

Cognni Pricing and Commercial Approach – G-Cloud 15

1. Overview

Cognni provides a fully managed, enterprise-grade knowledge management platform delivered as Software as a Service (SaaS). Pricing is designed to be transparent, flexible and aligned to organisational needs, enabling public sector buyers to adopt the platform in a way that fits their size, structure and budget.

Pricing is agreed on a customer-by-customer basis, reflecting the agreed scope of delivery. All prices are exclusive of VAT.

2. Flexible Licensing Model

Cognni offers flexible licensing options to meet different organisational and budgeting requirements, including:

- Per-user licensing, where costs are based on the number of users accessing the platform.
- Enterprise-wide licensing, providing organisation-wide access under a single annual fee.
- Hybrid approaches, where specific teams or departments are licensed initially with the option to scale over time.

The chosen licensing model is agreed during procurement and documented in the customer contract.

3. Pricing Structure

Cognni pricing typically consists of the following components:

Implementation Fee

A one-off implementation fee covering onboarding and initial setup, including:

- Platform configuration and branding
- Content structure and taxonomy setup
- Integration configuration (where required)

- Initial content onboarding support
- Administrator training

Annual Licence Fee

An annual licence fee covering:

- Access to the Cognni platform
 - Secure hosting on Azure public cloud infrastructure
 - Ongoing maintenance and platform management
 - Security updates and enhancements
 - Standard email and ticket-based support
 - Platform improvements and new features
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4. What Is Included

The following are included within the agreed licence fee:

- Full access to Cognni platform features
- Platform hosting, monitoring and maintenance
- Standard support during UK business hours
- Regular platform updates and enhancements
- End-of-contract data extraction

There are no hidden charges for standard operational use of the platform.

5. Optional Services

Additional services may be provided at additional cost where required, including:

- Bespoke integrations beyond the agreed scope
- Additional onboarding or training sessions
- Extended configuration or optimisation support
- Additional consultancy or advisory services

Any optional services are quoted separately and agreed in advance.

6. Discounts

Coggni may offer discounted pricing to educational organisations on a case-by-case basis, aligned with our B Corp commitments and social value principles. Any discount is agreed individually based on scope, usage and support requirements.

7. Invoicing and Payment

Implementation fees are invoiced following contract award and project commencement. Annual licence fees are invoiced annually in advance, unless otherwise agreed in writing.

8. Transparency and Fair Pricing

Coggni's pricing approach is designed to provide predictable costs, flexibility to scale, and alignment with the value delivered. Buyers receive a clear commercial proposal detailing the agreed pricing model, scope and inclusions prior to contract signature.
