Prodo SaaS Price List

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Prodo Social Software Ltd

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1. Introduction

This Price List sets out the charges associated with the supply of the Services under the Crown Commercial Service procurement route. All prices are exclusive of VAT. The pricing structure is based on Property Banding, reflecting the number of homes managed by the Buyer at the Contract Start Date.

The document includes Subscription Fees, Implementation and Build charges, Optional Add-Ons, Hosting services, Support tiers and the relevant Payment Schedule. Prices remain fixed for the Contract period unless otherwise stated.

2.Subscription Fees (SaaS)

Subscription Fees represent the recurring charges for use of the software platform, including standard Azure hosting. Pricing is calculated using Property Banding and is charged monthly, billed annually in advance unless agreed otherwise.

Properties Under Management	Recurring Monthly SaaS Licence (Portal + App) Standard Azure Hosting included.
0–2,999 homes	£3,000
3,000–7,499 homes	£4,000
7,500–24,999 homes	£5,000
25,000–49,999 homes	£7,500
50,000–99,999 homes	£9,000
100,000+ homes	£10,500

3.   Implementation and Build Costs

Implementation and Build Costs cover all one-off configuration, onboarding and setup activities required to prepare the platform for operational use. These charges align with the same Property Banding structure as the Subscription Fees.

Costs include platform configuration, integration setup, form creation, workflow design and any additional components required to deliver the Buyer's defined scope.

Configuration Item - One Off Costs	Optional	0–2,999 homes	3,000–7,499 homes	7,500–24,999 homes	25,000–49,999 homes	50,000–99,999 homes	100,000+ homes	Description
Core Platform & App Configuration	No	£ 20,000.00	£ 20,000.00	£ 25,000.00	£ 25,000.00	£ 50,000.00	£ 80,000.00	Branding, identity configuration, payments, repairs setup, CMS, dashboard, tenant profile, notifications and general platform setup. Native iOS/Android app deployment, branding, push notification configuration, app store submission and management.
Integration Layer Setup	No	£ 5,000.00	£ 10,000.00	£ 15,000.00	£ 15,000.00	£ 17,000.00	£ 17,000.00	Connects the Portal to the authority's middleware/API gateway. Includes endpoint mapping and security token configuration.
Repairs Detection Setup	Yes	£ 10,000.00	£ 10,000.00	£ 10,000.00	£ 10,000.00	£ 10,000.00	£ 10,000.00	Configures the automated repairs classification and routing engine.
Custom Forms Setup (up to 50 forms)	Yes	£ 35,000.00	£ 35,000.00	£ 35,000.00	£ 35,000.00	£ 35,000.00	£ 35,000.00	Setup of up to 50 forms with logic, workflows, templates and testing.

Enhanced CRM Case Tracking Setup	Yes	£ 12,500.00	£ 12,500.00	£ 12,500.00	£ 12,500.00	£ 12,500.00	£ 12,500.00	Extended case workflows, statuses and CRM surfacing within the Portal and App.
Notifications & Segmentation Setup	Yes	£ 25,000.00	£ 25,000.00	£ 25,000.00	£ 25,000.00	£ 25,000.00	£ 25,000.00	Behavioural targeting, segmentation engine configuration, dynamic cohort creation, message templates and testing.
Chatbot Integration	Yes	£ 6,000.00	£ 6,000.00	£ 6,000.00	£ 6,000.00	£ 6,000.00	£ 6,000.00	Integration of the authority's chosen chatbot, including routing logic and handover.
Print Statements Module Setup	Yes	£ 3,000.00	£ 3,000.00	£ 3,000.00	£ 3,000.00	£ 3,000.00	£ 3,000.00	Rent/charge statement templates, merge logic and PDF generation setup.
Document Centre Setup (Standard)	Yes	£ 10,000.00	£ 10,000.00	£ 10,000.00	£ 10,000.00	£ 10,000.00	£ 10,000.00	Standard Tenant + Property document library, structures, permissions and templates.
Analytics Enablement	Yes	£ 5,000.00	£ 5,000.00	£ 5,000.00	£ 5,000.00	£ 5,000.00	£ 5,000.00	Dashboards, KPIs and analytics module activation.
Training (Admin, CMS & Case Management)	Yes	£ 2,500.00	£ 2,500.00	£ 2,500.00	£ 2,500.00	£ 2,500.00	£ 2,500.00	Per session - On-site or remote training for configuration, CMS and case management.

4.   Optional Add-Ons

Optional Add-Ons provide additional capability beyond the core platform. These modules may be procured individually and priced either as a one-off charge or a monthly recurring charge, depending on the module.

Optional items allow Buyers to extend the solution to include further functionality such as marketplace components, engagement tools, language packs or integrated payment services.

Module	Monthly	One-Off Price	Description
Compliance Centre	N/A	£15,000	Full compliance workflow and document management (if not implemented at go-live).
Extended Document Management	N/A	£20,000	Advanced document classification, metadata and permissioning.
Analytics Enhancements	N/A	£5,000	Additional dashboards and extended KPI set.
Expanded Tenant Document Management	N/A	£10,000	Tenant-specific document grouping beyond the standard setup.
Prodo Pay Gateway	£ 2,000.00	N/A	UK Compliant Payment Gateway - Embedded function

5.   Hosting

Hosting charges apply only where the Buyer selects Dedicated Hosting rather than the standard included Azure environment. Dedicated Hosting provides isolated resources, enhanced resilience or regional separation according to the Buyer's requirements.

Pricing is set out by hosting environment type and reflects the monthly cost of maintaining dedicated infrastructure.

Item	Monthly Price
Dedicated Azure Environment - Production	£1,250.00
Dedicated Azure Environment - Development	£1,250.00
Dedicated Azure Environment - Testing	£1,250.00

6.   Support Tiers

Standard Support (09.00 to 17.00, Monday to Friday) is included at no additional cost. Enhanced Support provides 24 hours a day, seven days a week cover for incidents and is chargeable as set out below.

Support charges apply annually and follow the payment timings included in the Payment Schedule.

Enterprise Support (24/7)	
Properties	Monthly Price
0–100,000	£ 3,500.00
100,000+	£ 4,500.00

7. Payment Terms

The Payment Schedule defines the timing and structure of payments across all service categories. It applies to Subscription Fees, Build Costs, Hosting, Support and any Optional Modules procured.

Call Off Items Payment Schedule
Build Fee:
50% on Call off
50% on Build Completion
SaaS Fee:
Annual in advanced - upon commence of UAT
Dedicated Hosting
Annual in advanced – Commencement on completion of Dedicated Environments Prod | Test | Dev setup
Enhanced Support (24/7)
Annual – Commencement 30 days after GoLive
Optional Modules
50% on Call off
50% on Build Completion
Prodo Pay
Annual in advanced - upon commence of UAT

8.   Appendix A – Assumptions and Exclusions

The following assumptions and exclusions apply to all pricing in this document.

- All prices exclude VAT.
- Property Banding is determined by the number of properties managed by the Buyer at the Contract Start Date.
- Optional Modules are not required for operation of the core platform unless otherwise specified.
- Hosting charges apply only where Dedicated Hosting is selected.
- Enhanced Support is optional.
- Payment terms follow those set out in the Payment Schedule unless varied in the Call Off Contract.
    - The Buyer remains responsible for internal resourcing, device provision, training scheduling and change management unless otherwise agreed.