



Make your procurement go further.

Service Definition Document

G-Cloud 15



Our purpose

Essential insight to make
better procurement
decisions

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Service definition

What is Tussell?

Tussell provides a database of UK government tenders, awards, frameworks and spending. This enables organisations to see their procurement history in one place, benchmark spending with other departments, find joint procurement opportunities, identify exposure to weak credit, manage their procurement pipeline, and monitor compliance with transparency regulations, SME and VCSE spending, and social inclusion.

How does Tussell work?

The product is a cloud-hosted, self-service market intelligence tool, which allows you to query using a multitude of criteria (e.g. keywords, CPV codes, dates, buyer/supplier, frameworks). Users have access to email alerts, saved searches and data downloads

What is included in a Tussell subscription?

Account management is included as in all packages but is tiered depending on the plan chosen. Optional 'Premium Add-Ons' include API access, bespoke research via our Analyst Service, and full access to our feed of verified early buying signals ('Early Opportunities').

Trusted by buyers, suppliers & the media

Government



Cabinet Office



Crown
Commercial
Service



National Audit Office



Department for
Business & Trade



GREATER
MANCHESTER
COMBINED
AUTHORITY



SURREY
COUNTY COUNCIL



East Sussex
County Council



Brighton & Hove
City Council



Lincolnshire
COUNTY COUNCIL
Working for a better future



Shared Business Services

Suppliers



Media



THE TIMES



The
Economist



BBC
NEWS



The
Guardian



The
Telegraph



REUTERS



Bloomberg



THE NEW STATESMAN



sky news



Evening Standard

234+

press citations in 2025.



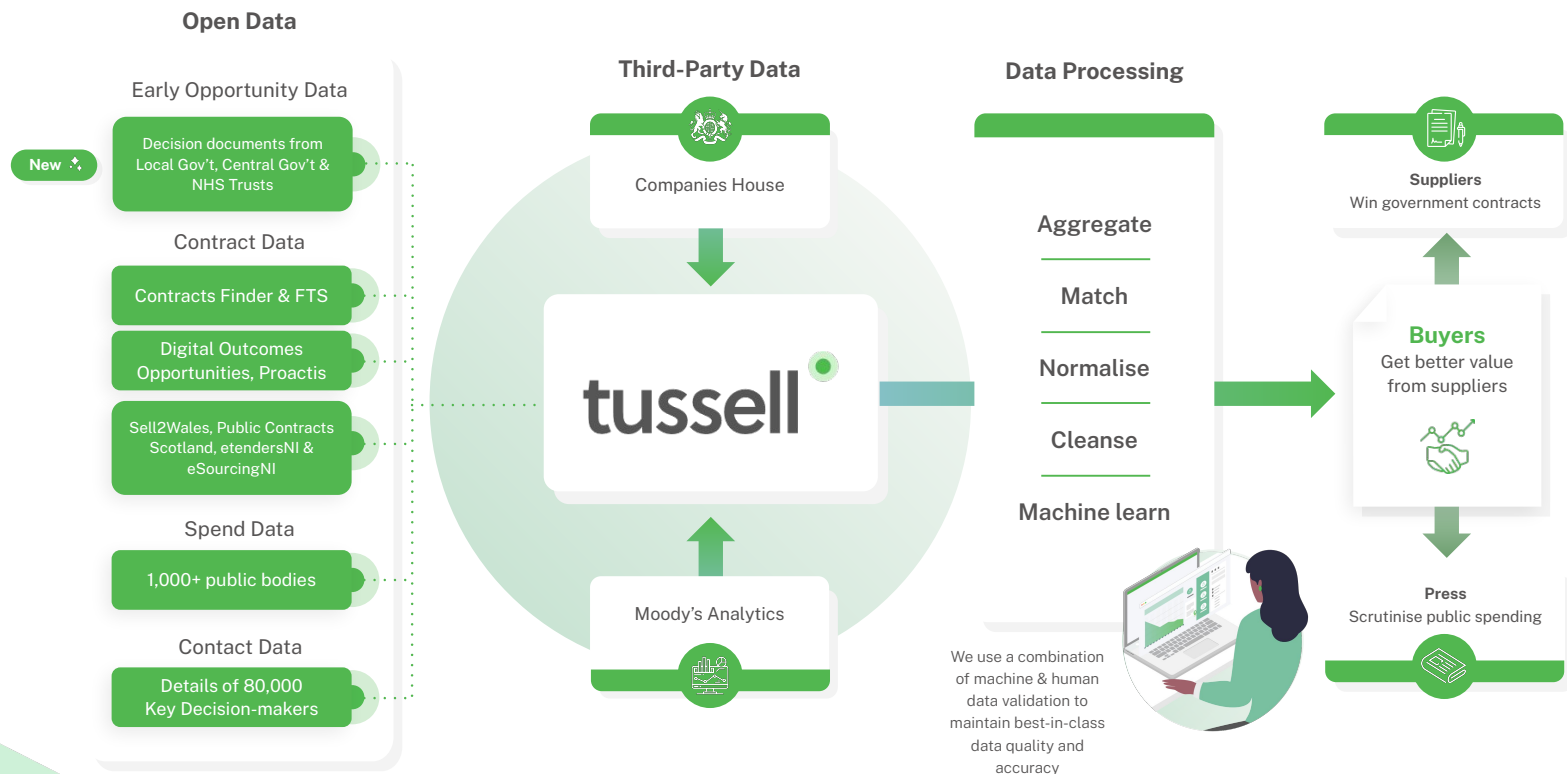
“Serious-minded
business data
provider Tussell”

Matthew Vincent



FINANCIAL
TIMES

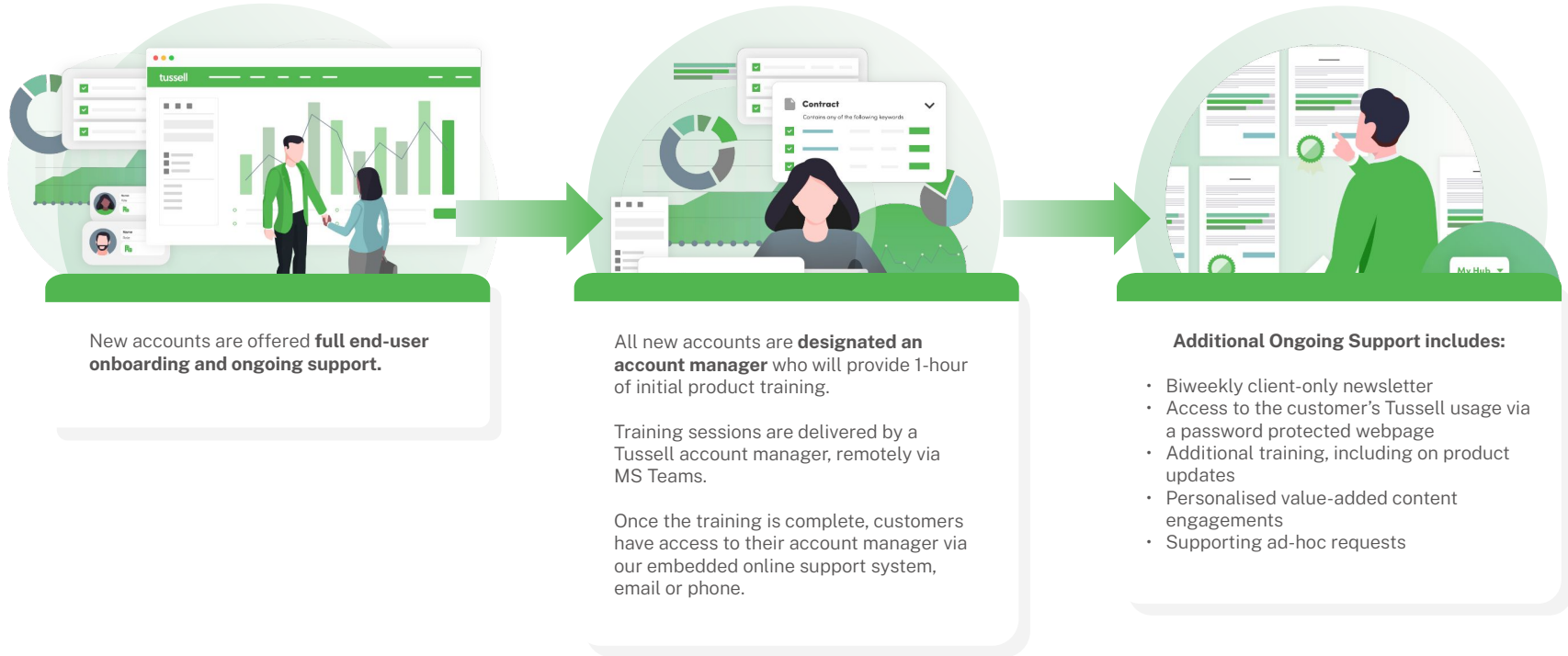
Turning open data into actionable insights



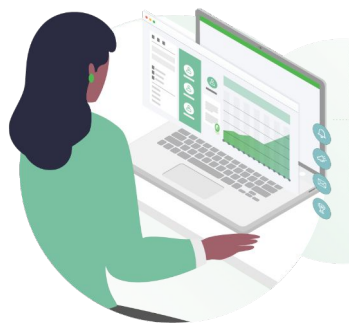
Use cases:



Onboarding Support



Implementation Plan



All new accounts are allocated an account manager who will embed the new users into the system.

Ahead of the contract starting, the account manager will pre-agree on:

1

Allocation of logins to the users –including designation of ‘super admins’ and/or ‘lead users’. These are not necessarily heavy users but act as accessible port of calls who can administer to a wide audience on the client’s side.

2

Training sessions which fit the users’ schedule –the account manager will arrange drop-in sessions giving flexibility to the users to join when suits them.

3

Pre-loaded saved searches on the client’s interests –each user may also fill out a short signup form which provides details on their unique use case and further tailors their alert set-up.

Service Levels



Users

- Create and save customised reports.
- Create daily and weekly email alerts.
- Save and share notices with team-mates.
- Customise their Tussell Hub page.



Tussell professional services

Your account manager will support you to create custom account searches and reporting that suit your needs. The level of service depends on your plan and is described on the following page.

Technical support is available to all users via our embedded online support system, email or phone. The Tussell help desk is staffed by account managers and product specialists, who operate between 9 am -5:30 pm (UK time). We aim take no more than 2 hours during working hours to respond to customer requests.

Tussell will use commercially reasonable efforts to deliver 99.9% availability in a 30-day period (excluding planned downtime). If service availability drops below 96% in a 30-day period customers will be refunded one month of access.

Customer Support

-

All plans include a dedicated Account Manager who will support with customer queries.

Different levels of guaranteed support hours with your Account Manager depends on your chosen TusSELL subscription tier.

Starter

Plus⁺⁺

**Typical annual
support time**
(hours)

12

28

Service Constraints



Requires internet access and a modern standards-compliant web browser. Supported browsers include:

- Internet Explorer 11
- Microsoft Edge
- Firefox
- Chrome
- Safari 9+
- Opera

As we work with publicly available data, we may also be constrained by the fact that the data has not been published correctly or is not yet available. As such, this may require us to conduct additional work, for example, sending out FOI requests. We may also need to undertake extra work to improve data quality if a customer's own published data is poor.

Levels of Data Back-up and Restore



Our data is stored in a Heroku database with continuous protection, meaning it is continuously and automatically backed up allowing for cloning and rollbacks if required.

Ordering and invoicing process



Once the customer has confirmed their intention to pursue a Tussell subscription, the customer will be sent a DocuSign with the proposal costs, an updated version of our T&Cs. Along with signing these documents, the customer must submit a purchase order form with the agreed license cost.

The Fees for a Subscription are payable in accordance with the terms set out in the Order. If payment is not received within 30 days, the customer is at liability to the rights and remedies set out in Tussell's Terms and Conditions.

Offboarding and termination of contract



If a customer wishes to terminate their contract with Tussell, they must provide notice in writing. The contract will terminate at the end of the subscription term.

During the notice period, customers can make a written request for a copy of any personal data and saved search filters entered by their authorised users. All customer account data will be permanently deleted immediately after the termination date.

Pricing - Contracting Authority Levels

Tussell offers two levels of pricing to improve affordability for smaller contracting authorities. Below are examples of contracting authorities across the two levels.

Level 1

Contracting Authorities with significant procurement spending, including, for example:

- Ministerial Departments
- Other Central Government Authorities
- Combined Authorities
- County Councils
- NHS Trusts
- Transport Authorities
- Purchasing Organisations
- Shared Services Organisations

Level 2 *

Contracting Authorities with lower levels of spending, for example:

- District Councils
- Town Councils
- Parish Councils
- Housing Associations
- Higher Education Institutions
- Schools & Colleges
- Registered Landlords
- Police & Fire Authorities

** The above lists are provided as examples only and Tussell reserves the right to offer Level 2 pricing at its absolute discretion.*

Tussell Subscription Plans - Level 1

Pricing

The market's leading procurement and commissioning insights for less than the cost of a grad.

	Starter	Plus ⁺⁺
Platform Access	10 Users	10 Users
Typical annual support hours (approx.)	12	28
1-year subscription fee		
Minimum contract term.	£22,800	£25,000
Discounts are available for 2 and 3-year commitments.		
Premium Add-on: Early Opportunities	+ £7,200	Included
Premium Add-on: API	+ £10,000	+ £5,000
Premium Add-on: Analyst Service	Priced per project	Priced per project

All prices exclude VAT.

Tussell Subscription Plans - Level 2

Pricing

The market's leading procurement and commissioning insights for less than the cost of a grad.

	Starter	Plus ⁺⁺
Platform Access	5 Users	5 Users
Typical annual support hours (approx.)	12	28
1-year subscription fee		
Minimum contract term.	£17,100	£19,500
Discounts are available for 2 and 3-year commitments.		
Premium Add-on: Early Opportunities	+ £7,200	Included
Premium Add-on: API	+ £10,000	+ £5,000
Premium Add-on: Analyst Service	Priced per project	Priced per project

All prices exclude VAT.

Premium Add-Ons

New ↗

Tussell Early Opportunities

Tussell Early Opportunities enable you to get ahead of the latest activity across your key procurement categories.

Our AI-powered, human-verified system scans thousands of public sector documents to uncover buying signals, changes in strategy and new funding opportunities, giving you a crucial head-start.



Be alerted when new grants or funds go live



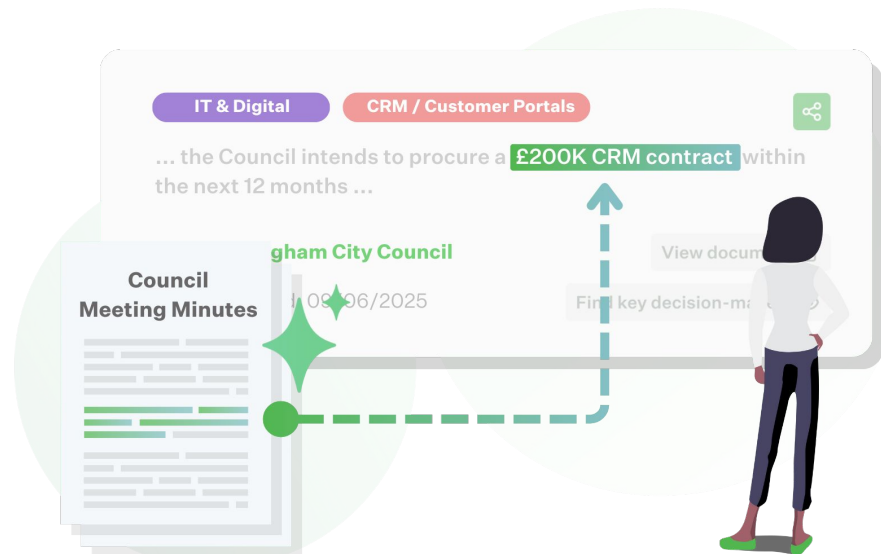
Spot opportunities for joint procurement



Find contracting authorities trying to solve similar problems

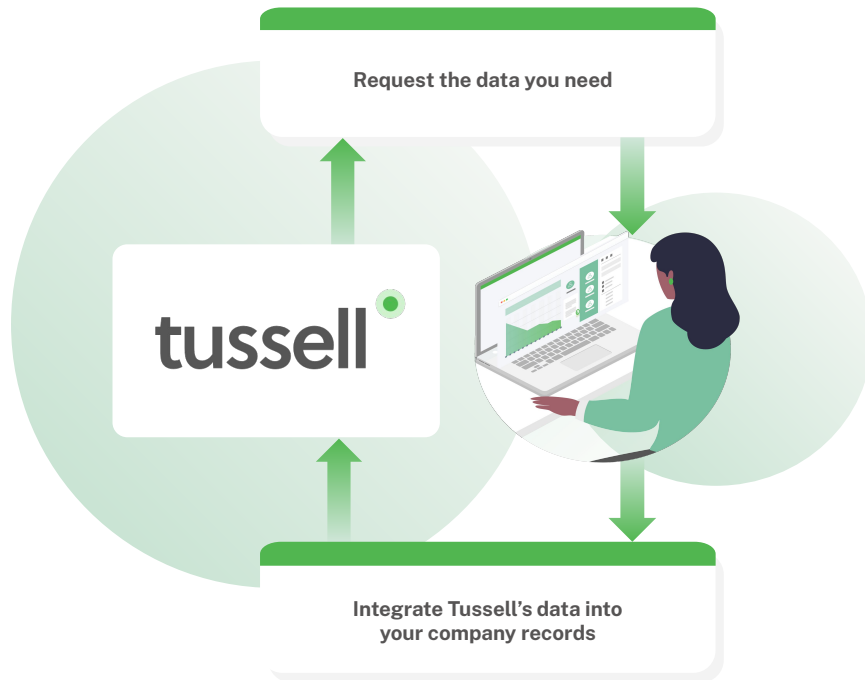
All users can sample Early Opportunities through a light version.

Unlock full access as a Premium Add-On to see every verified early buying signal and take advantage of future procurement opportunities.



tussell

The Tussell API



Plug Tussell into your favourite tools

Seamlessly integrate Tussell's comprehensive procurement data into your favourite analysis and eProcurement tools



Experience unfettered data access

Tussell's API has no download limits. Have full access to the power of Tussell's best-in-class data wherever you want.



Unify your market intelligence

Combine Tussell's market-trusted data with your internal intelligence to produce a rich customised view of your public sector market.



Automate your processes

Save time and resources by automating reporting on your procurement footprint, supply chain and activity in your market.

Premium Add-Ons

Analyst Service

Cut straight to the answer with our **Analyst Service** offerings, available via pre-paid **Research Credits**.

	Per Credit	Total Price
1 Credit	£1,500	£1,500
5 Credits	£1,250	£6,250
10 Credits	£1,000	£10,000



Market Dashboards

Cut straight to the insight with our exportable sector dashboards.

Our market dashboards lay out key procurement categories in one interactive, customisable view. We currently cover the following sectors:

IT **FM**
Consulting **Recruitment**

3 credits (per Sector)

When first purchased, 1 non-shareable User login is provided to access your Dashboard(s). Each extra login is 0.5 Credits.



Bespoke Projects New ↗

Our public sector expertise - at your service.

Get bespoke category insights and market dashboards built by Tussell's data experts - saving you time and bringing clarity to your public sector challenges.

Priced per project

