

1. Overview

Payble Pro Platform is a Software as a Service solution providing a comprehensive payments and receivables platform for local authorities, including Council Tax billing, payments, communications, and receivables management.

Pricing is transparent, objective, and based on the Buyer's published financial information. Buyers select the applicable pricing band and services without the need for commercial negotiation. All prices quoted are exclusive of VAT.

2. Payble Pro Platform – SaaS Licence Pricing

Pricing is based on the Buyer's current annual Council Tax demand, determined using the Buyer's latest published financial statements.¹

Annual SaaS Licence Fees

Buyer Annual Council Tax Demand	Unit	Annual Licence Fee (excl. VAT)
Up to £40m	Per organisation	£31,800
£40m to £60m	Per organisation	£52,000
£60m to £80m	Per organisation	£74,000
£80m to £100m	Per organisation	£87,000
£100m to £125m	Per organisation	£98,000
£125m to £150m	Per organisation	£118,000
£150m to £180m	Per organisation	£140,000
£180m to £220m	Per organisation	£170,000

¹ Where the Buyer's latest published financial statements are not available or do not state current Council Tax demand, the Buyer must provide an equivalent official figure (for the latest financial year) from their revenue budget, Council Tax setting report, or another published finance report, and the applicable pricing band will be determined using that figure.

£220m to £260m	Per organisation	£188,000
£260m to £300m	Per organisation	£205,000
£300m to £350m	Per organisation	£220,000
£350m to £400m	Per organisation	£235,000
£400m to £500m	Per organisation	£245,000
£500m to £650m	Per organisation	£310,000
£650m+	Per organisation	£405,000

3. What is included

The Payble Pro Platform licence includes, at the time of contracting:

- Core Payble payments and receivables platform
- Online payments and customer self service
- Automated payment reminders and communications
- Direct Debit management
- Arrears and recovery workflows
- Reporting and dashboards
- Platform hosting, security, and maintenance
- Platform updates and enhancements
- Standard support

Any modules or functionality introduced after the date of contracting are not included unless expressly agreed in the Order Form.

4. Implementation services

Implementation services are required for new Buyers.

Implementation is delivered remotely on a time and materials basis using the published professional services rates set out below. The scope, roles, and estimated number of hours are agreed in advance in the Order Form and or a Statement of Work.

Implementation Services Rate Card

Role Level	Unit	Price (excl. VAT)
Implementation/project services	Per day	£945

Typical Implementation Activities

- Platform configuration and setup
- Integration configuration and testing
- Data validation and migration support
- User training and enablement
- Go live planning and support

The actual mix of roles and total effort required depends on the Buyer's requirements and existing systems.

5. Support services

Standard Support (Included)

Standard support is included with the Payble Pro Platform licence and provides:

- Business hours support
- Incident and problem management
- Platform updates and maintenance

6. SMS and E-mail Messaging Charges

SMS & e-mail notifications are charged on a usage basis.

Item	Unit	Price (excl. VAT)
SMS message	Per message segment (153 characters)	£0.05
E-mail	Per e-mail sent	£0.01

Notes:

- Charges apply per SMS message segment sent
- Messages longer than a single segment may incur multiple segment charges
- SMS and e-mail charges are invoiced based on actual usage
- SMS and e-mail charges are in addition to the Payble Pro Platform licence fee

7. Professional and Bespoke Services

Professional Services

Role Level	Unit	Price (excl. VAT)
Professional services	Per day	£945

Professional services may include additional training, workshops, data migration assistance, and change or development requests outside the agreed scope.

Notes:

- Subject to technical feasibility
- Does not alter the core platform architecture
- Scoped via a Statement of Work
- Charged at published rates

8. Additional services

Service	Unit	Price (excl. VAT)
Additional training	Per day, per trainer	£1,100

9. Discounts

Discounts apply to the total annual call off contract value and are applied automatically in accordance with the G-Cloud marketplace discount schedule.

10. Payment processing

Payble Pro Platform does not include payment processing services.

Transaction processing is completed by the Buyer's existing payment processor or banking provider. All transaction and processing fees are charged to the Buyer directly by their payment processor and are not included in the pricing set out in this document.

Payble does not act as a payment processor or merchant acquirer.

11. Assumptions

Pricing is based on the following assumptions:

- Pricing is based on the Buyer's current annual Council Tax demand, determined using the Buyer's latest published financial statements.
- Where the Buyer's latest published financial statements are not available or do not state current Council Tax demand, the Buyer must provide an equivalent official figure (for the latest financial year) from their revenue budget, Council Tax setting report, or another published finance report, and the applicable pricing band will be determined using that figure. One licence is required per Buyer organisation
- Buyer provides timely access to required systems, data, and stakeholders
- Services are delivered remotely

12. Contract terms

- Licence fees are charged annually in advance
- Pricing is fixed for the duration of the Call-Off Contract
- If the Buyer's Council Tax demand changes such that the Buyer would fall into a different pricing band, the licence fee will be adjusted to the applicable band at the next annual contract anniversary, based on the Buyer's most recent published financial statements (or equivalent published finance report) available at that time.

13. Exclusions

Unless explicitly stated above, pricing excludes:

- Third party software or licences
- Payment processing and transaction fees
- Bespoke development outside agreed scope
- Services not listed in this pricing document

