

Citizen Mobile App

The Software-as-a-Service license includes hosting, software updates and support.

Band	Population	Mobile App Annual Licence Fee
Band A	Less than 100,000	£18,000
Band B	100,000 to 200,000	£22,000
Band C	200,000 to 350,000	£26,000
Band D	350,000 to 500,000	£31,000
Band E	500,000 to 750,000	£36,000
Band F	Greater than 750,000	£44,000

Amazon Alexa Skill

The Software-as-a-Service license includes hosting, software updates and support.

Band	Population	Alexa Skill Annual Licence Fee**
Band A	Less than 100,000	£4,000
Band B	100,000 to 200,000	£5,000
Band C	200,000 to 350,000	£6,000
Band D	350,000 to 500,000	£7,000
Band E	500,000 to 750,000	£8,000
Band F	Greater than 750,000	£10,000

* All prices are exclusive of VAT. All annual license fees are subject to annual inflation linked to the Consumer Prices Index (CPI) for the preceding 12-month period.

** The listed Alexa Skill pricing assumes the authority has already purchased the Citizen Mobile App. Please contact us to discuss pricing of the Alexa Skill without the mobile app.

Citizen Mobile App and Amazon Alexa Skill Setup Costs

The one-off setup costs for the Citizen Mobile app and Amazon Alexa Skill are as follows:

Service	Setup Fee
Mobile app setup costs (including customisation, branding, graphic design and publication to the Apple and Google Play app stores)	£4,950
Alexa Skill setup costs (including AI model training and customisation of details/responses)	£3,950

Household Waste Recycling Centre Bookings

The Software-as-a-Service license includes hosting, software updates and support.

Description	License Fee*
Booking system with 1 site (including 150,000 bookings per year)	£4,950
Booking system with up to 3 sites (including 450,000 bookings per year)	£9,000 / year
Booking system with up to 5 sites (including 750,000 bookings per year)	£12,000 / year
Booking system with up to 10 sites (including 1,500,000 bookings per year)	£18,000 / year
Additional sites (including 150,000 bookings per year)	£1,500 / year per site
Additional bookings	£1,000 per 100,000 bookings
Payment integration	£1,500 / year
ANPR integration	£1,500 / year
Vehicle permit system (integrated with bookings system)	£4,000 / year

* All prices are exclusive of VAT. All annual license fees are subject to annual inflation linked to the Consumer Prices Index (CPI) for the preceding 12-month period.

HWRC Bookings Setup Costs

The one-off setup costs for the HWRC bookings system are as follows:

Service	Setup Fee
HWRC bookings - Setup costs including development of online booking forms in both Citizen Mobile app and website.	£4,950
HWRC bookings - Setup of advanced forms including waste stream rules / vehicle type rules / DIY waste allowances	£1,950
HWRC bookings - Payment integration setup	£2,950
HWRC bookings - ANPR integration setup	£2,950

Training

We provide a one-day remote training package for the Citizen Mobile App and Alexa Skill.

Service	Training Fee
HWRC bookings - Setup costs including development of online booking forms in both Citizen Mobile app and website.	£950

Professional Services – Day Rates

The costs for our professional services are as follows:

Resource	Day Rate
Senior Software Engineer (SFIA L6)	£950
Project Manager (SFIA L6)	£950
Graphic Designer (SFIA L5)	£850
UX Designer (SFIA L5)	£850