



WiggleDesk Workspace External Resource Booking Solution

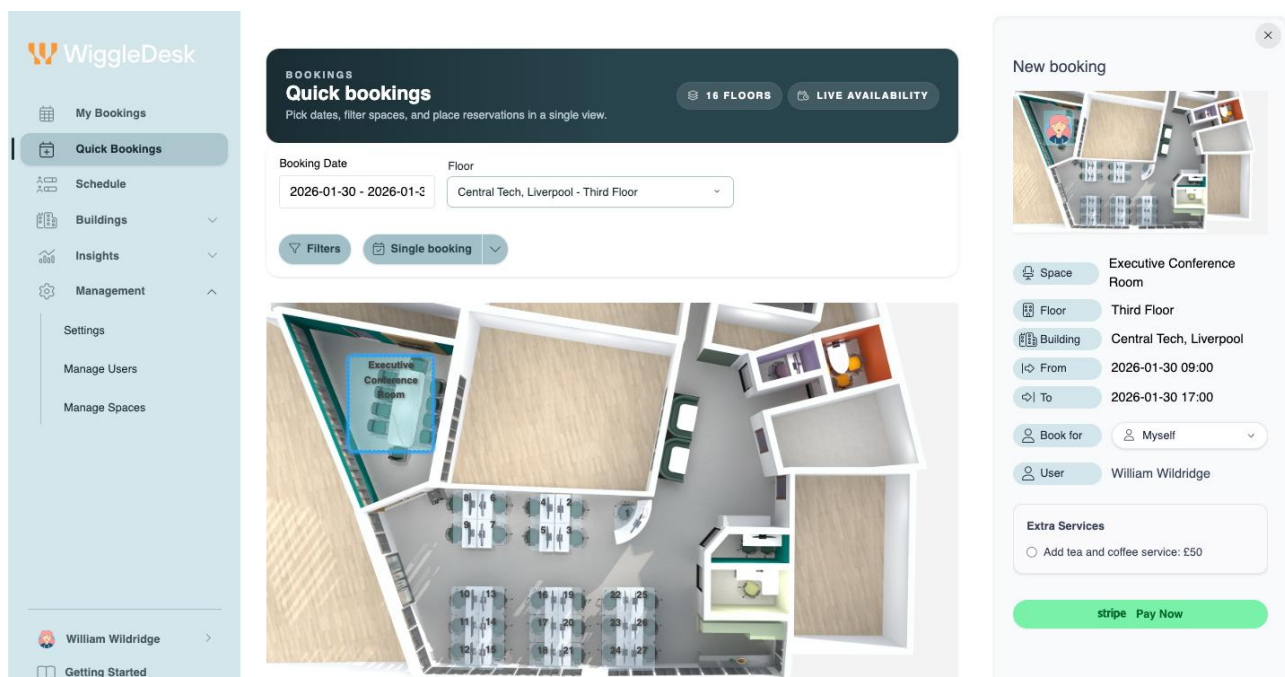
Pricing

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

Solution overview

WiggleDesk's external resource booking solution, enables organisations to list, manage and monetise underused spaces by renting them to external third parties through an online request and payment journey. This is designed for organisations, particularly in the public sector (such as charities, schools, colleges, universities and local authorities) that wish to generate revenue from assets including sports pitches, halls, theatres, town halls, meeting rooms, conference spaces and community facilities, while maintaining governance, and operational control.

WiggleDesk is a workspace booking and intelligence platform that supports desk and meeting room booking and broader workplace management. The Paid Bookings Module extends this capability by adding commercial hire functionality: public or partner users can discover spaces, submit booking requests, receive approvals (where required), and complete payment online via integrated payment processors (for example, Stripe). Buyers can set pricing, policies, availability rules, and add-on services (such as catering and audio-visual equipment) that are charged at checkout.



The module is designed to balance **external commercial use with internal priorities**. It provides transparency into what is available, what is reserved, what has been approved, what has been paid, and what has been fulfilled, with operational workflows for confirmations, invoicing/receipts, cancellations, refunds (where applicable), and on-site check-in. Reporting supports finance, estates and operational teams to understand demand, revenue performance, utilisation and service delivery.

Key features in scope

WiggleDesk Workspace External Resource Booking Solution

Public-facing listings & booking journey for external users (web experience to search, filter, view availability and request bookings)

Request / approval workflows (optional approval steps, automated confirmations, rule-based approvals, and exception handling)

Pricing & charging rules (hourly/daily rates, peak/off-peak pricing, minimum hire periods, discounts, deposits, and cancellation rules)

Integrated payments (payment processor integration such as Stripe; support for online card payments and secure checkout)

Add-ons and extras (chargeable extras such as catering packages, AV equipment, staging, security, cleaning, setup/teardown)

Refunds, cancellations and rescheduling controls (policy-driven handling; audit trail of changes; refund routing via payment processor where applicable)

Invoices/receipts and financial reporting outputs (receipts for payers, exportable booking and revenue data for finance reconciliation)

Notifications & communications (automated emails/notifications for request received, approval, payment success/failure, reminders, and access instructions)

Availability & conflict management across internal and external bookings (prevent double-booking; protect internal events; buffer times)

Check-in / check-out for external and internal users (QR code support; attendance capture where enabled)

Calendaring synchronisation (Outlook and Google Calendar synchronisation for operational visibility where configured)

Identity and access options (SSO for organisational administrators; configurable access rules)

Analytics & insight for paid bookings performance (utilisation, revenue, demand forecasting, popular spaces/times, cancellation rates)

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.

The pricing structure below comprises a one-off setup fee and an ongoing licence fee calculated as a percentage of booking revenue.

Set Up Fees

Requirement	Unit	Value
Add site with under 5 spaces	Per site	£400
Add site with over 5 spaces	Per site	£550
Virtual walk-through* - 2 bookable spaces or fewer (optional)	Per site	£350
Virtual walk-through * - 3 to 6 spaces (optional)	Per site	£500
Virtual walk-through * - 7+ spaces (optional)	Per site	£500 + £15 per room (over 6 rooms)
Custom development and integration (optional)	Per day	£700
Custom development testing (optional)	Per day	£450

Virtual walk-throughs also include the capture of original high-resolution photography and the creation of a customer-facing floorplan.

For optional components, our team will engage with customers to define requirements and develop a pricing proposal in line with the above rate card.

Ongoing Fees

Requirement	Applicable Fee
License & Management fees	First £300,000 lettings revenue (up to £300,000) = 5% of revenue Next £300,000 revenue (301,000 - £600,000) = 2.5% of revenue Over £600,000 revenue = 0.75% of revenue
Financial Management fees*	3% of revenue (on top of License & Management fees)

WiggleDesk may act as the payment collection and settlement provider for bookings made through the platform. Where this applies, payments from hirers are collected by WiggleDesk on behalf of the Buyer, processed via a nominated payment processor, reconciled and settled to the Buyer's nominated bank account in accordance with the agreed settlement cycle.

Licence, Management and Financial Management fees are calculated on gross booking revenue. These fees are deducted prior to settlement, with the net revenue remitted to the Buyer.

This arrangement supports centralised payment handling, consistent revenue reporting, and simplified administration.

Alternative payment and settlement arrangements may apply. Depending on the Buyer's preference, payments may be processed via a Buyer-nominated processor such as Stripe or Worldpay, with fee structures, responsibilities, and settlement mechanics varying accordingly. The agreed payment model, processor, and applicable fees will be documented in the Buyer Call-Off Contract.

Exit Fees

Should the Call-Off agreement end, the buyer will receive an export of all data held within the platform via Microsoft Excel Workbooks. Any non-standard requirements will be agreed with the buyer and included in the Call-Off contract, using our Professional Services rate.

Worked Examples

Example No.	Description	Fee
1	Specification	8 sites, all with fewer than 5 rooms, earning £60,000 per year in annual revenue
	Setup Fee	$8 \times \text{sites with } <5 \text{ rooms} = 8 \times £400 = £3,200$ Total setup fee = £3,200
	License Fees	$£60,000 \text{ revenue @ } 5\% = £3,000$ Total licence fees = £3,000
2	Specification	40 sites, 15 with more than 5 rooms and 25 with fewer than 5 rooms, earning £600,000 per year in annual revenue
	Setup Fee	$15 \times \text{sites with } 5+ \text{ rooms} = 15 \times £550 = £8,250$ $25 \times \text{sites with } <5 \text{ rooms} = 25 \times £400 = £10,000$ Total setup fee = £18,250
	License Fees	$£300,000 \text{ revenue @ } 5\% = £15,000$ $£300,000 \text{ revenue @ } 2.5\% = £7,500$ Total licence fees = £22,500
3	Specification	70 sites, 10 with more than 5 rooms and 60 with fewer than 5 rooms, earning £1,200,000 per year in annual revenue
	Setup Fee	$10 \times \text{sites with } 5+ \text{ rooms} = 10 \times £550 = £5,500$ $60 \times \text{sites with } <5 \text{ rooms} = 60 \times £400 = £24,000$ Total setup fee = £29,500
	License Fees	$£300,000 \text{ revenue @ } 5\% = £15,000$ $£300,000 \text{ revenue @ } 2.5\% = £7,500$ $£600,000 \text{ revenue @ } 0.75\% = £4,500$ Total licence fees = £27,000

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.
- 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.
- WiggleDesk will provide Buyer choice of payment processor, subject to scope and technical discussion.
- As the Buyer may have an existing contract with a card payment processor, processing fees will vary and be included into the Buyer Call-Off Contract.



Make space work.

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