

Democratic Services: Pricing Document

Document Control Section

Document Title	Democratic Website (Community Management System) Pricing Document
Document ID	CILT-DS-002
Version	Version 1.0
Effective Date	Sep 17, 2025
Review Date	N/A
Owner	Blessing Ojugbeli
Approved By	Adejuwon Adeyeye
Distribution List	Internal
Document Status	Approved
Change History	
Document Classification	Confidential
Document Storage	Google Drive
Access Control	CIL Team - Edit Access All Employees - View only
Review Frequency	Project Lifetime
Retention Period	Permanently

Overview

This document provides a detailed breakdown of annual subscription pricing for councils by population size. Each subscription tier includes access to all standard features, data storage capacity, and Service Level Agreement (SLA) levels.

All prices stated are exclusive of VAT.



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Website

Pricing Table

Tier	Population Range	Council Types	Annual Subscription	Key Features
Tier 1	Under 20,000	Parish & Town Councils	£1,200	- All features included - 100GB Storage - Basic SLA
Tier 2	20,000 – 100,000	Small District & Borough Councils	£7,500	- All features included - 500GB Storage - Basic SLA
Tier 3	100,000 – 250,000	Large District & Medium Unitaries	£12,500	- All features included - 1TB Storage - Silver SLA
Tier 4	250,000 – 500,000	Large Unitaries & Small Counties	£18,500	- All features included - 1.5TB Storage - Gold SLA
Tier 5 (Most Popular)	Over 500,000	Major Counties & Metropolitan Authorities	£25,000	- All features included - 2TB Storage - Platinum SLA - Dedicated Account Manager



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Additional Costs (Excl. VAT)

Service	Description	Cost
Standard Onboarding & Training	Included in all tiers. Get your team up and running quickly with our comprehensive onboarding process.	<i>Included in all tiers</i>
Complex Data Migration	Full migration of existing data. Quoted case-by-case, depending on data volume and complexity.	£5,000 – £15,000
Bespoke Training or Consulting	Personalised on-site training or consulting by our experts.	£1,200 per day
Additional Storage	Additional storage beyond your tier allocation.	£100 per month for each additional 100GB

Service Level Agreements (SLAs)

CIL provides multiple SLA levels aligned with subscription tiers. These define support coverage, response times, and escalation paths.

You can view the full SLA details in the [CIL Support SLA document](#)

Notes

- Prices listed above are **exclusive of VAT**.
- All tiers include access to the complete feature set.
- SLA levels determine the level of technical support, response times, and availability.
- Pricing and additional service costs are reviewed annually and may be adjusted in line with service enhancements and inflation.