



Thrive

Social Value Measurement Software

Service Description for Digital
Marketplace Services

Jan 2026



Service Description

Software for maximising the capture and calculation of Social Value in Procurement and Contract Management. Our software enables in-depth, real-time insight into the Social Value projected and/or delivered at an Individual Supplier, Contract, or Organisation Level, aligned to government guidance. Service can be provided with 'wrap-around' consultancy support.

Service features

- Contracts Management Portal for capturing Social Value in live contracts
- Procurement Portal for appraising Social Value Commitments at Tender Stage
- Easy data collection from suppliers – email prompts, imports or via logins
- Total flexibility of metrics and proxy values used
- Add your own, use Thrive's IES proxies, or other frameworks (subject to license)
- Access to Thrive's Impact Evaluation Standard (www.impactevaluationstandard.org) metrics and proxies
- Ensure compliance with HM Treasury Green Book and PPNO02 Social Value Model
- Flexible configuration to your own data reporting requirements
- Built in assurance functionality, including claim validation
- Can be provided with a 'wrap-around' consultancy support services
- Understand local needs via the built in Local Needs Analysis tool.

Service benefits

- Easily appraise and compare Social Value submissions from bidders
- Manage Social Value commitments from all suppliers in all contracts
- 'Supplier friendly' data collection; automatic email prompts, data import, API
- Validation of input data ensures accuracy of claims
- Fully flexible configuration of metrics and proxy values
- Ensure compliance with procurement requirements
- Flexible configuration to meet your own organisation's reporting structures
- Integration with Thrive's other modules; grants & volunteer management
- Visual project & metric tracking; easily see progress against targets
- Additional support available through Thrive's wrap-around consultancy services



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.

£10,000 – £90,000 per annum

Note: Pricing given in our G-CLOUD listing (price for a unit) is for a single contracting authority purchasing a Thrive system for deployment to capture social value from their own supply chain. Multiple pricing units can be purchased to cover other use cases such as where a contracting authority is collecting social value data on behalf of multiple other organisations or contracting authorities.

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

A modern web browser is required to get maximum benefit from the online platform.