

DutyBooker

Pricing Document

Volunteer Management, Duty Scheduling & Welfare Monitoring

G-Cloud Framework

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All prices are in GBP and exclude VAT

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1. Subscription Pricing

DutyBooker is licensed on a per-volunteer, per-year basis. Volume discounts are applied based on the total number of volunteers managed. All subscriptions include access to the mobile application, web dashboard, standard support, and all platform features including AI-powered welfare monitoring.

1.1 Per-Volunteer Annual Subscription

Volunteer Tier	Price per Volunteer per Year
1 - 10 volunteers	£60.00
11 - 50 volunteers	£54.00
51 - 150 volunteers	£48.00
151 - 500 volunteers	£42.00
501 - 1,000 volunteers	£36.00
1,001+ volunteers	£30.00

The applicable tier rate is applied to all volunteers. For example, an organisation with 200 volunteers would pay £42.00 per volunteer for all 200 volunteers.

1.2 What is Included

The subscription price includes:

- Full access to the DutyBooker mobile application (iOS and Android)
- Full access to the web-based administration dashboard
- All standard platform features and functionality
- AI-powered welfare monitoring and burnout prediction
- Expense management with approval workflows
- Event management and skills tracking
- Configurable terminology and workflows
- Standard support (email and web-based, 12-hour response time)
- Access to online documentation and training materials
- Remote onboarding session (up to 2 hours)
- API access
- All software updates and new features released during the subscription period
- Data export at contract end

2. Support Services

2.1 Standard Support (Included)

Standard support is included with all subscriptions at no additional cost. This includes email and web-based support available seven days a week, including bank holidays, with response times within 12 hours.

2.2 Enhanced Support

Service	Price
Enhanced Support	15% of annual subscription

Enhanced support includes:

- Telephone support during UK business hours (Monday to Friday, 9am to 5pm)
- Priority handling for critical issues
- Onboarding assistance for new administrators
- Configuration guidance during initial setup including terminology customisation and workflow configuration

3. Professional Services

Professional services are available to support implementation, training, and customisation requirements.

3.1 Implementation Services

Service	Price
Remote onboarding session (up to 2 hours)	Included
Onsite setup (per day)	£850.00

3.2 Training Services

Service	Price
Online training materials and documentation	Included
Onsite training (per day)	£750.00
Additional remote training session (per hour)	£125.00

3.3 Development and Customisation

Service	Price
Bespoke development and customisation (per day)	£950.00
Custom integration development (per day)	£950.00

4. Optional Add-ons

The following optional add-ons are available to extend the platform capabilities.

Add-on	Price
SSO/SAML integration setup (one-time)	£1,500.00
API access	Included
Additional data storage (per 10GB per year)	£100.00

4.1 SMS Alert Bundles

SMS alert bundles are available for organisations requiring SMS notifications for duty alerts, incident notifications, and urgent communications. Bundles are quoted based on anticipated volume and usage requirements. Please contact us for a quotation.

4.2 Power BI Integration

Power BI integration and dashboard configuration is available for organisations requiring advanced analytics and reporting capabilities. Setup and configuration is quoted based on specific requirements. Please contact us for a quotation.

5. Data Extraction

Data extraction services are provided to enable customers to export their data at any time during the contract and at contract end.

Service	Price
Self-service data export (via dashboard or API)	Included
Assisted data extraction at contract end	Included

Data is available for export in CSV, Excel, JSON, and PDF formats. All data export functionality is included at no additional cost.

6. Pricing Examples

The following examples illustrate typical annual costs for organisations of different sizes.

6.1 Small Organisation (10 Volunteers)

Item	Annual Cost
Subscription (10 volunteers × £60.00)	£600.00
Standard Support	Included
Remote Onboarding	Included
Total Annual Cost	£600.00

6.2 Small Organisation (50 Volunteers)

Item	Annual Cost
Subscription (50 volunteers × £54.00)	£2,700.00
Standard Support	Included
Remote Onboarding	Included
Total Annual Cost	£2,700.00

6.3 Medium Organisation (200 Volunteers) with Enhanced Support

Item	Annual Cost
Subscription (200 volunteers × £42.00)	£8,400.00
Enhanced Support (15% of subscription)	£1,260.00
Remote Onboarding	Included
Total Annual Cost	£9,660.00

6.4 Large Organisation (1,500 Volunteers) with Onsite Setup

Item	Annual Cost
Subscription (1,500 volunteers × £30.00)	£45,000.00
Enhanced Support (15% of subscription)	£6,750.00
Onsite Setup (2 days)	£1,700.00
Onsite Training (2 days)	£1,500.00
SSO/SAML Integration	£1,500.00
Year 1 Total Cost	£56,450.00

Note: Onsite setup, onsite training, and SSO integration are one-time costs. Annual renewal cost would be £51,750.00 (subscription plus enhanced support).

7. Terms and Conditions

7.1 General

- All prices are in British Pounds Sterling (GBP)
- All prices exclude VAT, which will be charged at the prevailing rate
- Prices are valid for orders placed via the G-Cloud framework
- Payment terms are 30 days from invoice date

7.2 Subscription Terms

- Minimum contract term is 12 months
- Subscriptions are invoiced annually in advance
- Contracts automatically renew for successive 12-month periods unless terminated with at least 1 month's written notice
- Volume discount tier is determined by total volunteer count at time of order

7.3 Additional Volunteers

Additional volunteers may be added during the contract term at the applicable tier rate. Additional volunteers will be invoiced pro-rata for the remainder of the contract term.

7.4 Professional Services

- Professional services are invoiced upon completion
- Onsite services include reasonable travel and expenses within mainland UK
- Travel to locations outside mainland UK may incur additional expenses
- Cancellation of scheduled onsite services with less than 5 working days' notice may incur a cancellation fee of 50% of the service cost

7.5 Price Changes

Prices may be increased at the start of each renewal term. Any price increase will be notified in writing at least 60 days before the renewal date.

7.6 Third-Party Systems and Integrations

The subscription price does not include any fees, licences, or costs associated with third-party systems, including but not limited to:

- Financial systems (e.g., Agresso, SAP, Oracle)
- Business intelligence platforms (e.g., Power BI, Tableau)
- HR and payroll systems
- Resource management systems
- SMS gateway providers

The Customer is responsible for obtaining and maintaining all necessary licences and subscriptions for third-party systems. API integration with third-party systems may require bespoke development, quoted separately.

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