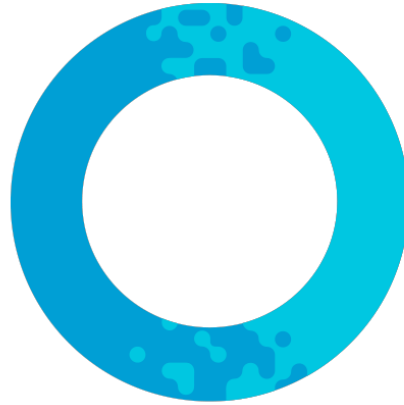




Made Open

Building better
communities

Pricing

Framework: Gcloud 15

Version: v3 – January 26

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Our core plans

All prices below are based on a fixed 12-month term and exclude VAT. Discounts are available for multi-year contracts, specified sectors and based on total contract value. Additional services and features can be added to your plan at any point (see service add-ons for pricing).

	Innovator: £12,000 per annum	Enterprise: £24,000 per annum	Enterprise + £30,000 per annum
End users	3,000	12,000	18,000
Partner access	Not included (add-on available)	Up to 6 partners (add-on available)	Up to 9 partners (add-on available)
1-2-1 support	2 hrs a month (add-ons available)	4 hrs a month (add-ons available)	4 hrs a month + senior account reviews (add-ons available)
Shared revenue	Not available	Optional	Optional
Community building features	Choice of 4 key features (Mix of community building and collaboration features)	Unlimited	Unlimited
Collaboration features	Optional (See above)	Standard	Advanced
Member connectivity	Standard (add-ons available)	Advanced	Advanced
Management & administration	Standard	Advanced	Advanced
Measurement & reporting	Standard (Self-serve & automated monthly reports)	Advanced (Tailored monthly & quarterly KPIs reports)	Advanced + (Bespoke monthly & quarterly reports)
Community engagement	Standard	Advanced	Advanced
Integration & bespoke development	Standard (Includes our pre-built integration options)	Advanced (Standard plus investigation time for new requests)	Advanced (Standard plus investigation time for new requests)

* For full details of features please go to appendix a.

In plan add-ons and upgrades

Add-on	Price (excl. VAT)	Unit / Frequency
Additional 1,000 users	£1000	Per Annum
Additional community building feature	£3000	Per Annum
Member verifications*	£1000	One-off
Member associations**	£1000	One-off
Member feedback survey***	£1000	One-off
Weekly digest emails****	£500	Per Annum
Quarterly reports	£3000	Per Annum
Sub-licencing partner	£3000	Per Annum

*Member verification process and verified 'tick' on approved member profiles.

** Associate members with organisations based on their relationship e.g. staff, volunteer, member

*** Collect member feedback with custom embedded surveys in key platform areas

**** Automated weekly emails sent to members based on their interests

Made Open rate card

Service	Price (excl. VAT)	Unit / Frequency
Ad-hock 1-2-1 training & support	£60	Per hour
Strategic advice & planning	£100	Per hour
Bespoke developments & integrations	£1000	Per day
Technical support	£80	Per hour
Content creation	£80	Per hour
Workshop facilitation & planning	£100	Per hour

Pilots and trials

Service	Details	Price (excl. VAT)
6-Month pilot package*	A time-limited production instance including all features of the selected plan. Includes 2 days of strategic support (facilitation and setup).	£6000
Trial	7-day access to a non-production 'sandpit' platform to test core functionality. Not customised to the client. No technical support included.	£0

** At the end of the 6-month pilot, the Customer may choose to transition to a full Call-Off Contract at the standard annual rates or terminate the service in accordance with the Exit Provisions. There is no automatic renewal into a full-term contract.*

Discounts

We offer several discounts to help support worthy causes and sustainable business model. Discounts can be combined but only 1 discount per discount category can be applied to any one contract e.g. a charity could get a 5% sector discount and 5% discount for a two-year contract but wouldn't also be eligible for the Bcorp discount.

Discount description	Conditions	Discount (%)
Sector discounts		
Education & non-profit	Registered charities, CICs, and educational institutions with turnover less than 1 million.	5
Bcorp	Bcorp certified organisation	5
Commitment discounts		
2-year commitment	Agreement to a minimum initial contract term of 24 months.	5
3-year commitment	Agreement to a minimum initial contract term of 36 months.	10
High value contract (£250k+)	Total contract value between £250,000 – £500,000.	12
High value contract (£500k+)	Total contract value between £500,001 and £1,000,000	14
High value contract (£1m+)	Total contract value between £1,000,001 and £2,500,000	16
High value contract (£2.5m+)	Total contract value between £2,500,001 and £5,000,000	18
High value contract (£5m+)	Total contract value over £5,000,001	20

Appendix A: Full feature breakdown

	Innovator: £12,000 per annum	Enterprise: £24,000 per annum	Enterprise + £30,000 per annum
End users	3,000	12,000	18,000
Partner access	Not included	Up to 6 partners	Up to 9 partners
1-2-1 support	2 hrs a month	4 hrs a month	4 hrs a month + senior account reviews
Shared revenue (Payment integration)	Not available	Optional	Optional
Community building features			
Directory	Choice of 4*	Yes	Yes
Events calendar	Choice of 4*	Yes	Yes
Volunteering	Choice of 4*	Yes	Yes
Timebanking	Choice of 4*	Yes	Yes
Guides	Choice of 4*	Yes	Yes
Challenges	Choice of 4*	Yes	Yes
Polls	Choice of 4*	Yes	Yes
Asks & offers	Choice of 4*	Yes	Yes
Job vacancies	Choice of 4*	Yes	Yes
Goals	Choice of 4*	Yes	Yes
Collaboration features			
Team / Networking spaces	Choice of 4*	Yes	Yes
Activities within teams	Choice of 4*	Yes	Yes
Circles	No	No	Yes
Member connectivity			
Directory of members	Yes	Yes	Yes
Member profiles & dashboard	Yes	Yes	Yes

Member instant messaging	Yes	Yes	Yes
Member verifications	No	Yes	Yes
Member associations	No	Yes	Yes

Management & administration

Member content management	Yes	Yes	Yes
Member account management	Yes	Yes	Yes
Customisable notification templates	Yes	Yes	Yes
Member broadcast messaging	Yes	Yes	Yes
Admin role management	Yes	Yes	Yes
Advanced custom admin restrictions	No	Yes	Yes
Page creation	Yes	Yes	Yes
Member feedback surveys	No	Yes	Yes
Customise menus, member dashboards and settings.	Yes	Yes	Yes

Measurement & reporting

Real time platform stats	Yes	Yes	Yes
Visitor stats (Google analytics)	Yes	Yes	Yes
Monthly reports	Yes	Tailored	Bespoke
Quarterly reports	No	Tailored	Bespoke
Annual review	Yes	Yes	Yes
Custom reporting dashboards	No	No	Yes

Community engagement

Keyword activity & member search	Yes	Optional	Optional
AI powered hybrid search	No	Optional	Optional
Customisable combined search	No	Optional	Optional
Campaigns	Yes	Yes	Yes
Favourite lists (printable)	Yes	Yes	Yes

Member notifications	Yes	Yes	Yes
Automated digest emails	No	Yes	Yes
Member and activity badges	Yes	Yes	Yes
Integration & bespoke development			
Mailchimp newsletter	Yes	Yes	Yes
Dropbox (for teams & guides)	Yes	Yes	Yes
Google drive (for teams)	Yes	Yes	Yes
Open Referral API (Joy App)	Bespoke set up (Chargeable based on rate card)	Bespoke set up (Chargeable based on rate card)	Bespoke set up (Chargeable based on rate card)
Bespoke developments (referred to as 'enhancements')	Chargeable based on rate card	Chargeable based on rate card	Chargeable based on rate card

Additional information

Terms & conditions	See separate Gcloud 15 Supplier Terms document
Service Definition	See separate Gcloud 15 Service Definition document
Contact	For any questions about our pricing contact Robert@madeopen.co.uk