

SUPPLY25

G-Cloud 15

Pricing Document

Lot 2b Software as a Service (SaaS)



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1. Pricing Overview & Principles

This pricing document applies to Supply25 services offered under the G-Cloud 15 framework. All prices are exclusive of VAT.

Supply25 is provided as an off-the-shelf Software as a Service (SaaS) platform, hosted and operated by Supply25. The service is delivered on a subscription basis and does not involve bespoke software development as part of the standard offering.

Pricing is modular and tiered, allowing Buying Organisations to select the level of capability appropriate to their needs. Tier 1 may be purchased as a standalone service or combined with additional tiers or optional add-ons. Components may be purchased at the point of call-off or added during the contract term, subject to the Call-Off Contract.

A summary of inclusions and pricing is provided at the start of each tier, with detailed usage allowances and any additional charges set out in later sections of this document.

The prices set out in this document represent the maximum charges available under the G-Cloud 15 framework. Supply25 may apply discounts at the point of call-off, for example based on contract duration, volume, or aggregated purchasing arrangements.

This pricing approach is designed to provide transparency, flexibility, and predictability for public sector buyers, while supporting a wide range of procurement, assurance, and contract management use cases.

2. Core SaaS Subscription - Tier 1: Assessment & Assurance

2.1 Overview

Tier 1 provides Buying Organisations with access to the Supply25 platform to manage supplier assurance and procurement risk in a consistent, structured, and scalable way. It is designed for public sector organisations that need to assess suppliers across multiple assurance areas while reducing administrative effort, improving transparency, and strengthening governance and audit readiness.

Tier 1 supports supplier assessment as part of public sector procurement and assurance activity, enabling buyers to evaluate suppliers in a consistent and structured way. It is delivered as a fully managed cloud service.

2.2 Included Capabilities (*Features include, but are not limited to:*)

Assessment creation and management

- Create and manage assessment packages across the organisation.
- Build custom assessments with version control to support continuous improvement.
- Combine questions into structured assessments aligned to procurement needs.

Supplier assessment distribution and response

- Distribute assessments to suppliers through secure, browser-based access.
- Collect supplier responses in a structured, comparable digital format.
- Enable suppliers to reuse previous responses where appropriate, reducing duplication and effort, particularly for small and medium-sized enterprises.
- Supplier access for submitting assessment responses is provided at no cost.

Review, assurance, and improvement

- Review and analyse supplier submissions consistently.
- Highlight areas of concern and request improvement plans to support remediation and stronger future assurance.
- Track actions, outcomes, and assurance decisions over time.

Collaboration and governance

- Support collaboration across procurement, commercial, cyber security, information governance, risk, legal, and assurance teams.
- Apply role-based access controls to manage visibility, review, and approval permissions.
- Maintain a single system of record for supplier assurance activity.

Reporting and audit readiness

- Generate standardised PDF reports of completed assessments, supplier responses, and assurance outcomes for internal governance, assurance, and audit purposes.
- Maintain a clear record of assessment decisions and supporting evidence to aid accountability and oversight.

2.3 Tier 1 Pricing

Pricing model: Annual subscription, priced per Buying Organisation.

Tier 1 Subscription	Description	Price (per annum, ex. VAT)
Tier 1 – Assessment & Assurance	Access to the Supply25 platform including all Tier 1 capabilities and included usage allowances described below.	£12,950

The price shown represents the standard maximum list price under the G-Cloud 15 framework. Discounts may be applied at the point of call-off.

2.4 Included Usage Allowances (per Buying Organisation)

Each Tier 1 subscription includes the following standard entitlements for each Contract Year:

Entitlement	Included Allowance
Assessment Packages	Unlimited, subject to fair use
Organisation Admin Users	Up to 3 named Organisation Admins
Members and Guest Users	Up to 100 Members and Guests per year
Onboarding, guidance and support	Included

Organisation Admin licences are allocated on a named-user basis and may be reassigned within the Buying Organisation where roles or responsibilities change. Shared user accounts are not permitted.

Where Tier 2 is also purchased, additional user allowances apply as set out in Section 4.

2.5 Exclusions and Extensions

Tier 1 does not include:

- Automated reassessments or functionality designed to manage ongoing supplier reassessment cycles.
- Contract management functionality.
- Storage or management of contract documentation beyond assessment activity.
- Additional user licences or other usage beyond the included allowances, where applicable.

Optional add-ons, additional usage, and overage pricing are set out in Section 4: Optional Add-ons and Additional Charges.

2.6 Purchase and Expansion

Tier 1 may be purchased as a standalone service.

Buying Organisations may add optional add-ons or additional capacity over time without re-procuring, subject to the Call-Off Contract.

Tier 1 also forms the foundation for higher tiers, where additional functionality is bundled.

3. Optional Add-on – Automated Reassessments (Tier 1 Extension)

3.1 Overview

The Automated Reassessments add-on extends Tier 1 by enabling Buying Organisations to maintain supplier assurance throughout the life of a contract. It supports repeat and cyclical assurance activity without the need for manual tracking, reminders, or repeated full assessments.

This add-on is intended for organisations that require ongoing assurance beyond contract award, particularly for higher-risk or longer-term contracts.

3.2 What the Add-on Provides (*Features include, but are not limited to:*)

Automated reassessment scheduling

- Define reassessment intervals at a contract level, such as annually or at key milestones.
- Automatically issue reassessment requests to suppliers when reviews are due.
- Reduce reliance on manual tracking, spreadsheets, and follow-up activity.

Proportionate updates for suppliers

- Enable suppliers to reuse previous responses where appropriate.
- Focus reassessments on what has changed since the last review.
- Reduce effort for both buyers and suppliers while maintaining assurance standards.

Contract-level assurance visibility

- View reassessment status, actions, and outcomes at a contract level.
- Maintain a clear record of ongoing assurance activity over time.
- Support transparent governance and accountability.

Supplier access for completing reassessments is included at no additional cost.

3.3 Pricing

Pricing model: Annual add-on subscription, purchased in addition to Tier 1.

Add-on	Description	Price (per annum, ex. VAT)
Automated Reassessments (Tier 1 Extension)	Automated management of supplier reassessments throughout the life of a contract.	£5,000

3.4 Included Usage Allowances

The Automated Reassessments add-on includes the following allowances per Contract Year:

Entitlement	Included Allowance
Contracts	Unlimited, subject to fair use
Supplier Reassessments	Included for all active contracts
Supplier Access	Included

3.5 Boundaries and Positioning

This add-on supports ongoing reassessment activity but does not include full contract management, continuous supplier monitoring, or portfolio-wide risk visibility.

Organisations requiring broader contract oversight or continuous assurance capabilities may consider Tier 2, where automated reassessments are included as standard.

The add-on may be purchased at the point of call-off or added during the contract term.

4. Advanced SaaS Subscription – Tier 2: Contract Management & Continuous Assurance

4.1 Overview

Tier 2 extends Supply25 beyond point-in-time supplier assessments to support ongoing assurance and oversight throughout the contract lifecycle. It is designed for Buying Organisations managing a significant number of suppliers, a broad portfolio of live contracts, and sustained governance, risk, and assurance requirements.

Tier 2 builds on Tier 1 and includes automated reassessments as standard, alongside additional contract-centric, supplier, and risk management capabilities. It enables organisations to move toward a more continuous and structured assurance approach without increasing administrative burden.

Tier 2 is purchased in addition to Tier 1 and is delivered as a fully managed cloud service.

4.2 Included Capabilities (*Features include, but are not limited to*):

Contract-level oversight

- Contract-centric views bringing together assurance activity, supplier engagement, and contract status.
- Shared contract portals to support ongoing buyer-supplier collaboration.
- Automated reminders for key milestones and obligations.

Automated reassessments (included)

- Automated supplier reassessments included as standard, with no separate add-on required.
- Configurable reassessment intervals at a contract level.
- Clear tracking of reassessment progress and outcomes over time.

Ongoing supplier monitoring

- Visibility of supplier assurance status across active contracts.
- Monitoring of key compliance information, including time-bound or expiry-based requirements.
- Alerts where review or action may be required.

Document and information sharing

- Secure, contract-level workspace for assurance-related documents.
- Support for common document formats.
- Included data storage within defined limits.

Incident, issue, and performance tracking

- Ability to record and manage incidents or issues against individual contracts.
- Support for tracking supplier performance against agreed contract measures.
- Notifications and retained history to support timely resolution, transparency, and audit.

Supply chain and risk visibility

- Organisation-level views of supplier relationships and dependencies.
- Tools to help identify potential areas of risk concentration.

Communication and access control

- Contract-specific message threads to centralise communication.
- Reduced reliance on email and external tools.
- Enhanced user limits and role-based permissions to support multi-team working.

4.3 Tier 2 Pricing

Pricing model: Annual subscription, purchased in addition to Tier 1.

Tier 2 Subscription	Description	Price (per annum, ex. VAT)
Tier 2 – Contract Management & Continuous Assurance	Access to all Tier 2 capabilities and included usage allowances described below.	£20,000

Tier 2 is purchased in addition to Tier 1.

4.4 Included Usage Allowances (per Buying Organisation)

The Tier 2 subscription includes the following additional usage allowances, which apply in addition to the Tier 1 entitlements for each Contract Year:

Entitlement	Included Allowance
Contracts	Unlimited, subject to fair use
Additional Organisation Admins	Up to 3 additional named Organisation Admin users
Additional Members and Guests	Up to 100 additional Members and Guests
Data Storage	Up to 10GB
Automated Reassessments	Included for all active contracts

4.5 Additional Usage and Charges

Where usage exceeds the included allowances for users or data storage, additional charges apply. Details of overage pricing and optional components are set out in Section 5: Optional Add-ons and Additional Charges.

4.6 Boundaries and Positioning

Tier 2:

- Tier 2 is purchased in addition to Tier 1 and does not replace Tier 1 entitlements. When both Tier 1 and Tier 2 are purchased, the combined allowances are:
 - Up to 6 Organisation Admin users in total.
 - Up to 200 Members and Guests in total.

These totals reflect the combined allowances set out in Sections 2 and 4.

- Includes automated reassessments as standard and does not require purchase of the Tier 1 reassessment add-on.
- Does not include bespoke feature development or organisation-specific customisation.

Tier 2 is optional and not required for initial deployment. Buying Organisations may adopt Tier 2 alongside Tier 1 as their assurance needs evolve or as the scale and complexity of their supplier and contract activity increases, without disruption to existing data or workflows.

5. Optional Add-Ons & Enhancers

5.1 Overview

Supply25 offers optional add-ons and usage-based enhancements that allow Buying Organisations to extend the standard service where additional capacity or functionality is required.

All add-ons are optional and may be purchased at the point of call-off or added during the contract term.

Unless otherwise stated, prices are annual, apply per Buying Organisation, and exclude VAT.

5.2 Tier 1 – Additional Charges (Assessment & Assurance)

The following charges apply where usage exceeds the standard Tier 1 entitlements.

Tier 1 Usage-Based Pricing

Item	Included	Price (per annum, ex. VAT)	Notes
Additional Organisation Admin licence	Up to 3 Organisation Admin users	£1,250 per Organisation Admin	Named user, reassignable.
Additional Member or Guest licence	Up to 100 users	£50 per user	Counted cumulatively per Contract Year.

Supplier access for completing assessments is included at no additional cost.

5.3 Tier 2 – Additional Charges (Contract Management & Continuous Assurance)

Tier 2 is purchased in addition to Tier 1 and includes automated reassessments as standard.

Tier 2 Usage-Based Pricing (Additional Capacity)

The following charges apply where usage exceeds the combined Tier 1 and Tier 2 included allowances.

Item	Included	Price (per annum, ex. VAT)
Organisation Admins	Up to 6 named Organisation Admin users	£1,250 per additional Organisation Admin
Total Users (excluding Admins)	Up to 200 users	£50 per additional user
Data Storage	Up to 10GB	£100 per additional GB

Supplier access is included at no additional cost.

5.5 General Notes on Add-Ons and Enhancements

- All add-ons are optional and not required for initial deployment.
- Add-ons and additional capacity may be adopted incrementally as organisational needs evolve.
- Buying Organisations may adopt Tier 2 alongside Tier 1 without disruption to existing data, users, or assessments.
- Supply25 may introduce additional optional features during the framework term, subject to Crown Commercial Service (CCS) approval.

5.6 Exclusions

The Supply25 services are provided as an off-the-shelf Software as a Service offering.

Items and activities that are excluded from the standard service and pricing are set out in Section 7.2 (Exclusions).

6. Optional Professional Services & Rates

6.1 Overview

Supply25 is delivered as a fully managed cloud service. The standard subscription includes hosting, maintenance, updates, standard onboarding, and support as described elsewhere in this document.

Where a Buying Organisation requests assistance that falls outside the standard service offering, Supply25 may provide optional professional services. These services are not included in the standard SaaS subscription and are charged separately.

6.2 Pricing and Charging Model

Optional professional services are provided on a time-and-materials basis and charged using a standard day rate.

Service	Rate (ex. VAT)
Professional Services Day Rate	£950 per day

6.3 Scope Control and Agreement

- All professional services must be agreed in advance, including scope, timing, and estimated effort.
- Where a request falls outside standard onboarding, guidance, or support, Supply25 will notify the Buying Organisation before any chargeable work is undertaken.
- Professional services relate to time spent delivering the agreed scope of work and do not guarantee specific outcomes.
- Services are typically delivered remotely unless otherwise agreed in writing.

6.4 Future Professional Services

Supply25 may introduce additional optional professional services during the life of the framework, subject to agreement and, where required, approval by Crown Commercial Service.

7. Usage Assumptions & Exclusions

7.1 Usage Assumptions

Pricing under the G-Cloud 15 framework is based on reasonable use of the Services, aligned to the size, structure, and procurement activity of the Buying Organisation.

Where the Services are described as allowing unlimited assessment packages, contracts, or reassessments, this is intended to support legitimate procurement, supplier assurance, and contract management activity at organisational scale, without artificial volume limits.

Reasonable use reflects typical patterns of activity associated with managing suppliers, assessments, contracts, and users in line with the applicable tier and any agreed add-ons, assessed by reference to organisations of comparable size, scope, and procurement complexity.

Unlimited use does not include usage that is excessive, automated, artificial, or otherwise inconsistent with normal operational use, or which materially degrades platform performance, security, or service quality for other customers.

Where usage materially and persistently exceeds reasonable operational patterns, Supply25 may discuss appropriate options with the Buying Organisation in good faith to ensure continued service quality and fair use of the platform.

7.2 Exclusions

Unless explicitly agreed in writing, the following are excluded from the standard service and pricing:

- Custom feature development, bespoke workflows, or organisation-specific platform modifications.
- Legal, procurement, regulatory, or compliance advice, including interpretation of standards or assessment content.
- Third-party software, integrations, licences, or services.
- Manual data entry, data cleansing, or data transformation activities.

Requests falling outside the standard scope may be considered as optional professional services in accordance with Section 6.

8. Service Management & Pricing Notes

8.1 Service Management

The Supply25 platform is maintained and operated in line with good industry practice. Features and capabilities may be enhanced, refined, or retired as part of normal service management, with changes applied consistently across the platform.

8.2 Optionality and Modularity

All optional components, add-ons, and enhancements described in this pricing document are discretionary. Buying Organisations are not required to purchase any optional services and may adopt additional components as their needs evolve.

8.3 Call-Off Confirmation

Final scope, pricing, and configuration are confirmed at the point of call-off. Pricing will not exceed the maximum rates set out in this document.

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Thank you

