



Thrive

Applications, Donations, Grants Management Software

Service Description for Digital
Marketplace Services

Jan 2026

A large, stylized blue leaf graphic is positioned in the bottom right corner of the page, partially overlapping the dark blue background.



Service Description

Software platform that enables administrators to more easily receive, review and manage applications for support. Can handle grants programmes; 'in-kind' donations of items or time; requests from staff etc. The system will also handle communications with applicants as well as automatically collect project evaluations.

Service features

- All applications received into one central system
- Applicants can receive notifications on the progress of their application
- Status of all applications can be seen from one dashboard
- Multiple workflow statuses available e.g. pending, shortlist, committee review
- Scoring system to assist review
- Budget tracking
- Output reports e.g. for Committee Review or for Accounts
- Automatically follow up with recipients for project evaluations or feedback
- All activity reporting in real time within your system

Service benefits

- Reduce admin time by over 50%
- User friendly and professional experience for applicants
- Administrators easily have full visibility of all activity
- Easy budget tracking
- Easy auditing and governance
- Get higher quality feedback and evaluations
- Tailored reporting to meet your internal and external reporting requirements
- GDPR compliant



Data Backup & Restore, and Business Continuity

See T&Cs document

Backups taken daily that are encrypted, secured and held for a minimum of 30 days.

Onboarding and Offboarding support

Specially trained staff available to assist with onboarding and offboarding, including helping get data in at the start of the project and out at the end.

General Implementation plan

2–3 implementation phase, including:

- Finalisation of contracts/procurement
- Scoping with relevant stakeholders
- Initial build and internal testing
- Customer testing
- Systems amendments
- Go live

Pricing Overview

See pricing document.

£5000 – £25,000 per annum

Service Constraints – maintenance windows and customisation allowed

See T&Cs document

Services may be temporarily unavailable for scheduled maintenance or for unscheduled emergency maintenance, either by Company or by third-party providers, or because of other causes beyond Company's reasonable control, but Company shall use reasonable efforts to provide advance notice in writing or by e-mail of any scheduled service disruption.

The Thrive solution is very flexible and so a large degree of customisation is available (although this effects costs).



Service Levels – performance, availability and support hours

See T&Cs document

Target 99.9% uptime

Email based helpdesk for Customer Administrators, UK business hours. Service level target for the email helpdesk is a response within 1 business day.

Compensation For Not Meeting Service Levels

See T&Cs document

If the average uptime of the platform in the Relevant Period is less than 99% ("Minimum Level"), for each 0.5% of uptime degradation below the Minimum Level, the Customer shall be entitled to a refund equivalent to 5% of the Fees paid by the Customer in relation to the Relevant Period.

Ordering and Invoicing

See T&Cs document

Invoicing and payment due prior to service commencement. Annual billing.

Contract Termination Process

See T&Cs document.

Minimum contract term applies, followed by annual renewal.

Immediate termination for insolvency etc.

30 day termination notice for breach of contract.

Delete or return personal data to the Customer on termination of the agreement.

After sales support

See T&Cs document



Email based helpdesk for Customer Administrators and a dedicated Account Manager. The service level target for the email helpdesk is a response within 1 business day.

Technical Requirements

See T&Cs document