



Citadel – Pricing Document

This document serves as the pricing document for the Citadel service under G-Cloud 15. All prices are stated per month, in GBP (£), and are exclusive of VAT. Pricing is based on a minimum initial contract term of 12 months.

Base Subscription Fee (Mandatory)

The base subscription fee of £1,000 per month is mandatory and applies regardless of the number of sites or modules selected.

The base subscription fee includes:

- Access to the Citadel platform
- Secure cloud hosting
- Unlimited users
- Unlimited question sets
- Bug fixes and performance improvements
- Second- and third-line support

Asset-Based Modular Pricing

In addition to the base subscription fee, customers are charged per asset, based on the modules enabled for that asset. Modules can be enabled or disabled on an asset-by-asset basis.

Available Modules (Charged Per Site)

- Assessments / Management / Statistics
- Risk Management
- ERP
- Training
- Surveys
- All Modules (full platform access)

Per-Site Pricing (Per Month)

Members per Site	Core Services	Risk Management	ERP	Training	Surveys	All Modules
0–50	£90	£55	£35	£5	£15	£200
51–100	£75	£45	£40	£5	£15	£180
101–200	£70	£40	£30	£5	£15	£160
201–500	£60	£30	£20	£5	£15	£130
501–1,000	£45	£20	£15	£5	£15	£100
1,000+	£35	£15	£15	£5	£15	£85

One-Off Setup Fee

A one-off, non-refundable setup fee applies. This includes:

- Initial server and environment setup
- Corporate branding and configuration
- Configuration of statistics and data packages
- Up to four hours of training
- Support with uploading and configuring question sets

The setup fee is quoted separately and confirmed based on customer requirements.

AI Services (Excluded)

AI-enabled services, including dedicated AI servers or AI processing capacity, are not included in the base subscription fee or site-based module pricing. AI services are scoped and priced separately where required.

Contract Terms

- Minimum initial contract term: 12 months
- All services are delivered as a cloud-hosted service
- Can be hosted on-prem if required

Module Descriptions

Core Services

Core Services provide the foundational functionality of the Citadel platform.

This includes:

- Management of groups, users, roles, and permissions
- Asset management, including sites and organisational structures
- A central document and evidence repository
- Creation, delivery, and management of assessments
- Collection of responses, scoring, and basic reporting
- Statistics and summary views, including completion status, response rates, and high-level trends across assessments

Core Services are required to operate the platform and form the basis for all other modules.

Risk Management

The Risk Management module supports structured identification and oversight of risk. It enables the definition of strategic and operational risks, mapping of operational risks to controls, and the derivation of risk ratings based on assessment outcomes.

ERP

The ERP module supports structured organisational and operational data management within Citadel, including entities and structures required to support assessments and risk processes.

Training

The Training module supports organisational preparedness by delivering training and exercises linked to risks, controls, and emergency plans, with tracking and evidence of completion.

Surveys

The Surveys module enables the creation and distribution of structured surveys to collect feedback and information that can inform assurance, planning, and risk activities.

All Modules

The All Modules option provides full access to all Citadel functionality for a site, including Core Services, Risk Management, ERP, Training, Surveys, and reporting.