

Adaptive

G-CLOUD 15 – Lot 2b: Software as
a Service (SaaS) – Pricing
Document



Adaptive – **Drupal specialists**, focused on doing things properly.

Adaptive supports organisations that rely on Drupal to deliver important services – where security, reliability and long-term care matter.

We work with detail, integrity and intent. That means being clear when things are complex, honest when trade-offs exist, and committed to building platforms that last.

Our approach is calm, security-first, and grounded in real delivery – not hype, shortcuts or quick wins.

What guides how we work:

Integrity

Expertise

Security-first thinking

Long-term care

Why Adaptive?

Drupal done properly.

Specialists who go above and beyond for our customers' Drupal needs.

Adaptive supports organisations that rely on Drupal to deliver critical services, meet compliance standards, and keep improving over time.

We're known for being detailed, honest and dependable – combining deep technical expertise with a proactive service model that makes complex platforms easier to run.

What we're known for:

Being direct and honest

Strong security and governance

Calm, reliable delivery

Documentation and visibility

Support that sticks

Simple, transparent pricing.

Clear models, no surprises.

Our commercial approach is designed to be predictable, fair, and easy to work with – whether you need ongoing support, continuous improvement, or clearly scoped pieces of work.

We avoid complex pricing structures and focus on models that support long-term delivery and good decision-making.

What you can expect:

- Clear pricing from the outset
- No hidden costs or unexpected charges
- Upfront agreement before work begins
- Flexibility as priorities change

How pricing works:

Support packages – Monthly retainers covering agreed services, support levels and reviews

Continuous improvement & development
Time-based delivery, planned in advance and prioritised around your roadmap

Project work – Clearly scoped, time-limited pieces of work agreed up front

Onboarding – A one-off fee to establish a secure, well-understood baseline

Predictable costs. Clear scope.
Trusted delivery.

More Than Support

Specialist services to improve,
protect and grow your Drupal platform.

Support keeps your site stable. But long-term success comes from the work around it – Improving experience, strengthening security, and making sure your platform keeps delivering value.

Many organisations manage these needs separately. We bring them together, so changes are joined-up, practical, and delivered with Drupal expertise end-to-end.

These services can be delivered as one-off projects, scoped improvements, or alongside your ongoing support and development.

Our Services:

- Strategy & Consultancy
- Design & Build
- UX
- AI Development – Interact (AI Mode for Drupal) AI Dev Assurance
- SEO
- Vulnerability Scanning and Penetration Testing
- Drupal Security Maintenance (DSM)
- Multi Factor Authentication
- Site Audits – Accessibility, Health, UX

Our G-Cloud services.

Specialist Drupal services, designed for public sector delivery.

Adaptive provides a set of clearly defined Drupal services through G-Cloud – covering support, security, performance, AI, and hosting.

Each service can be delivered independently or combined to meet the needs of complex platforms.

Drupal Support and Maintenance

Reliable, security-first support for live Drupal platforms.

Drupal Security and Compliance Support

Ongoing security assurance, vulnerability management and compliance support.

Drupal Performance Optimisation and Audit

Reviews and improvements focused on stability, performance and resilience.

AI Integration and Enhancement for Drupal Websites

Practical AI capabilities embedded safely into Drupal platforms.

DevTechOpsAI – Development Assurance

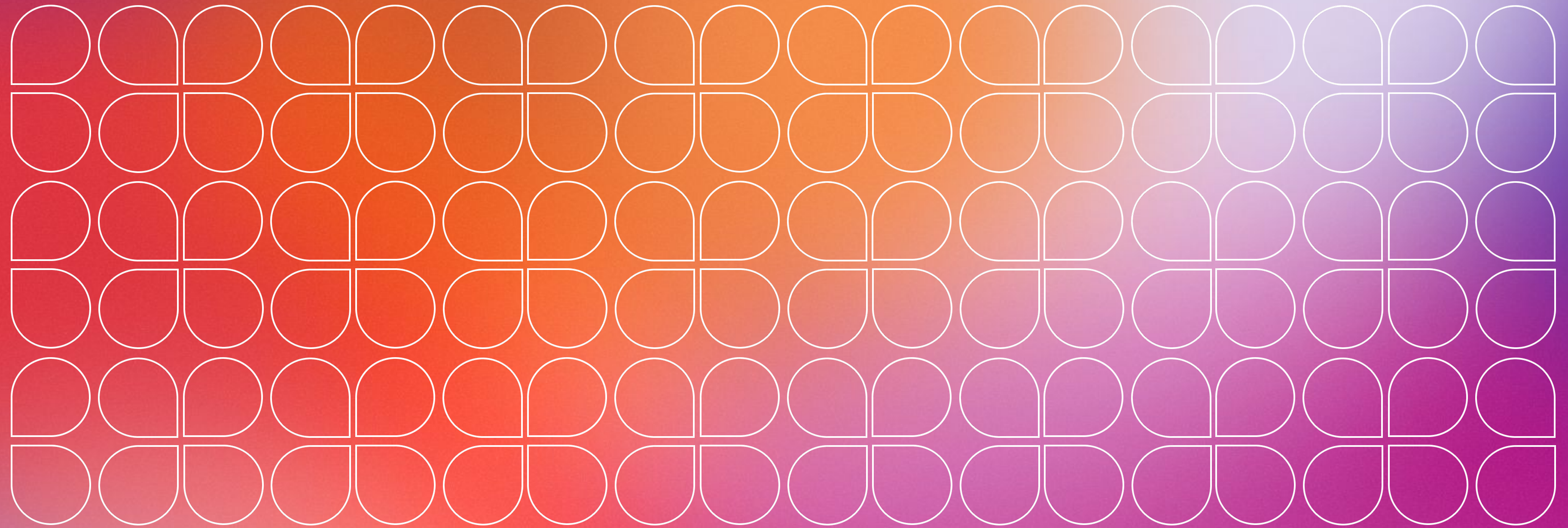
Production support and assurance for AI-built applications.

Interact – AI Conversational Assistant

A Drupal-native conversational interface trained on your content.

Managed Drupal Hosting

Secure, scalable hosting designed specifically for Drupal.



Interact – AI Conversational Assistant

Interact: AI Conversational Assistant.

A **Drupal-native conversational** search interface

Interact is Adaptive's Drupal-native AI conversational assistant, designed to help users find information quickly, naturally and accurately – using your own content as the source of truth.

Unlike generic chatbots, Interact is trained on structured Drupal content rather than external or opaque datasets. This allows organisations to deliver relevant, contextual responses while remaining transparent, auditable and aligned with governance.

Interact improves user experience, accessibility and self-service by reducing friction for users, while providing insight into the questions people are asking and the information they need most.

What this service covers:

- Drupal-native conversational AI interface
- Training on client-owned content and data
- Natural language search and question answering
- Accessibility-friendly interaction
- Multilingual support (where required)
- Analytics and insight into user queries

Interact Onboarding & Setup.

Structured onboarding. No shortcuts.

Interact onboarding is a required, one-off phase that ensures the platform is implemented safely, responsibly and in line with public-sector expectations.

Rather than a generic AI install, onboarding focuses on understanding your content, users and organisational requirements. This ensures Interact responds appropriately, remains aligned with governance standards, and supports long-term use.

Onboarding establishes clear boundaries around how the assistant behaves, how content is used, and how responses are reviewed and improved over time – creating a strong foundation before the service goes live.

What onboarding includes:

Interact platform setup and initial configuration

Drupal integration and content source alignment

Discovery workshop defining tone of voice, user intent, and governance rules

Controlled training on client-owned content

Initial response testing and refinement

Go-live readiness and handover

One-off onboarding fee:

- **Setup from £6,500 + VAT**

Clearly scoped and agreed upfront

Establishes a secure, well-understood baseline for subscription delivery.

Ongoing service, ownership and control.

A managed service model, not a black box.

Once onboarded, Interact operates as a managed subscription service – designed to integrate seamlessly with your Drupal platform and existing governance processes.

The service is delivered with ongoing monitoring, platform support and usage management, ensuring Interact remains reliable, secure and responsive as content and user needs evolve.

Content teams retain ownership and control, with the ability to refine responses, expand coverage and scale usage over time. Interact can be introduced incrementally, allowing organisations to build confidence and capability without disruption.

Service characteristics:

Monthly subscription to the Interact platform

Secure, managed hosting and platform support

Token usage included (based on agreed usage levels)

Usage reporting and insight options available

UK-based delivery and support

Designed for public-sector use

From £500 + VAT per month

Subscription pricing (depending on usage and reporting requirements)

Thank You

If you'd like to explore any of the services outlined in this document in more detail, we're happy to provide further information, demonstrations, or supporting documentation.

We look forward to the opportunity to work together.

Adaptive
UK-based Drupal specialists
G-Cloud 15 supplier

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