

Pricing

Goodsted - Social Value and Volunteering Management Platform

Pricing model

Goodsted is provided as a subscription-based software service. Pricing is based on a per-organisation annual subscription, with optional professional services available if required.

All prices shown are maximum prices under the G-Cloud framework. Actual prices may be discounted at call-off.

Subscription pricing

The subscription price applies to the contracting organisation, such as a housing association or local authority.

The base subscription provides access to the Goodsted platform to manage social value and volunteering activity, including coordination with staff, suppliers and community partners.

Annual subscription (per organisation):
£30,000 per year

This price represents the maximum annual subscription cost under the G-Cloud framework and may be discounted at call-off.

What is included in the subscription

The subscription price includes:

- Use of the Goodsted platform
- Configuration using standard platform settings
- Management of social value initiatives, activities and volunteering opportunities
- Participation by internal users and invited external organisations
- Tracking of commitments, activity and participation
- In-platform dashboards and operational views

- Self-service data export
- Role-based access controls
- Standard support and ongoing platform updates

Standard support includes access to in-app and email support during UK business hours, access to online help centre articles and guidance, and one initial remote onboarding call (up to 1 hour) to introduce the platform, confirm intended use, and explain core features and standard configuration options.

Participation by external organisations

The subscription price includes participation by invited external organisations, such as suppliers and voluntary or community sector organisations, for the purpose of collaborating with the customer.

Participation access is limited to activities, commitments and opportunities associated with the inviting customer. External organisations can contribute data, manage participation and engage their staff in relation to that customer's activity.

Full independent use of the platform by external organisations (such as suppliers), where these are not public sector organisations, including management of multiple customers or internal programmes, requires a separate subscription outside the G-Cloud framework.

Optional professional services

The following optional services are available if required. These services are not mandatory to use the platform. Effort required will vary depending on organisational size, structure and complexity.

Professional services are delivered remotely unless otherwise agreed. Days represent units of effort, not fixed calendar attendance.

Onboarding and configuration support

Support with initial setup of the platform, including:

- configuration of organisational structure
- setup of user roles and permissions
- initial configuration decisions based on operating model
- guidance on early use and rollout

This service helps customers get started efficiently and reduce internal setup time.

Typical effort: 1–2 days

Price: £1,000 per day

Data migration and setup

Support with importing existing social value, volunteering or participation data into the platform, using standard import tools.

This may include:

- review of source data formats
- guidance on preparing data for import
- validation of imported records

Typical effort: 1–3 days

Price: £1,000 per day

Training

Remote training sessions for administrators or users, tailored to the customer's setup and audiences.

Training may cover:

- administrator configuration and management
- day-to-day use by internal teams
- onboarding guidance for suppliers or partners

Typical effort: 0.5–1 day

Price: £1,000 per day

Assisted reporting and data export

Support with preparing data exports or structuring data for use in external reporting, business intelligence, ESG or SECR systems.

This service may include:

- guidance on selecting and exporting relevant data
- support with structuring datasets for downstream systems
- clarification of data fields and outputs

This service does not include analysis, interpretation or statutory reporting.

Typical effort: 0.5–2 days

Price: £1,000 per day

Enhanced support

Enhanced support provides additional service-level assurance for organisations requiring closer support during rollout, reporting periods or periods of increased activity.

Enhanced support includes:

- priority handling of support requests
- access to a named support contact familiar with the customer's setup
- proactive check-ins, such as:
 - scheduled periodic check-ins (for example, quarterly)
 - readiness checks ahead of key reporting or delivery milestones
- continuity of contact to reduce repeated handover or re-explanation

Enhanced support does not change platform functionality or underlying service levels but provides expedited handling and proactive engagement.

Price: £5,000 per year

Exclusions

The following are not included in the subscription price or optional services:

- Consultancy or advisory services
- Direct delivery or organisation of community or staff engagement activities
- Sustainability or emissions calculations
- Statutory or regulatory reporting
- Bespoke software development
- Third-party software licences

Exit and data access

Customers can export their data using standard self-service export tools at no additional cost.

Assisted data extraction or bespoke data formats can be provided as an optional service, priced as above.

Payment terms

- Prices are exclusive of VAT
- Invoicing is annual in advance unless otherwise agreed