

G-Cloud 15 – Lot 2b (SaaS) Pricing Document

The People Experience Hub

Version 1.1 – January 2026

Currency: GBP (excluding VAT)

1. Purpose

This Pricing Document provides the mandatory pricing information required for participation in the G-Cloud 15 Framework under **Lot 2b – Software as a Service (SaaS)**. It presents clear, transparent, and comparable pricing for all relevant services, including baseline pricing, module options, onboarding, assumptions, and the mechanism for establishing a final price. All prices are exclusive of VAT.

2. Core & Non-Core Modules

Core Modules

- **Annual Survey** – Full-organisation or longer-form survey, priced per survey.
- **Pulse Surveys** – Unlimited lightweight, ad-hoc or recurring surveys.
- **Lifecycle Surveys** – Automated joiner/mover/leaver surveys (three included as standard for the duration of the contract).

Non-Core Modules

- **Action Planning** – Included free of charge when one or more modules are purchased.
- **Your Say** – Anonymous feedback channel, priced as a percentage of the lowest-priced core module.

Out-of-Scope Services

The following are **not included in Lot 2b** and are provided solely under **Lot 3 (Cloud Support Services)**:

- Consultancy (e.g., question design, bespoke reporting)
- Executive presentations
- Action-planning workshops
- Focus groups

3. Baseline Pricing (Mandatory)

Pricing is based on employee headcount bands. These bands are cumulative, i.e., the first 100 employees is always charged at the same rate, then the next 150 are charged at the rate for that band.

Employee Band	Base Price per Employee per Month (£)	Notes
First 100	2295	Fixed price for first 100 employees
101–250	15.96	
251–500	10.26	
501–1000	7.98	
1001–5000	3.99	
5001–10000	2.28	
10001+	2.05	

Module Pricing Rules

- **First core module:** 100% of the applicable base price
- **Second core module:** 75% of the base price
- **Third core module:** 40% of the base price
- **Your Say:** Priced at 50% of the lowest-priced core module (i.e. 50% when one module is selected; 37.5% when two modules are selected; 20% when three modules are selected)

4. Framework Discount (Mandatory)

A **10% framework discount** is applied to all base prices in accordance with CCS rules.

5. Mechanism for Establishing Price (Mandatory)

The total contract price is calculated as follows:

Total Price = (Base price per employee per month × headcount × module weighting) – 5% framework discount + onboarding fee (10% of SaaS price) + optional add-ons (if selected).

This formula applies consistently to all buyers and all services listed within Lot 2b.

6. Price Certainty (Mandatory)

All pricing remains fixed for the duration of the contract unless formally updated through a new published version on the Digital Marketplace in line with G-Cloud 15 requirements.

7. Onboarding & Implementation (Mandatory)

A **one-off onboarding fee equal to 10% of the SaaS value** applies upon initial contract initiation. This includes:

- Organisation and user setup
- Branding and data hierarchy configuration
- One REST API setup
- Single Sign-On setup
- Deployment support
- User training during onboarding
- A dedicated Client Success Manager throughout the contract
- Ongoing admin training as required

8. Assumptions & Dependencies

- Customer must provide all required information, access credentials, and Customer Data for onboarding and ongoing service delivery.
- Customer is responsible for ongoing data quality, legality, and accuracy.
- Customer systems must meet the necessary technical requirements to access the SaaS platform.
- Customer is responsible for telecommunications and internet connectivity.
- Planned maintenance occurs **Saturday midday to Sunday midday**; occasional unscheduled maintenance may occur outside normal business hours.
- Authorised Users must comply with password, access, and acceptable-use requirements.
- Consultancy, bespoke reporting, and other non-SaaS services must be procured separately under Lot 3.
- Delivery timelines may be impacted by delays in Customer actions (data provision, approvals, access).

9. Changes & Updates

Updated versions of this Pricing Document will be published to the Digital Marketplace as required in line with G-Cloud 15 framework rules.