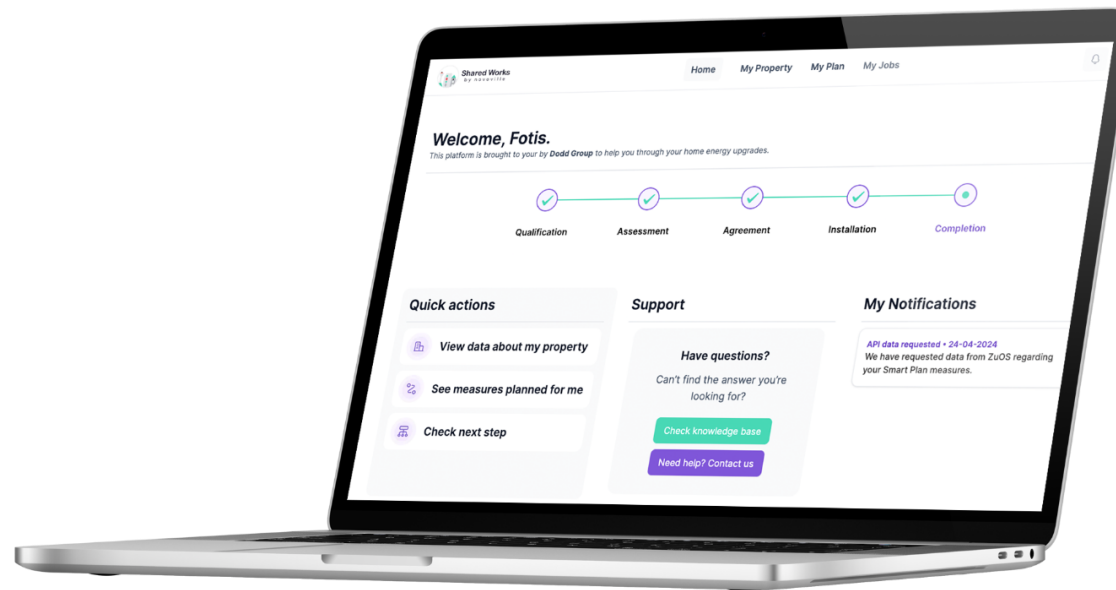


Novoville

SHARED WORKS (FOR RETROFIT)



novoville

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Supplier: Novoville Limited

Service: Shared Works (Software as a Service)

Framework: G-Cloud 15

1. Pricing approach overview

Shared Works is priced using a **programme-based annual subscription model**. Pricing is structured to:

- Reflect the scale and complexity of individual retrofit programmes rather than an authority's entire housing stock.
- Support both **single authorities** and **combined / regional authorities** procuring on behalf of multiple delivery partners.
- Allow flexibility where buyers need pricing aligned to a defined funding envelope or delivery phase.

Buyers purchase one or more **Programme Envelopes**, each covering a defined set of properties and delivery activity. Charges are calculated per envelope and combined into a single annual contract value.

2. What a Programme Envelope is

A **Programme Envelope** represents an allowance for a number of properties within. These can align with a funding stream (SHDF waves, custom regional pilot programmes, or grant-funded Warm Homes), a type of project (BSA), or a scope of action. In practice, some buyers will operate a single Programme Envelope covering all in-scope properties for the duration of the contract.

Each Programme Envelope has:

- An allowed number of **active properties per year**
- A defined **support level**
- A defined **contract duration**

One buyer contract may include **one or multiple Programme Envelopes**. Pricing is calculated per envelope and aggregated.

3. Pricing components

Each Programme Envelope is priced using three components:

3.1 Buyer-level licence fee (annual)

Applied once per buyer organisation, regardless of the number of envelopes.

Buyer type	Annual licence fee
Single local authority or housing association	£25,000
Combined authority / regional consortium	£75,000

3.2 Programme Envelope allowance (annual)

Based on the number of **active properties per year** within that envelope.

Active properties per year (per envelope)	Annual allowance
Under 1,000	£12,500
Under 5,000	£25,000
Under 15,000	£35,000
Under 50,000	£50,000
Over 50,000	£100,000

This allowance reflects the scale of programme management, data handling, and delivery coordination supported by the platform.

3.3 Support and onboarding fee (annual)

Support fees reflect the operational complexity of the programme and buyer environment.

Support level	Typical use case	Annual fee
Standard	Single authority, limited partners, minimal integrations	£15,000
Enhanced	Single authority or small group, some partner integrations	£30,000
Comprehensive	Large number of authorities, complex delivery chains, extensive training	£45,000

Support includes onboarding, training, platform support, and account management appropriate to the support tier.

4. Contract value calculation

The **annual contract value** is calculated as:

- Buyer-level licence fee
- + Programme Envelope allowance(s)
- + Support and onboarding fee(s)

Where multiple envelopes exist, envelope-level fees are summed.

Contracts are typically let for **1–4 years**, with the total contract value calculated by multiplying the annual value by the contract length.

5. Example pricing scenario (illustrative)

Scenario 1

- Buyer type: Combined authority
- Programme Envelope: 4,500 active properties per year
- Support level: Comprehensive
- Contract length: 3 years

Annual costs:

- Buyer licence: £75,000
- Programme envelope allowance (under 5,000): £25,000
- Comprehensive support: £45,000

Total annual contract value: £145,000

Total 3-year contract value: £435,000

Scenario 2

- Buyer type: Single local Authority
- Programme Envelope: 12,000 active properties per year
- Support level: Standard
- Contract length: 3 years

Annual costs:

- Buyer licence: £25,000
- Programme envelope allowance (under 5,000): £35,000
- Comprehensive support: £15,000

Total annual contract value: £75,000

Total 3-year contract value: £225,000

6. What is included

The Shared Works SaaS licence includes:

- Access to the Shared Works authority dashboard and modules
- Hosting and platform infrastructure
- Platform updates and maintenance
- Buyer-appropriate onboarding and training
- Ongoing support and account management
- Unlimited internal authority user accounts

7. What is not included

Unless explicitly contracted, the following are excluded:

- Management of housing stock outside the defined Programme Envelope(s)
- Bespoke software development
- Extensive third-party system integrations beyond agreed scope
- Delivery or management of physical retrofit works

8. Additional professional services (optional)

Where work is required outside the standard SaaS scope, professional services may be purchased separately.

Service	Day rate
Technical consultancy (integrations)	£750
Engineering & development services	£750
Digital service design consultancy	£600
Consultation design and scripting	£500

Training beyond standard onboarding:

Training	Cost
Product training (up to 20 staff)	Included
Additional product training (per day, up to 20 staff)	£500
Content strategy workshop (up to 15 staff)	£800

9. Commercial notes

- All prices are exclusive of VAT.
- Professional service fees exclude travel and accommodation where applicable.
- Pricing is aligned to public-sector procurement and funding-led delivery models.
- Final pricing is confirmed at order form stage based on agreed Programme Envelope definitions.

10. Framework compliance statement

This pricing model is fully compatible with the G-Cloud 15 framework. All charges are transparent, auditable, and directly linked to defined service scope, programme scale, and support requirements.