

Pricing Document: Thiscovery Online Communities

Last updated January 2026

Framework: G-Cloud 15, Lot 2b - Software as a Service



Set Up Costs and Onboarding

This covers the **one-off** set up costs* for typical Online Community and any sub-communities, which covers design, build, testing, and basic onboarding and training.

Activity	Day rate	Number of Days <i>(minimum required)</i>	Total Cost <i>(excluding VAT)</i>
Main community design and set-up			
Community set-up (one-off) charge	<i>(fixed cost)</i>		£11,000
Customisation for additional modules required			£2,200
Total for main community (excl. VAT):			£13,200
Sub-community design and set-up			
Per each additional sub-community set-up (one-off) charge, covering:			
○ Design and user configuration	£1,200	3 days	£3,600
○ Build and test	£975	3 days	£2,925
○ Admin training	£1,200	1 day	£1,200
Total per sub-community (excl. VAT):			£7,725

*Set up costs may differ if client has additional requirements

Running Costs: Annual/Monthly Fee Options

These are the fixed annual fees of running a typical community and any additional sub-communities. We provide options for monthly and annual to account for client preferences, the nature of service required, as well as general project duration.

Activity	Fixed Cost (excluding VAT)
Monthly community support charge (excl. VAT)	
Main community (hosting costs, ongoing support*)	£1,500
Per each additional sub-community (ongoing support*)	£600
Annual community support charge (excl. VAT)	
Main community (hosting costs, ongoing support*)	£18,000
Per each additional sub-community (ongoing support*)	£7,200

* Includes technical hosting costs and regular project management meetings

Online Community: Additional Features & Charges

These are the day rates for additional features and customisations that can be added on to the service. Our team would work with you to provide a bespoke package to fulfil your needs, and appropriately quote days needed for your review and signoff.

Activity	Number of days	Day rate (excluding VAT)
Additional admin training	1 day	£1,200
Database interrogation e.g. for data download and transfer of community members details or activities	Minimum 0.25 days charge per request	£1,200
Support with in-community survey build	Minimum 0.25 days charge	£975
Support with additional configuration of modules following build, test and launch	Minimum 0.25 days charge	£975
Additional space or sub-community design and user configuration	Minimum 0.25 days charge	£1,200
Additional space or sub-community build and test	Minimum 0.25 days charge	£975
Additional modules required (off the shelf)	n/a	Price as advised
Additional modules required (custom development)	Minimum charge 0.25 days	£1,350