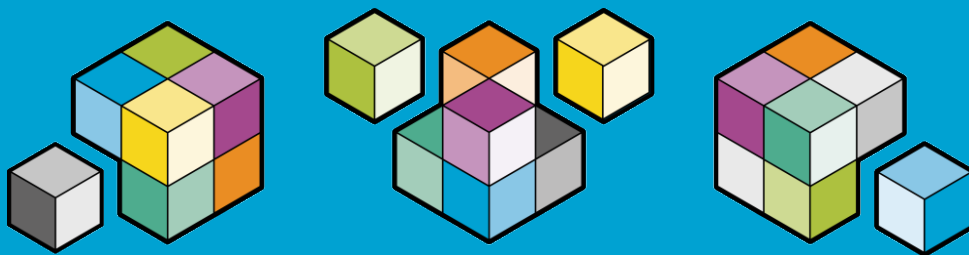
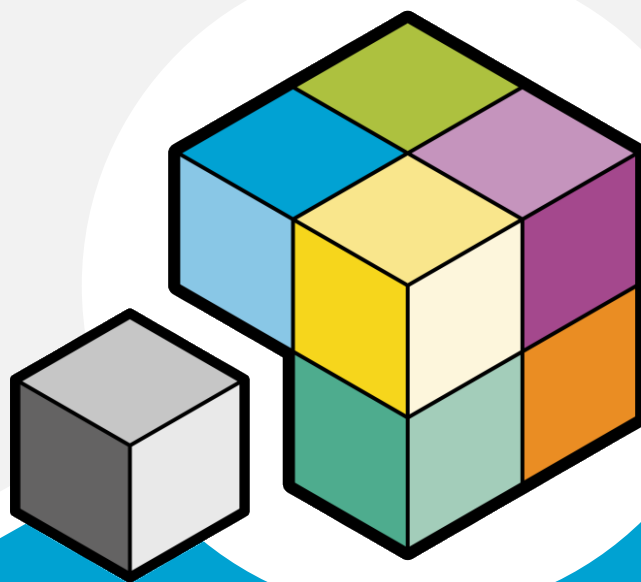


Digital Place for Customer Services

G-Cloud 15 **Pricing**

January 2026



www.placecube.com

G-Cloud 15 Pricing

G-Cloud Service Name

Digital Place for Customer Services

Service Overview

Your integrated platform for serving customers digitally and through phone and face to face channels. Co-developed with the public sector, create new services using Placecube’s low-code form builder, integrate them with backoffice systems, and offer a resident and business account. Cloud-based, open-source and fully scalable to accelerate your digital transformation.

Please see Digital Place for Customer Services service definition for more information.

Pricing

Digital Place for Customer Services pricing is as follows. Any additional activities such as data on-boarding, off-boarding, or automated migration discovery, planning and implementation will be in line with resources required for that activity. The individual day rate for each resource type is included in the SFIA rate card.

Service	Price year 1	Annual Ongoing
Foundation Provision of Digital Place for Customer Services SaaS (fully supported on recommended hosting package which includes production environment and test environment).	£80,000	£80,000
Implementation Services Discovery Workstream to gather brand assets, select which UX/UI templates to use and discuss information architecture choices Deployment Setup and configuration of Live and Non-Live environments, apply basic branding, enable and configure CCM, CMS, Account and Forms Training Series of hands-on training workshops to teach relevant team members how to manage the solution, including CCM, Account, web content management and form building	£20,000	N/A
TOTAL - ANNUAL PAYMENT IN ADVANCE	£100,000	£80,000

Add-Ons		
Additional Training Additional remote refresher training and/or expert coaching workshops as required (up to 8 people per session)	£750 per day	£750 per day
Design 2-6 weeks design activity, working closely with client, producing a series of design artefacts including user research, wireframes, information architecture (IA) map, user journeys, style guide, high-fidelity design artwork	*From £7,500 to £22,500	*From £7,500 to £22,500
UX/UI Development Development of the outputs from the Design Stage, typically 2-4 weeks effort.	*From £7,500 to £15,000	*From £7,500 to £15,000
Content Migration Data and Content migration analysis, strategy, automation and management. Duration determined by complexity and scale of migration, as identified by an initial discovery stage.	*From £7,500 to £22,500	*From £7,500 to £22,500

*Price range is based upon rates detailed in our SFIA Rate Card. We offer discounts for days purchased in advance by customers who have a Digital Place product subscription. Our discounted single blended day rate starts at £750 per day, reducing to £700 per day for pre-purchased bundles of over 100 days and £600 per day for bundles over 500 days.

Placecube is committed to transparent and fair pricing. Clients will never pay more than £120,000 per annum for our SaaS services, when combining two or more of the following products:

- Digital Place
- Digital Place for Customer Services
- Digital Place for Building Digital Services
- Digital Place for Formal Enquiries
- Digital Place for Blue Badges
- Digital Place for Commerce

Buyers who want to combine three or more Digital Place services should consider the Digital Place for Local Public Services subscription as a more cost-effective option.

District Councils receive a discount against the foundation subscription for Digital Place for Customer Services. The annual subscription for Tier 2 councils is £54,000 per annum.

All prices are listed exclusive of VAT.

Contract information

Please see full terms and conditions.