



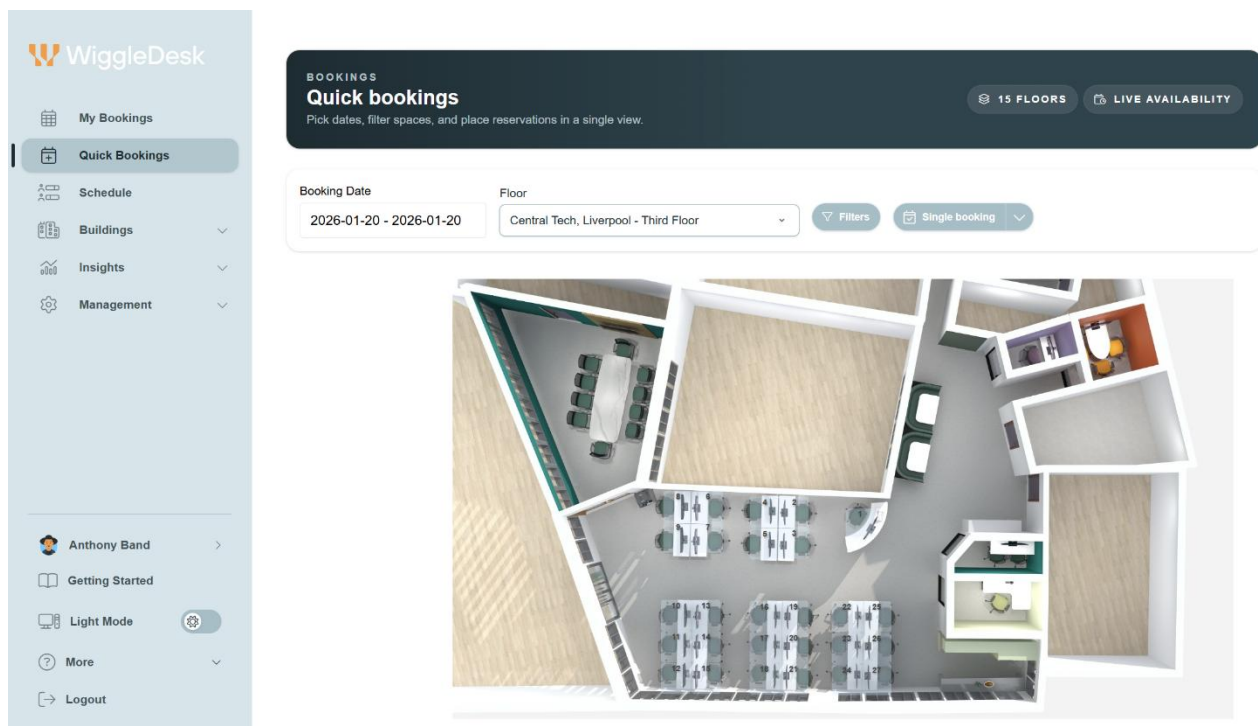
WiggleDesk Workspace Resource Booking Solution

Pricing

G-Cloud 15 Lot: Lot 2b – Software as a Service (SaaS)

Solution overview

WiggleDesk is a workspace intelligence platform designed to help organisations move from assumptions to evidence, enabling confident, defensible decisions about how space is used. It provides real visibility into utilisation, behaviour and environmental conditions, supporting leaders in shaping workspaces that drive performance, wellbeing and sustainable growth. By going beyond booking, WiggleDesk enables organisations to understand how teams actually use space, how patterns form over time and how investment and presence strategies can be adjusted with confidence.



At the core of the platform is a data-led view of workspace performance across desks, rooms and zones. WiggleDesk captures real utilisation signals, distinguishing between booked, checked-in and genuinely used space and enriches this with behavioural and environmental insight. AI-driven forecasting and pattern recognition provide early indicators of demand, overcrowding and underuse, enabling proactive intervention rather than retrospective reporting. Visitor management and external booking capabilities further support secure access and diversified use of space, while integration with Microsoft and Google workplace tools ensures alignment with existing ways of working.

WiggleDesk is designed for organisations that need clarity rather than complexity, focusing on behaviour, evidence and early action to ensure workspace decisions remain purposeful, defensible and aligned to organisational outcomes.

Key features in scope

Features

AI-powered forecasting for demand and busy periods	Interactive Photorealistic floorplans
Automated notifications and workflows	Microsoft and Google SSO integration
Check-in and check out capability	Outlook and Google Calendar Synchronisation
Create instant bookable spaces	QR code support
Customisable booking options and filters	Real-time resource utilisation tracking for desk, rooms, zones etc.
Customisable metrics and analytics	Real-time team visibility
Direct integration with Microsoft, Google and 4,800+ providers	Sensor integration support
Environmental and behavioural insights for wellbeing	Simple configuration via intuitive UI
External bookings for rooms, buildings, pitches etc. to diversify revenue	Visitor Management
Hybrid, recurring and permanent bookings	Workspace resource booking (e.g. desk, meeting room, clinic room, car parking, lockers etc.)
Interactive floorplan and timeline views	

Application Pricing

WiggleDesk offers a clear and simple pricing structure, which suits both large and small estates, providing great value for money.

The annual licensing subscription fees applicable to the solution are set out in the table below.

The applicable annual subscription fee is determined by the pricing band corresponding to the Call-Off Contract Start Date, as stated in the Order Form, and applies for the duration of that Call-Off Contract unless varied by mutual agreement in accordance with the Call-Off change control process, and includes standard support services relating to the operation of the solution, including break/fix support, together with access to updates and upgrades to the licensed solution areas as they are made generally available.

Annual Package Pricing

Annual Package	Annual Licensing Subscription
Associate Partner Up to 10 meeting rooms Up to 100 desks Up to 10 non-workspace assets (e.g. car parking spaces, EV chargers, bike racks)	£8,790
Growth Partner Up to 20 meeting rooms Up to 200 desks Up to 50 non-workspace assets (e.g. car parking spaces, EV chargers, bike racks)	£13,850
Scaled Partner Up to 30 meeting rooms Up to 300 desks Up to 100 non-workspace assets (e.g. car parking spaces, EV chargers, bike racks)	£21,100

Additional Add-Ons:

Additional Add-Ons are priced according to the Annual Package selected by the Buyer. The applicable pricing band is determined by the package tier in force from the **table above**, and reflects the scale and scope of the licensed solution already in place. Add-Ons extend functionality or capacity beyond the limits of the selected Annual Package and are charged per additional resource per month in line with the relevant pricing band below.

Category 1 (Meeting Rooms, Collaboration Spaces, Workshops etc.)	Per resource per month
Multi-use workspace (0-10)	£30
Multi-use workspace (11-50)	£25
Multi-use workspace (51-100)	£20
Multi-use workspace (101-300)	£17.50
Multi-use workspace (301-1000)	£12.50
Multi-use workspace (1000-2000)	£10
Multi-use workspace (2000+)	£7.50

Category 2 (Single use workspaces, desks, Pods and more)	Per resource per month
Single-use workspace (0-50)	£2.50
Single-use workspace (51-100)	£2
Single-use workspace (101-300)	£1.75
Single-use workspace (301-1000)	£1.25
Single-use workspace (1001+)	£1

Category 3 (Car Parking Spaces, EV Chargers, Bike Racks and more)	Per resource per month
Non-workspace (0-50)	£2.25
Non-workspace (51-100)	£1.75
Non-workspace	£1.50
Single-use workspace (301-1000)	£1.10
Single-use workspace (1001+)	£1

There is a fixed set-up fee of £6,000 (excluding VAT), which includes system set up and training.

Category 1 – Shared and collaborative workspaces

Category 1 resources are shared, bookable spaces intended for collaborative, group, or multi-purpose use. These resources typically require full scheduling functionality, availability management, capacity controls, and integration with calendaring or room systems. Utilisation is variable and often demand-led.

Examples include meeting rooms, collaboration spaces, project rooms, training rooms, workshop spaces, town halls, and other multi-use shared environments.

Pricing reflects the highest level of functional complexity, booking contention, configuration effort, and reporting requirements.

Category 2 – Individual and single-use workspaces

Category 2 resources are single-occupancy or individually allocated workspaces designed for personal use. These resources generally support allocation, entitlement, and check-in models rather than complex multi-party scheduling, resulting in more predictable utilisation patterns.

Examples include desks, assigned workstations, hot desks, focus pods, phone booths, individual work pods, and similar single-use environments.

Pricing reflects moderate functional complexity, balancing allocation logic, policy controls, and usage reporting without the advanced scheduling requirements of shared spaces.

Category 3 – Non-workspace and ancillary resources

Category 3 resources are non-workplace assets that support the operation and management of the estate but are not primary workspaces. These resources typically require visibility, allocation, or policy control rather than full booking workflows, and have lower interaction frequency and system complexity.

Examples include car parking spaces, electric vehicle charging points, bicycle racks, motorcycle parking, lockers, storage areas, loading bays, and other comparable ancillary assets.

Pricing reflects reduced functional complexity while maintaining inclusion in platform governance, reporting, and estate-wide management.

Integrations

WiggleDesk integrations with external software platforms or hardware are delivered using a two-stage approach, comprising an initial scoping activity followed by delivery activities where agreed.

Integration activity varies depending on the nature of the external system, available interfaces, data structures, and Buyer requirements.

Stage 1 – Integration scoping

Integration scoping is provided as a fixed-price professional service, with the fixed price agreed at Call-Off based on the defined scope of the proposed integration.

The scoping activity is intended to confirm integration requirements and inform delivery planning, including consideration of:

- Integration objectives and scope
- Available interface options and technical approach
- Dependencies, constraints, and assumptions
- Material risks

An indicative estimate of the professional services effort required for configuration, testing, and deployment, together with an assessment of any potential implications for ongoing support and maintenance arrangements. Any changes to ongoing support scope or cost are agreed through the Call-Off change control process.

Scoping outputs include an interface control definition (ICD) document, which is reviewed and agreed by the Buyer, the Supplier, and, where applicable, relevant third-party system providers, together with an estimate of the professional services effort required for integration delivery.

Where bespoke extensions or integrations are proposed, ongoing support and maintenance considerations are assessed as part of the scoping activity and, where applicable, reflected in the Call-Off support arrangements.

The fixed price for integration scoping is captured in the Call-Off Order Form.

Stage 2 – Integration delivery

Integration delivery activities, including configuration, testing, and deployment, may be provided as additional professional services where agreed.

Delivery effort is informed by the completed integration scoping activity and is delivered on a time and materials basis using the published professional services daily rates.

The applicable daily rate is determined in accordance with the Professional Services Rate Table and the Call-Off Contract.

Where integration delivery results in changes to the complexity or scope of the service, any implications for ongoing support and maintenance are considered and, where applicable, reflected through the Call-Off support arrangements in accordance with the Call-Off change control process.

Professional services fee is £1,200 per day excluding VAT. The number of days set up will be agreed with the buyer and included in the Call-Off contract.

Photorealistic floorplans

To enhance WiggleDesk, photorealistic (rendered) floorplans can be provided at a Professional Services rate of £1,200 per day, with the number of days determined by the size and complexity of the floorplan required.

Scope (included):

- Creation or enhancement of floor plan visuals to a photo-realistic / high-fidelity standard based on customer-provided source materials (e.g., CAD, PDF plans, existing floor plan images, or other agreed inputs).
- Image output suitable for use in the WiggleDesk platform (format and resolution agreed at the start of the task).
- Iteration within the day based on reasonable feedback cycles (e.g., minor amendments, labelling changes, visual tweaks).

Effort basis:

The effort required varies by: floorplate size, number of rooms/zones, level of detail required, quality/format of source drawings and the number of floors/buildings. As a result, work is charged per person day to ensure pricing remains transparent and proportionate to the actual complexity and volume required.

Customer responsibilities / prerequisites:

- Provide accurate source floor plans and any required branding/visual standards (if applicable).
- Confirm the floors/buildings to be processed and the intended output standard.

Deliverables:

- Photo-realistic floor plan image files for the agreed scope (per day's output), ready for upload/use in WiggleDesk.

Expenses

Professional services day rates exclude travel and subsistence expenses.

Where on-site attendance or travel is agreed, reasonable and necessary expenses may be recoverable in addition to the applicable day rates, subject to prior agreement with the Buyer and charged at cost.

Expenses are incurred only where required to support delivery of agreed professional services and are managed in accordance with the Call-Off Contract. Expenses are not incurred in relation to routine service management, customer success activities, or account review meetings.

Pricing Notes and Assumptions

- Prices are exclusive of VAT.
- All prices are determined in accordance with the applicable pricing tables and the Call-Off Contract, including fixed-price and time and materials elements where specified.
- Application subscriptions are procured for a minimum Call-Off Contract term of 12 months, as specified in the Order Form.
- Booking and other financial fees are invoiced monthly in arrears.
- Payment profiles for Professional Services, including milestone-based payments, monthly invoicing in arrears, or staged payments in advance, may be agreed with the Buyer and are captured in the Order Form or agreed through the Call-Off change control process.
- Any agreed payment profile does not alter the applicable day rates, total charges, or scope of Professional Services.
- All professional services days are estimated as per professional services pricing table.
- Annual licence fees are billed annually in advance, as stated in the Order Form.
- The solution includes one production environment and one non-production environment (for example, test or pre-production) for standard use. Any additional environments are subject to agreement through the Call-Off change control process.
- Additional file and document storage may be procured in line with the published storage pricing tables.
- Professional Services are not included in application licence fees

- Integrations with third-party systems are subject to technical scoping and design. Integration scoping is delivered as a fixed-price professional service agreed at Call-Off, with integration delivery, testing, and coordination activities provided as additional professional services where agreed, charged in accordance with the published integration and professional services pricing and managed through the Call-Off change control process.
- Where changes occur to the Buyer's organisational structure, estate, or operational scope (including local government reorganisation or devolution), any resulting changes to solution scope or requirements are managed through the Call-Off change control process.
- Evaluation access - From time to time, WiggleDesk may make evaluation access to certain features or applications available to Buyers for assessment purposes only.
- Any such evaluation access is provided outside the Call-Off Contract, is time-limited and non-entitling, and does not form part of the contracted services unless explicitly included in the Order Form.
- Evaluation access does not create any obligation to provide ongoing access or functionality and does not modify the pricing, scope, or terms of the Call-Off Contract.
- Standard data offboarding is included within the Call-Off Contract value where it is delivered in accordance with the Supplier's published offboarding process as set out in the service definition.
- Any non-standard offboarding requirements are subject to agreement at Call-Off Contract commencement and captured in the Order Form.



Make space work.

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