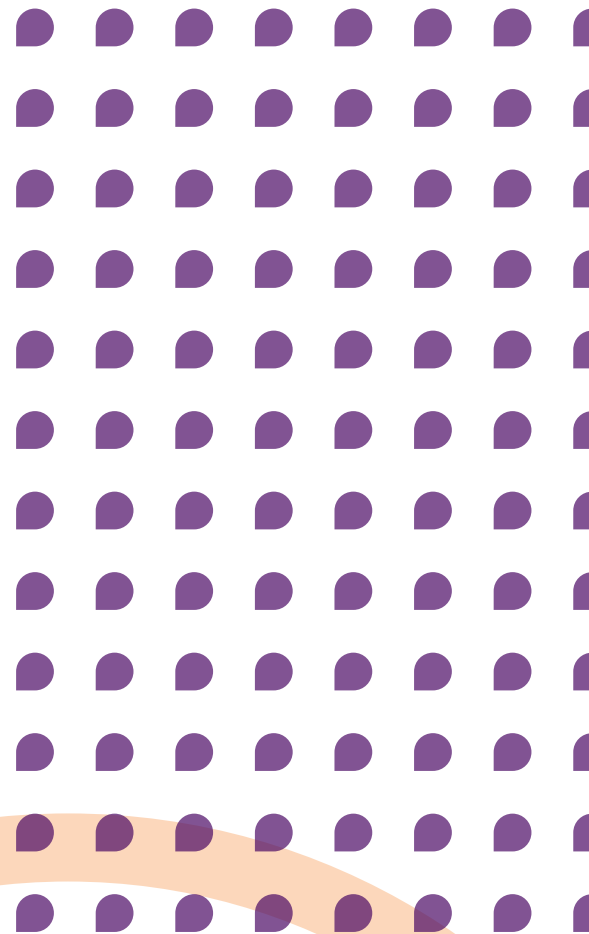


GOSS Pricing Document

G-Cloud 15 (RM1557.15)

- GOSS Cloud Software (Lot 2b)
- GOSS Cloud Support Services (Lot 2b/Lot 3)



"Digital self-service is your organisation's efficiency HQ. It's the method by which you can embrace automation, simplify processes, and gain useful insights - fostering operational excellence."

Rob McCarthy - CEO
GOSS

About GOSS

GOSS help their clients to digitally transform their organisation through the delivery of digital and online services and websites. With the power of the GOSS Digital Platform, GOSS give organisations the autonomy they need to expertly deliver their digital transformation projects. Helping to connect organisations with their customers, automate manual business processes, and ultimately save time and money.

With over 20 years of experience, GOSS have developed the tools and knowledge needed to solve the real-life challenges faced by the industries they support, including local and central government, NHS and healthcare, and travel and tourism. The GOSS Digital Platform includes an array of capabilities including self-service, case management, forms, bookings, website management and much more.

About this document

All reasonable precautions have been taken in the preparation of this document, including both technical and non-technical proofing. GOSS Interactive Ltd and all staff assume no responsibility for any errors or omissions. No warranties are made, expressed or implied with regard to these notes. GOSS Interactive Ltd shall not be responsible for any direct, incidental or consequential damages arising from the use of any material contained in this document. If you find any errors, please inform GOSS Interactive Ltd. Whilst every effort is made to eradicate typing or technical mistakes, we apologise for any errors you may detect. All technical documents are updated on a regular basis, so your feedback is both valued by us and will help us to maintain the highest possible standards.

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1 GOSS G-Cloud 15 Pricing

Please read this pricing document in conjunction with the relevant Digital Marketplace GOSS listings, and the associated Service Definition and Terms & Conditions documents.

G-Cloud 15 Search Results:

As a direct result of changes made to the G-Cloud 15 category structure, some GOSS services are now listed more than once in the Digital Marketplace to ensure these services can be found by buyers when using search filters.

To be clear, these listings reference **the same underlying GOSS services** and have been duplicated solely to ensure buyer discoverability across all relevant categories. Each platform variation or cloud support service is provided on identical scope, pricing, and terms. For clarity we offer a Digital Platform which is available as 4 key services: the GOSS Digital Platform, GOSS Self-Serve, GOSS Forms and GOSS Content CMS, all are listed in the pricing below and detailed within the GOSS Service Definition.

The Service Definition gives clarity on what is included in each of the 4 available SaaS options; *duplicate services can be ignored from a search and review perspective*. We also provide a range of associated services to cover implementation and configuration and ongoing support. These can be bought as part of a LOT 2b SaaS Call-Off contract (or variation), or as a standalone Lot 3 contract.

LOT 2b: GOSS Software and associated Cloud Support Services

The flagship low-code GOSS Platform is available as a range of powerful and highly configurable low-code/no-code solutions. These focus on delivering specific functionality for end-to-end digital service delivery, accessible and engaging websites, intranets and portals. Low-code Case Management functionality is included in most options or can be added as an Expansion.

GOSS Expansions are a selection of off-the-shelf GOSS developed and supported service expansions, or add-ons, which provide additional functionality, capability and/or service levels for certain GOSS Platforms, and to support a wide variety of use cases. They have been specifically designed, created and maintained to allow organisations to 'fast track' their digital transformation programs by providing complete 'plug and play' capabilities, such as Complaints, Freedom of Information requests, critical system integrations, robust and secure payment connectors, authentication connectors and many more.

The **GOSS Professional Services** teams provide a range of supporting 'Cloud Services' for the above software services. These include onboarding, project management, discovery, sprint planning, consultancy, QA, training, support and creative services, and can be purchased as part of a Lot 2b Software Call-Off Contract, or separately as a Lot 3 Cloud Support Services Call-Off Contract (see below).

LOT 3: GOSS Cloud Support Services

As mentioned above, GOSS provides a range of Cloud Support services such as deployment, training, consultancy and configuration which can be purchased on their own Lot 3 Call-Off contract.

GOSS Professional Services: project management, consultancy, training, configuration and additional support.

GOSS Creative: design and brand of your new online digital services and sites.

2 GOSS Cloud Software Services

2.1 Cloud Software: GOSS Platform

GOSS SaaS Platform fees (annual in advance) *^ (Please see Service Definitions for Software Service Level details)	Lite/Dept	Professional	Corporate	Premium	Premium Plus
GOSS Digital Platform: Premium, Corporate and Professional levels include GOSS Case Management. Includes CMS, Forms, and MyAccount: Self-Service and Assisted-Service, VPN (Live-env). 20-30** onboarding Cloud Support days required.	£31,000	£72,675	£88,092	£110,400	£148,800
GOSS Self-Service: Premium, Corporate and Professional levels include GOSS Case Management. Includes Forms, and MyAccount: Self-Service and Assisted-Service, VPN (Live-env). 15-25** onboarding Cloud Support days required.	£28,083	£65,372	£ 85,800	£ 99,840	£132,000
GOSS Forms: for creation and delivery of online eForms. Includes VPN (Live-env). 12-15** onboarding Cloud Support days required.	£26,340	£41,290	£53,800	£62,985	£82,800
GOSS Content: includes GOSS CMS for website/intranet content management. 10-15** onboarding Cloud Support days required.	£24,000	£37,696	£49,596	£60,070	£81,000

Table 1: GOSS Platforms annual SaaS fees for standard number of implementation environments, typically including Dev, Test, Staging/Pre-Prod, Live and Disaster Recovery, the exact configuration is platform and level dependant. 'Lite' is specifically for Departmental/Services only and not Enterprise wide – in the event Enterprise level Lite is required, this can be enabled via a GOSS Expansion.

2.1.1 GOSS Platform Notes

- Upgrades from one GOSS software service to another, or from one GOSS software level to another, are available as GOSS Expansions.
- */**/^ Please see all notes in Section 4.
- Please note that the GOSS Support Service Plan covers the live environment only.
- All Platform options include the GOSS recommended numbers of environments; additional environments are available – please refer to Section 2.3
- Please also refer to general pricing notes in Section 4.

2.2 Cloud Software: GOSS Expansions

The GOSS Expansions provide additional functionality or an increased capability or service and are priced in addition to the relevant GOSS Platform fee. Additional onboarding/configuration charges may be required. Please refer to the GOSS G-Cloud 15 Service Definition document for details on which GOSS Expansions are available for specific software services.

Functionality Expansions: Providing additional functionality to your GOSS Platform, there is an extensive and growing list of functional enhancements to allow users to provide increased capabilities such as revenue generation and workforce planning and management.

Connectivity/Service Expansions: Includes services to connect to a myriad of line of business, third party services and back-office systems as well as the provision of supported, managed and maintained out-of-the box end to end digital services etc.

Service Management Expansions: These can increase the service delivered to you and can include items such as a higher software service levels, support and service management plan upgrades, DR upgrades etc.

GOSS Functionality Expansions	Additional price per month, charged annually in advance
E.g. Blogs, Events, Bookings, Assisted Service, Appointments, Registrars, Room Bookings, Classifieds, Complaints, Contact Directory, Members Enquiries, Services Directory, Data Reporting Service, additional Themes, Functionality Expansion bundle and many more.	• Level 0: £88 plus 1-10 days configuration • Level 1: £161 plus initial 2-10 days configuration • Level 2: £259 plus initial 2-10 days configuration • Level 3: £363 plus initial 2-15 days configuration • Level 4: £673 plus initial 5-25 days configuration • Level 5: £1,030 plus initial 5-25 days configuration • Level 6: £2,847 plus initial 5-45 days configuration
GOSS Connectivity Expansions	Additional price per month
E.g. OIDC Authentication, GOV.UK One Login Social Media Authentication, OAuth Connector Hub, AI, RPA & IOT Connectors, GOSS Expansion Services, GOV.UK Notify, GOSS Platform Service & Payment Connectors e.g. ESRI, Astun, Whitespace, Bartec, Idox, Capita, Adelante, Civica, Veolia, NEC, MS 365 suite, PCI DSS Compliant Connectors, Connectivity Expansion bundle and many more.	• Level 0: £88 plus 1-10 days configuration • Level 1: £161 plus initial 2-10 days configuration • Level 2: £259 plus initial 2-10 days configuration • Level 3: £409 plus initial 2-15 days configuration • Level 4: £823 plus initial 5-25 days configuration • Level 5: £1,250 plus initial 5-25 days configuration • Level 6: £2,847 plus initial 5-45 days configuration

GOSS Service Management Expansions	Additional price per month
E.g. Software service upgrades, support plan upgrades, additional 'how do I?' support plans, disaster recovery (DR) upgrades, database upgrades, additional Jira ticketing system seat packs, AI transaction/interaction credits, database enhancements, fair usage upgrades (storage, Cloudflare data transfer allowances, additional SSL/URLs etc), critical contract management, data storage upgrades, bandwidth upgrades, Service Management Expansion bundle and many more.	• Level 0: £78 plus 2-10 days configuration • Level 1: £182 plus initial 2-10 days configuration • Level 2: £306 plus initial 2-10 days configuration • Level 3: £616 plus initial 2-15 days configuration • Level 4: £927 plus initial 2-25 days configuration • Level 5: £1,237 plus initial 5-25 days configuration • Level 6: £2,847 plus initial 5-45 days configuration • Level 7: £4,497 plus initial 5-45 days configuration

Table 2: GOSS Expansions

2.2.1 GOSS Expansion Notes

- **/**/*** Please see notes in Section 4.
- GOSS Support Service Plan covers the live environment only.
- The choice of core GOSS Platform utilised will determine which GOSS Expansions are available and also to what extent they may be used in line with the GOSS suggested fair usage policy (as outlined within the GOSS G-Cloud 15 Service Definition document).
- Depending on specific use cases and requirements, a combination of GOSS Service Connectors and GOSS Expansion Services may be required.
- At GOSS' discretion, multiple service connectors may be combined as a single service connector charge.
- The GOSS Case Management Expansion is a level 5 Connectivity Expansion.
- Please also refer to general pricing notes in Section 4.

2.3 Cloud Software: GOSS Additional Environments

GOSS Platform Test or Development Environment(s):	Monthly fee per environment instance
GOSS Standard Dev/Test Environment Lite: Any GOSS Platform Plus 1 day set up per environment	£772
GOSS Standard Dev/Test Environment Professional: Any GOSS Platform Plus 1 day set up per environment	£979
GOSS Standard Dev/Test Environment Corporate: Any GOSS Platform Plus 1 day set up per environment	£1,072
GOSS Standard Dev/Test Environment Premium: Any GOSS Platform Plus 1 day set up per environment	£1,449
GOSS Standard Dev/Test Environment Premium Plus: Any GOSS Platform Plus 1 day set up per environment	£2,250

Table 3: GOSS Cloud Software - Test/Development Environments Pricing, per environment per month.

2.3.1 GOSS Additional Environments Notes

- In the event an additional VPN may be required for additional environments and will be charged at the published rate. There is an onboarding cost of £990 +VAT per additional environment.
- The GOSS Support Service Plan detailed in the Service Definitions covers live environments only. Additional optional ad-hoc support is available – see Section 3.
- Please also refer to general pricing notes in Section 4.

3 GOSS Cloud Support Services

3.1 GOSS Professional Services

GOSS Cloud Support Services are available to cover a range of activities and outcomes and are priced per day or as a bundle. They can be bought via Lot 3 or added to a Lot 2b software contract/variation. The exact number of days will depend on specific requirements. The GOSS Professional Services team has specialisms and expertise right across the wider list of roles outlined within the DDAT capability framework, these include but are not limited to the example roles outline below. Please contact the GOSS team to find out more. Please also refer to the notes below in 3.4.

Service Type	Example Service	Price
GOSS Consultancy & Client Success	• Project Management	£1,155/day
	• Consultancy & Configuration	£1,155/day
	◦ Digital transformation consultancy	
	◦ Business analysis, scoping workshops	
	◦ Service design architecture	
	◦ Platform realisation and optimisation	
	◦ CRM migration and modernisation	
	◦ Omni-channel consultancy	
	◦ Low-code and no-code consultancy	
	◦ AI, IOT, RPA, webchat & chatbots	
	◦ Progressive Web Apps (PWA)	
	• Onboarding/implementation	£990/day
	• Technical consultancy – integration, migration, ad hoc post-training consultancy	£1,155/day
	• Configuration sprints bundles	
	◦ Discovery Sprint (4 week elapsed time) including Business Analysis & discovery, Project management,, Scoping and costing	£17,960/sprint
	◦ 2 week (elapsed time) blended/configuration sprint: Including Discovery, Scoping, Planning, Implementation, QA, Testing, Project Management	£24,820 /sprint
	◦ 3 week (elapsed time) blended/ configuration sprint: Including Discovery, Scoping, Planning, Implementation, QA, Testing, Project Management	£38,020 /sprint
GOSS Creative	• Creative design services	See 3.2 for more details
	• Digital creative consultancy	
	• Packages and workshops	
	• Theme styling training	
GOSS Support	• Ad-hoc support	£1,155/day
	• On-site support (excludes expenses)	£1,155/day
	• Out of hours support	£250/hour
	All GOSS teams can provide additional support services on top of those included within a GOSS Cloud Software Service. Rates will vary with support type and support location and the numbers of days costed will depend on the service required.	

GOSS Training	A wide variety of training courses are available to meet client knowledge transfer requirements.	See 3.3 for more details
	Webinars, training classes (onsite/remote), workshops etc.	

Table 4: GOSS Cloud Support Services – GOSS Professional Services Pricing.

3.1.1 GOSS Access Plus Service Packages

GOSS Access Plus Credits are a great way to enable clients to budget for any Cloud Support Services they may require throughout a given year. They allow clients to purchase a choice of credit options which can be redeemed against GOSS Cloud Support Services. The numbers of GOSS Access Plus credits required will vary depending upon the service type and level required. More details are available on the GOSS website. Credits are only valid for 12 months from the date of initial purchase. GOSS Access Plus Credit Plans include an applied discount, with the level of discount varying with the plan level purchased

• GOSS Access Plus Bronze Plan:	£2,500/annum	94 credits
• GOSS Access Plus Silver Plan:	£5,500/annum	208 credits
• GOSS Access Plus Gold Plan:	£9,500/annum	367 credits
• GOSS Access Plus Platinum Plan:	£15,000/annum	592 credits
• GOSS Access Plus Titanium Plan:	£25,000/annum	1,007 credits

GOSS Specialist Expertise	Credits	Description/example use
Professional Services	From 15 credits	On small configurations to defined specifications.
Webex Training and Knowledge Transfer	From 35 credits	Tips and tricks, ad-hoc short training slots delivered remotely via Webex.
Design Services	From 25 credits	Can include idea creation, visualisations, wireframes, layout and user journeys.
Training Services	From 25 credits	Training designed to suit your requirements

Table 5: GOSS Access Plus - Example Use Cases

3.2 GOSS Creative

GOSS Creative Cloud Support services provide 'design that improves, transforms, engages and delivers.' These services are available as part of a wider GOSS software project or can be commissioned independently. The GOSS Creative Design team has specialisms and expertise right across the wider list of roles outlined within the DDaT capability framework, these include but are not limited to, accessibility specialists, content designers and strategists, front end developers as well as graphic designers. Please contact the GOSS team to find out more.

All GOSS User Centred Design roles*	Price
Standard	£990 per day
Specialist Senior	£1,155 per day

The specific GOSS Creative listing within the Digital Marketplace includes a detailed GOSS Creative price list as follows:

GOSS Creative: Cloud Support Services	Price
Creative Design Services: Architecture/IA creation, wireframing, prototyping, usability testing, template design, theme skinning. Service packages will depend upon specific client requirements.	£990 per day
Digital Creative Consultancy: Advice, creative and project guidance for your team on a wide range of digital design disciplines.	£1,155 per day
GOSS Creative Service Packages and Workshops: From single days to workshop packages & programmes – see GOSS Creative service definition for more details.	
Full Website Design package: Options for; discovery workshop, IA development, wireframing, prototypes, template & creative design. Prices may vary depending on specific client needs.	£23,100
Discovery Workshop	£2,260 per day
Design Workshop	£2,260 per day
Theme Workshop	£2,260 per day
Training - Themes Styling: Held at GOSS Head Office/or via webinar for up to 4 delegates with appropriate CSS skills.	£1,155 per session

Table 6: GOSS Cloud Support Services: GOSS Creative Pricing

Please refer to the GOSS Creative Service Definition for more detail on the GOSS Creative Services.

3.3 GOSS Training

GOSS provides an extensive range of training courses to suit the needs of specific client projects, which may vary from simple, content-based websites, through to forms sites, or a fully operational GOSS Digital Platform-based citizen portal with self-service/assisted-service digital services. Courses cover system administration, content, forms, workflow, integration and the range of GOSS Expansions, and may be delivered on-site or remotely. Standard courses are available, as are client-specific training plans which will be recommended to meet each client project requirements and outcomes; these courses and plans are charged in advance, valid for one year and delivered at mutually agreed dates and times. The GOSS website and G-Cloud 15 Service Definition provide more information on training options:

GOSS Training	Price
GOSS Training Webinars – example costs 2.5-hour module overview webinar	£770
Client Specific GOSS Training Program and Consultancy Workshops Exact costs will be determined based on client specific requirements and associated GOSS resource needed to deliver.	£1,750 per day
GOSS Remote Training Courses – example costs Module Training Package	£1,995

Table 7: GOSS Cloud Support Services: Example GOSS Training pricing per session/course/package.

3.4 GOSS Cloud Support Services Notes

- All GOSS Professional Services are subject to GOSS Terms and Conditions attached within the Digital Marketplace listings.
- All GOSS Cloud Support Services are delivered remotely unless specified and mutually agreed. Any onsite days will incur travel and subsistence at agreed rates.
- GOSS will own the IPR of all deliverables. Should a client wish to retain any specific IPR, this must be specified and agreed at call-off stage; additional fees will apply.
- Configuration Sprint Support: Where appropriate and at GOSS discretion configuration sprint deliverables will be subject to an 8% annual support fee to maintain all configuration services delivered as part of each sprint.
- In the event any customer requires additional GOSS staff vetting as part of their specific business requirements, GOSS will charge a minimum of an additional 2 days of cloud support services per person.
- Please note that all GOSS Creative services listed are for remote delivery only. Onsite delivery may be available at additional cost, with travel and subsistence charged at agreed rates.

- Course pre-requisites will apply for delegate's skills and, onsite room set-up etc. E.g. Training delegates will undertake a Forms Assessment before being allocated a place on a GOSS Forms course.
- Please also refer to the notes in Section 4.

4 GOSS General Pricing Notes

1. All prices quoted are exclusive of VAT and are subject to GOSS Terms & Conditions as detailed within the relevant G-Cloud 15 Digital Marketplace listing, and the GOSS/Client Call-Off Contract Agreement.
2. * Fair Usage Policy Fees: In addition to the listed prices, to cover a utility pricing model as required by G-Cloud, GOSS observes a fair usage policy that supports a suggested indicative number of site interactions, unique visits, depending on the service selected. Each tier has its own acceptable usage metric applied, as listed below:
 - i. Non-Live Environments: Up to 50GB per environment per month
 - ii. Lite: Up to 75 GB per month per live environment per month
 - iii. Professional: Up to 150 GB per live environment per month
 - iv. Corporate: Up to 250 GB per live environment per month
 - v. Premium: Up to 600 GB per live environment per month
 - vi. Premium Plus: Up to 750 GB per live environment per month

For usage in excess of the allotted volumes above and fair usage interactions/forms listed in GOSS Platforms Service Definition Fair Usage Guidelines, GOSS reserves the right to charge fees as listed below, specified and billed every month:

- Additional Data Storage/transfer fee is £0.45 per every additional GB of storage per month, for all services.
 - Excess Usage charge is £0.01 per site interaction for GOSS Content Service users.
 - Excess Usage charge is £0.02 per additional form interactions for either GOSS Forms or GOSS Self-Service service users.
 - Excess Usage charge either is £0.02 per additional form interactions and/or £0.01 per additional site interaction for Digital Platform.
3. Please note that clients may upgrade to the next software level with a GOSS Software Service Level Expansion, to negate payment of excess usage charges, where appropriate.
 4. ** Please note the numbers of days required for onboarding are determined by GOSS and will depend on which Platform/service level has been selected as well as specific user requirements.
 5. ^ The Service Fee costs are based on the service being procured during FY 2026-27. The costs for FY 2027-28 would increase by 3.5% and in turn those costs would increase by a further 3.5% in FY 2028-29. *For Example: A GOSS Content Lite Platform Year One Service Fee bought sometime in 26/27 would be £24,000 + VAT plus onboarding. For 27/28 this would cost £24,840+VAT and for FY 28/29 will cost £25,710+VAT etc.* GOSS reserves the right to increase the Service Fee in line with the Retail Price Index (RPI) published monthly by the Office for National Statistics in the United Kingdom, such increase to commence on each anniversary of the Call-Off Contract on giving the Buyer no less than one months' notice in writing. The minimum increase shall be 1.3 times the RPI Index rate.

6. Please refer to GOSS Service Definition(s) for full details of the Software Services and Software Support Plans related to specific Cloud Software Services.
7. Clients may upgrade software service level part-way through the contract term for an increased monthly service fee and consultancy service fee. e.g. GOSS Forms Lite to GOSS Forms Corporate – this is available via the GOSS Expansions.
8. Clients may upgrade from “GOSS Content” to “GOSS Digital Platform.” Buyers should perform the required Digital Marketplace searches at the start of their procurement to ensure a fair procurement process is followed – the service upgrade is available via the GOSS Expansions.
9. Additional software expansions and options are available. Please refer to the GOSS Service Definition for more details. Prices include configuration for a single site only. Additional fees will apply for configuration on multiple sub-sites. The expansion add-on monthly fees are added to the appropriate level Lot 2b Cloud Software (SaaS) fee as listed in Section 2. Certain expansions may require the addition of a VPN.
10. All platforms are provided with the GOSS determined numbers of environments, typically, Development, Staging and Live. Further non-Live environments are available at additional cost, see Section 2.3.
11. Only Production/Live Environments are provided with GOSS Support Agreement/SLA, dependant on which Support Plan is in place: for support and guaranteed availability details please refer to the GOSS Service Definition Document. Please note all other environments included within the Platform and in 2.3 include software maintenance/updates, however they are not covered by the main Production/Live Environment Support Agreement/SLA.
12. Travel and subsistence: GOSS reserves the right to charge expenses for any services agreed to be delivered onsite. This this would be pre-agreed with the customer within the Call-off Contract.
13. Clients travelling to GOSS HQ or any other offsite training courses will be at their own expense. Please note, most courses are typically delivered only at GOSS HQ or remotely.
14. GOSS Cloud Support: Professional Services rates may vary dependent upon onsite/offsite, service type, service length, and resource level.
15. Minimum Contract Term for Software Projects: 12 Months minimum term, paid in advance.
16. Project payment profiles are annually in advance, price reviews to be agreed with clients and detailed as part of the call-off contract.

For all and any clarifications or questions regarding this document, please contact GOSS: details on the following page.

5 GOSS Contact Details

For further information or a presentation on the various GOSS solutions, please contact:

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Please note this Pricing Document covers all **G-Cloud 15 GOSS Software Services and Professional Cloud Support Services** for Lot 2b and Lot 3.

< End of G-Cloud 15 GOSS Pricing Document >