

G-CLOUD 15 PRICING DOCUMENT

(Commercial in confidence and applicable to G-Cloud purchase only)

All costs shown in this document are **excluding VAT**

Minimum annual subscription order value of £30,000 excluding VAT.

Contract terms are 12 months, 24 months or 36 months with the option to extend by 12 months.

All Rant & Rave Voice of Customer contracts include:

- Feedback capture via one or more channels
- Sentiment analysis and access to our return API
- Dashboard reporting via one or more of our user dashboards
- Hosting, support, and maintenance
- Customer Support desk access
- Customer Success Management throughout contract term

Core Voice of Customer items

Item	Annual Subscription Costs			Implementation cost (one-off)	Implementation Details
	12-month term	24-month term	36-month term		
Voice of Customer Platform	£17,940	£16,152	£14,352	£18,295	• Project setup • Profile creation • Alert setup x 4 • User creation • Metadata setup • Gadget creation • SFTP setup • Training
SMS Capture Channel	£10,200	£9,180	£8,160	£1,307	For each touchpoint based on 1 score, 1 comment
Email Capture Channel	£10,200	£9,180	£8,160	£1,307	For each touchpoint based on 1 score, 1 comment
Voice Capture Channel	£10,200	£9,180	£8,160	£1,307	For each touchpoint based on 1 score, 1 comment
Digital Capture Channel	£10,200	£9,180	£8,160	£1,742	Setup and testing

Listening post Capture Channel	£3,600	£3,240	£2,880	£1,742	Setup and testing
Self-Service Email	£1,440	£1,440	£1,440	£1,307	Setup and training
Recover module	£10,200	£9,180	£8,160	£5,445	• Setup of 3 Recover profiles • Recover base sheet setup in Discover • Testing • Admin user creation and up to 5 nominated admin users • Training

User license charges

Item	Annual Subscription Costs		
	12-month term	24-month term	36-month term
Core Dashboard per user	£120	£108	£96
Frontline Dashboard per user	£120	£108	£96
Discover Analyst per user	£900		
Discover Consumer per user	£300		
Recover module per user	£120	£108	£96

Usage charges

Channel	Per unit cost with annual volume commitment	Overage cost (billed in arrears)
SMS	£0.035 per message	£0.04 per message
Email	£0.005 per email	£0.007 per email
Voice (IVR or proactive IVM)	£0.18 per minute (or part thereof)	N/A
Digital	N/A	N/A

Additional Products – Voice of Employee

Item	Employee number banding	Annual Subscription Costs		
		12-month term	24-month term	36-month term
Voice of Employee platform	1-1000	£22,740	£20,460	£18,192
	1,001 – 5,000	£34,740	£31,260	£27,792
	5,001 – 10,000	£46,740	£42,060	£37,392
	10,001+	£58,740	£52,860	£46,992
Implementation cost (one-off)	£19,602	Includes: ○ Project setup ○ Email channel setup ○ Profile creation ○ Alert setup x 4 ○ User creation ○ Metadata setup ○ Gadget creation ○ SFTP setup ○ Training ○ One survey with up to 5 scores and 5 comments (note that only one comment in a survey can be used for sentiment analysis)		

Professional Service Hours

A bank of Professional Service hours can be purchased to support your Rant & Rave Voice of Customer project. These can be used for any change request or professional service requirement throughout the lifecycle of your programme.

Type	Cost per hour	Detail
Ad hoc	£220	N/A
12-month commitment	£209	Minimum of 16 hours per annum
12–36-month commitment	£198	Minimum of 16 hours per annum