



Government Procurement Service

The Hire Lab – Recruitment and Onboarding System - Pricing Document

G-Cloud 15 SaaS Services
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The Hire Lab

The Hire Lab provides a mature, cloud-based recruitment platform designed to meet defined public sector recruitment and operational requirements. The service is built on proven technology that is already deployed across multiple public and commercial sector organisations in the UK and Ireland.

The platform is designed to support both organisational recruitment needs and the candidate experience. Traditional recruitment systems often prioritise internal administrative processes, which can result in limited visibility and engagement for candidates. The Hire Lab addresses this by providing a structured candidate portal, clear communication, and transparent workflow progression throughout the recruitment lifecycle.

The service enables hiring teams to configure and automate recruitment processes while maintaining consistency, governance, and compliance. Recruitment activity, communications, and candidate interactions are managed through a single platform, supporting efficient operation and improved oversight.

The Hire Lab is used by public sector organisations to manage recruitment activity at scale while supporting positive candidate engagement and organisational brand consistency. The service is delivered in partnership with customers, with configuration and support aligned to evolving organisational requirements over time.

Pricing model

Licence price unit

Per organisation, per month, based on total Whole Time Equivalent (WTE) headcount. WTE includes full-time and part-time staff expressed as whole time equivalents. Pricing is based on organisational size and is not linked to the number of system users.

Implementation price unit

One-off fee per organisation, payable at project initiation and subject to agreed scope.

Pricing basis and VAT

All prices listed are **exclusive of VAT**.

The prices set out in this document apply to 2026 pricing. A 3% annual uplift will apply from 2027 onwards, and on each subsequent contract anniversary date, in line with the uplift provisions described in this pricing document.

Recruitment, Onboarding and Implementation – Pricing Summary

Organisation size (WTE)	Recruitment System licence (monthly)	Onboarding System licence (monthly – optional)	Recruitment implementation (one-off, subject to scope)	Onboarding implementation (one-off)
Up to 500	£800	£320	£8,000	£3,200
501 – 1,000	£900	£360	£10,000	£4,000
1,001 – 2,500	£1,050	£420	£12,500	£5,000
2,501 – 5,000	£1,300	£520	£15,000	£6,000
5,001 – 7,500	£1,375	£550	£17,500	£7,000
7,501 – 10,000	£1,450	£580	£20,000	£8,000
Over 10,000	£1,500 + £60 per additional 500 WTE (or part thereof)	£600 + £24 per additional 500 WTE (or part thereof)	£25,000+	£10,000+

Pricing clarification for organisations over 10,000 WTE

The base monthly Recruitment System licence fee of £1,500 covers the first 10,000 WTE. An additional £60 per month is charged for each additional 500 WTE, or part thereof.

The base monthly Onboarding System licence fee of £600 covers the first 10,000 WTE. An additional £24 per month is charged for each additional 500 WTE, or part thereof.

Implementation fees for organisations over 10,000 WTE are subject to agreed scope and complexity.

What's included in the Recruitment System licence

The Recruitment System licence includes unlimited recruiter, hiring manager and panel users, unlimited vacancies, campaigns and applications, secure UK cloud hosting, platform maintenance and upgrades, reporting dashboards with data export, and standard support via email and online ticketing.

Onboarding System licence

The Onboarding System licence is optional and can only be purchased in conjunction with an active Recruitment System licence.

Onboarding pricing is set at 40% of the applicable Recruitment System licence fee and scales using the same WTE bands.

Client implementation and onboarding

A one-off implementation fee applies and is subject to client-specific requirements and agreed scope.

Standard Recruitment System implementation includes

- Project initiation and implementation planning
- Configuration of organisational settings and user roles
- Configuration of recruitment workflows and stages
- Setup of approval workflows and permissions
- Configuration of one programme application profile
- Branding of the candidate-facing portal (logo, colours and text)
- Configuration of standard notifications and communications
- Remote enablement sessions for system administrators

Onboarding System implementation

Onboarding implementation supports configuration of onboarding workflows and candidate onboarding journeys and is priced at 40% of the Recruitment System implementation fee.

Additional requirements, including multiple programme application profiles, complex workflows, bespoke branding, reporting configuration, data migration, integrations or multi-organisation structures, are scoped separately and delivered on a time and materials basis.

Training

Training is included as part of standard implementation through remote enablement sessions and guided walkthroughs.

Additional or bespoke training, including tailored administrator training, refresher sessions or extended onboarding support, can be provided on request and is delivered on a time and materials basis using the SFIA-aligned rate card.

Travel and expenses

Travel and subsistence expenses are not included in the prices listed above.

Where on-site services are requested, reasonable travel and subsistence expenses are charged at cost in accordance with HMRC guidelines and are agreed in advance with the Buyer.

Pricing for groups of organisations

Where multiple organisations operate as a combined entity, such as shared services, group structures or federated public bodies, pricing may be based on the combined WTE headcount of the participating organisations.

A single system instance may be provided with appropriate configuration to support organisational separation, access controls and reporting.

Contract, billing and annual uplift

The service is billed monthly in advance.

The minimum contract term is 12 months unless otherwise agreed.

An annual price uplift of 3% will be applied from 2027 onwards, and on each subsequent contract anniversary date, reflecting inflationary and operational cost changes. The uplift is applied consistently and transparently in line with G-Cloud framework rules.

Optional extras – Pricing

Optional extra	Description	Pricing
Online video interviewing	Asynchronous (one-way) video interviews embedded within recruitment workflows	£3 per applicant video
Psychometric and skills assessments	Integration with third-party assessment providers	£200 per month (integration only; third-party costs excluded)
Language assessment tools	CEFR-aligned language testing integrations	£150 per month (integration only; third-party costs excluded)
SMS notifications	SMS alerts and reminders	£0.10 per message
Additional branded career portals	Additional candidate portals beyond the primary portal	£150 per portal per month
Additional programme application profiles	Profiles beyond the first included	£500 one-off per profile

Optional extra	Description	Pricing
Multi-Factor Authentication (MFA)	Additional MFA configuration and enforcement options	£50 per month
Alternate email address support	Support for secondary or alternate candidate email addresses	£50 per month
Microsoft Teams integration	Interview scheduling and recruiter notifications via Microsoft Teams	£100 per month
Job board integration	Integration with external job boards for vacancy posting and updates	£100 per month (third-party costs excluded)
SSO (Microsoft Entra ID) integration	Single Sign-On using Microsoft Entra ID (Azure AD)	£100 per month
eDBS integration	Initiate and track DBS checks within the recruitment workflow	£200 per month
Bespoke workflow configuration	Non-standard workflow design	Time and materials
Bespoke integrations	Custom third-party integrations	Time and materials
Advanced reporting configuration	Custom reports or dashboards	Time and materials

DBS certificate fees, per-check charges, SMS charges, video interview usage, advertising costs and third-party licence fees are excluded unless explicitly stated.

Additional services and SFIA-aligned rate card

Additional consultancy, configuration, integration and bespoke development services are available on a time and materials basis.

SFIA level	Role profile (example)	Daily rate
SFIA 1	Trainee / Assisted Support Resource	£350
SFIA 2	Junior Support Analyst	£425
SFIA 3	Support Analyst / Junior Configuration Specialist	£500
SFIA 4	Business Analyst / Application Support Engineer	£600
SFIA 5	Senior Consultant / Senior Engineer	£700
SFIA 6	Technical Architect / Delivery Lead	£900
SFIA 7	Principal Architect / Programme Director	£1,100

Rates apply to standard business hours and are **exclusive of VAT**.

Next Steps

Organisations interested in the service can contact The Hire Lab to request further information or arrange a demonstration of the platform. Engagements are handled in line with G-Cloud procurement rules and are intended to support buyers in understanding service capabilities, configuration options, and suitability for their requirements.

Enquiries can be made by email at **hello@thehirelab.com** or via the company website at **www.thehirelab.com**.