = - 10% | Above 15,000 = + 10% | Above 20,000 = + 20%

Add-on Features and Services

Band	1	2	3	4	5	6
Price	£1500	£1100	£800	£600	£500	Price on spec

See Appendix A for Notes and Configuration specs, and available add-on features and services.

Appendix A:

1) Notes & Configuration specs

Tier	Includes
Pioneer: 6,000 per year	<ul style="list-style-type: none"> • Secure Cloud Hosting • Core Management Suite incl. Get Address and Socio Economic analytics • Email support w/ 24-hour response time, 48-hour support time • 2 users • E-training manual <p>Additional Zones or Tools can be added (see Appendix A)</p>
Professional: £9,000 per year	<p><i>Plus</i></p> <ul style="list-style-type: none"> • Monthly Bereavement Check • Bulk data upload tools (self service) • ClickEmail • 3 Engagement Zones* • 1 Data Management Tool • Standard Telephone and email support • 3 users • Complimentary access to online webinar training sessions • Complimentary access to physical and virtual conferences, user groups, networking events
Expert: £11,000 per year	<p><i>Plus</i></p> <ul style="list-style-type: none"> • Limitless Engagement Zones • Limitless Users • Full Data Management Service • Full Messenger Zone • Volunteer Management Zone • Priority Telephone and Email Support • 6 monthly engagement healthcheck report • 2 x bespoke half day training sessions per year
Enterprise: £16,000 per year	<p><i>Plus</i></p> <ul style="list-style-type: none"> • Member/Panel Helpline • Dedicated named Customer Success Manager • 4 x half day training sessions per year, including 1 onsite • 2 x Insights Services per year

2) Add-on Zones, Data Management and Insight Services

Band	1	2	3	4	5	6
Price per annum unless otherwise stated)	£1500	£1100	£800	£600	500	Price on Spec *

Service Area	Price Band
Zones **	
Messenger	
<ul style="list-style-type: none"> ClickEmail 	1
<ul style="list-style-type: none"> ClickText 	3
<ul style="list-style-type: none"> ClickPost 	n/a (included)
ClickSurvey	2
Volunteer Management	4
Report and Vault Storage	3
Election and Governor	3
Events	3
Organisation Management	4
Strategy	4
Data Management**	
Staff Updates (Quarterly)	2
Integrated online membership application	3
Member Portal	3
Email Updater App	5
Insight Services ***	
Mapping	3
Boundary Reconfiguration	2
ClickSurvey Analytics	3
Voter Insights	3
Additional Consultancy Support	See day rate card
Election Services	6*
Civica Election Services	£1,000 - £60,000 (per election round, price based on spec)

* Band 6: Election Services have a number of variables alongside the core online voting software including electorate size, hybrid voting requirements, print, postage, envelopes and administration. Some of these 3rd party costs also change annually (e.g. Royal Mail). As such a full quote would be provided prior to appointment based on specification and variables, and this agreed indicative pricing would be embedded into the G Cloud contract.

Indicative costs:

- Electorate 20,000 | 14,000 Postal and 6,000 Email | Constituencies: Public/Patient: 4 - Vacancies 12 (24 Candidates), Staff 4 – Vacancies 4 (8 Candidates) : **£22,000**
- Electorate 10,000 | 6,000 Postal and 4,000 Email | Constituencies: Public/Patient: 3 - Vacancies 6 (12 Candidates), Staff 3 – Vacancies 3 (6 Candidates) **£13,000**
- Electorate 5,000 | 2,500 Postal and 2,500 Email | Constituencies: Public/Patient: 2 - Vacancies 2 (4 Candidates), Staff 2 – Vacancies 2 (4 Candidates) **£7,000**

** Zones and Data Management Services can be switched on or off at any time. If added mid contract term the price will be aligned to the main annual service fee for the platform. If removed mid contract term, the reduced fee will take effect from the next contract anniversary date

*** Insight Services are ad hoc, as such they will be charged as and when required

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