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Pricing

Goodsted - Social Value and Volunteering Management Platform

G-Cloud 15, RM1557.15, Lot 2b Software as a Service. Service ID 4366 7850 8722 349.
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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.

The prices published in this document are the prices charged. The subscription price varies with the size of the buying organisation, using the band table set out below. A buyer can determine their price from this document without contacting Goodsted.

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

Band	Employees	Contracts carrying social value commitments	Annual subscription
1	Up to 150	Up to 20	£6,000 per year
2	151 to 400	21 to 50	£10,000 per year
3	401 to 1,500	51 to 100	£13,000 per year
4	More than 1,500	More than 100	£15,000 per year

How the band is determined

Where the two columns place an organisation in different bands, the higher band applies. Employees means the buyer's own employee headcount. Contracts means those contracts carrying social value commitments that the buyer intends to manage on the platform.

The band is assessed at the start of each annual subscription and reviewed at renewal. It is not changed part way through a subscription term. The same band table is applied to every buyer, and no buyer needs to contact Goodsted to establish which band applies.

All bands include the same service

The band affects price only. Every band provides the whole of the service described in the Service Definition, with no functional restriction at any price point.

The service is not divided into chargeable modules. Social value commitment delivery across the supply chain and colleague volunteering are both within the single subscription, and no part of the service described in the Service Definition carries a separate charge. There is no per-user fee, no charge by number of contracts, activities or commitments recorded, and no charge for the invited organisations described below.

Framework terms applying to these prices

- No organisation pays more than £15,000 per year under G-Cloud 15. The prices published in this document can only reduce during the framework period.
- Prices are not subject to indexation for the framework period, in line with Framework Schedule 3 Annex 1 Paragraph 2.4.
- The published framework discount applies to annual call-off value and is 0% at these price points.
- All prices in this document are exclusive of VAT.

Education pricing

Educational organisations receive a 50% discount on the annual subscription. The band table above determines the band; the discounted price for that band is shown below.

Annual subscription for educational organisations

Band	Standard annual subscription	Education annual subscription
1	£6,000 per year	£3,000 per year
2	£10,000 per year	£5,000 per year

3	£13,000 per year	£6,500 per year
4	£15,000 per year	£7,500 per year

Which organisations qualify

Organisations whose primary purpose is the provision of education, including schools, academy trusts, further education colleges and universities.

The subscription is per organisation, and the contracting organisation is the buyer. Where a trust, federation or group holds the subscription on behalf of several schools, that body is the organisation: employee numbers and contract numbers are counted across everything the subscription covers, one subscription covers all of the schools included, and a single band price applies. A school contracting in its own right is banded on its own numbers.

The discount applies to the annual subscription only. Optional professional services are charged at the published day rate below, which is the same for every buyer.

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 of 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. There

is no charge to the customer or to the invited organisation for that collaboration, and no limit on the number of organisations or contracts the customer can invite.

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. They are not mandatory to use the platform, and the platform can be used in full without any of them. 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. The published day rate is the same for every buyer and does not vary by subscription band.

Optional professional services

Service	Typical effort	Price
Extra onboarding and ad hoc support	1 to 2 days	£1,000 per day
Data migration and setup	1 to 3 days	£1,000 per day
Training	0.5 to 1 day	£1,000 per day
Assisted reporting and data export	0.5 to 2 days	£1,000 per day
Enhanced support	Ongoing	£5,000 per year

Extra onboarding and ad hoc support

Support beyond the introductory onboarding call included in the subscription, where a customer's setup requires it. This may include:

- configuration of a complex organisational structure
- setup of user roles and permissions
- working through initial configuration decisions based on operating model

- guidance on early use and rollout
- other ad hoc requests during the subscription term

Typical effort: 1 to 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 to 3 days. Price: £1,000 per day.

Training

Remote training sessions for administrators or users, matched 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 to 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 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 to 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
- 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. There is no charge for data extraction on exit.

Assisted data extraction or non-standard 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

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