



G-Cloud 15 Pricing Document

Zivver – Secure Email Platform

Lot 2b Software as a Service (SaaS)

General pricing information

- Zivver is available for up to 36 months, with the option to extend for a further 12 months and pricing is based on the number of users using the service in your organisation. The longer the contract period, the more you will save with Zivver. We spread the costs we incur for setting up your account; these costs include administrative processing, account management, updates, and maintenance over a specific period.
- Additional costs apply for 'add-on' capabilities should an organisation wish to add these to their subscription.
- There are separate costs for implementation, onboarding, configuration and training (also known as our 'Professional Services').

Please refer to the Professional Service section for our rates and the service definition document for further details.

- A Public Sector discount has already been reflected in the pricing listed below. From time to time Zivver may offer additional time limited discounts and enterprise style deals.
- Prices may only be increased where a formal price review is conducted and the revised pricing is expressly incorporated into a Call-Off Agreement and agreed in writing by all parties. No price increase shall apply unless and until such agreement is reached.

Professional Services

Zivver offers professional services to support implementation, onboarding, configuration, and training. Services are delivered by qualified specialists and can be scoped according to organisational needs. Day rates are calculated on the basis of a 7.5-hour working day, and all prices are exclusive of VAT.

Professional Service	Costs per day
Implementation	£ 1200.00
Onboarding	£ 1200.00
Configuration	£ 1200.00
Training	£ 1200.00

Core products

Zivver Outbound Secure Email and Zivver Email Threat Protection can be purchased either individually or together, depending on an organisation's needs. Client integrations are included as part of the core product, enabling users to access Zivver functionality directly within their existing email clients—such as secure sending controls, real-time sensitivity warnings, and recipient verification prompts. For a more detailed description of all features included in the Zivver Secure Email Platform, please see our Service Definition document.

Zivver Outbound Secure Email

This section covers both Zivver Secure Email and Zivver Secure File Transfer.

Enterprise Service Level Agreement

All pricing listed here includes our Enterprise Service Level Agreement (SLA) on top of our regular support levels. This includes a dedicated Customer Success Manager (CSM), a compensation scheme and 24/7 support during downtime.

Users From	Users to	Costs per User Per Year
1	49	£ 120.00
50	99	£ 90.00
100	249	£ 70.00
250	499	£ 50.00
500	999	£ 40.00
1000	2499	£ 30.00
2500	5000	£ 20.00
5000	9999	£ 15.00
10,000	+	£ 10.00

* Minimum 12-month term applies with payment upfront

Zivver Email Threat Protection

Users from	Users to	Price per mailbox - commit (Monthly, Paid Annual Upfront)*	Price per mailbox - overage (Monthly based on overages)
0	20	£ 4.80	£ 6.00
21	50	£ 4.64	£ 5.80
51	100	£ 4.40	£ 5.50
101	250	£4.08	£ 5.10
251	500	£ 3.68	£ 4.60
501	1000	£ 3.28	£ 4.10
1001	2000	£ 3.18	£ 4.00
2001	3000	£ 3.08	£ 3.90
3001	4000	£ 2.98	£ 3.80
4001	5000	£ 2.88	£ 3.70
5001	6000	£ 2.78	£ 3.60
6001	7000	£ 2.68	£ 3.50
7001	8000	£ 2.58	£ 3.40
8001	9000	£ 2.48	£ 3.30
9001	10000	£ 2.38	£ 3.20
10001	*	£ 2.28	£ 3.10

Add-ons

Aside from the features that are part of Zivver's core platform and products (Zivver Secure Email and Zivver Secure File Transfer), we offer a number of additional capabilities that can be added on top of these two products should an organisation have a need for them. These add-ons apply exclusively to Secure Email and Secure File Transfer. This modularity ensures that organisations only pay for the features that they actually need and use.

Zivver always works in tandem with organisations to determine their exact requirements and suggest relevant solutions based on those.

The cost of each add-on is the listed percentage of the base fee, which is then added to the core product price above.

Error Prevention Rules

This add-on allows organisations the possibility to activate business rules that help prevent human errors when sending emails and to help guide their employees into making the right choices before sending sensitive information via email.

For a more detailed description, please see our Service Definition document.

Minimum number of users	Increase Costs per User per Year
10	20%

* Minimum 12-month term applies with payment upfront

Secure eSignatures

Zivver Secure eSignatures add-on allows users to add documents that require an electronic signature as an attachment to their email, directly from their email client. Documents sent using the eSignatures functionality will automatically be sent securely as a Zivver message.

The pricing for the Secure eSignatures add-on includes two components, a base fee and a document bundle fee.

For a more detailed description, please see our Service Definition document.

Minimum number of users	Increase Costs per User per Year
10	12%

In addition to the base fee for the eSignature add-on, a document bundle is required. This bundle determines the number of documents that can be sent and signed during the contract period.

Bundle	No. of signed documents	Bundle Price
eSignatures bundle - 10	10	£ 35.00
eSignatures bundle - 50	50	£ 150.00

eSignatures bundle - 100	100	£ 249.00
eSignatures bundle - 500	500	£ 995.00
eSignatures bundle - 1,000	1,000	£ 1,590.00
eSignatures bundle - 5,000	5,000	£ 6,450.00
eSignatures bundle - 10,000	10,000	£ 10,900.00
eSignatures bundle - 50,000	50,000	£ 44,500.00
eSignatures bundle - 100,000	100,000	£ 79,000.00

* Minimum 12-month term applies with payment upfront

Encryption Gateway

Using Encryption Gateway, customers can send secure Zivver messages or enforce a minimum level of transport security with a Zivver message as the fallback option. Enforcing transport security on outgoing emails helps organisations comply with data protection regulations and modern security standards.

For a more detailed description, please see our Service Definition document.

Minimum number of users	Increase Costs per User per Year
10	15%

* Minimum 12-month term applies with payment upfront

Data Loss Prevention (DLP) Gateway

DLP Gateway allows organisations to route outgoing emails via the Zivver Platform and use Zivver's Error Prevention Rules to determine if a message needs to be sent securely or can be delivered directly to the recipient, without the need for a plug-in/add-in. Users can use any email client, on any device, following their normal email workflow.

For a more detailed description, please see our Service Definition document.

Minimum number of users	Increase Costs per User per Year
10	20%

* Minimum 12-month term applies with payment upfront

Conversation Starter

The conversation starter functionality allows non-Zivver users to share secure digital communications with your organisation. Conversation Starter enables guest users to share data with your organisation with no account creation, payments, or hoop jumping required – easy as that. Zivver’s advanced security protocols are applied to every message and attachment sent, supporting compliance and providing a secure and user-friendly experience.

For a more detailed description, please see our Service Definition document.

Minimum number of users	Increase Costs per User per Year
10	5%

* Minimum 12-month term applies with payment upfront

Inbound Direct Delivery (IDD)

IDD allows replies to secure Zivver messages to be received by your mail server with transport encryption but without message encryption. This can be relevant for organisations that need to be able to archive the contents of secure messages, or for organisations that require users to be able to read secure messages on any device and have strict internal security measures and access control in place.

For a more detailed description, please see our Service Definition document.

Minimum number of users	Increase Costs per User per Year
10	2.5%

* Minimum 12-month term applies with payment upfront

Proof of Delivery

Proof of Delivery empowers users to view, download, and print a Proof of Delivery or Proof of Receipt report for every message and file sent or received via Zivver. You can verify the status of your sensitive documents within your Zivver enabled email client (Outlook, Gmail) or via Zivver Web. Proof of Delivery meets the requirements outlined in eIDAS (article 44) and relevant ETSI standards (319 521 and 319 531), and contains all the necessary information to uphold in the court of law as legal evidence within the EU, UK and other countries with similar legislation.

For a more detailed description, please see our Service Definition document.

Minimum number of users	Increase Costs per User per Year
10	15%

* Minimum 12-month term applies with payment upfront

Custom Branding

This add-on allows organisations to customise the look and feel of the web portal which guest recipients use to access secure emails they have received. Organisations are able to change colours, background images and logos to create familiarity and trust with recipients, generally resulting in higher open and reply rates for secure emails sent.

For a more detailed description, please see our Service Definition document.

Minimum number of users	Increase Costs per User per Year
10	5%

* Minimum 12-month term applies with payment upfront

Advanced Administrative Toolkit

This toolkit brings together three key administrative capabilities: organisational units, role-based access control, and the Contact Sync API. Organisational units allow you to create subsets of the organisation that users can be assigned to, each with its own branding and notification settings. These units typically mirror existing structures in an organisation's Active Directory, providing a familiar and efficient way to manage users at scale. Complementing this, role-based access control enables you to differentiate administrator permissions—for example, restricting security officers to viewing reports and settings, or allowing IT helpdesk staff to manage only user-level configurations. This ensures operational efficiency without compromising security. Finally, the Contact Sync API supports streamlined user and contact management across organisational units by automatically syncing directory information.

For a more detailed description, please see our Service Definition document.

Minimum number of users	Increase Costs per User per Year
10	10%

* Minimum 12-month term applies with payment upfront

Other Costs

SMS authentication

Sending an SMS as a means of two-factor authentication to employees and (mostly) to guest recipients is a vital element of the secure and effective use of Zivver. Zivver offers the possibility of:

- Costs based on subsequent calculation
- Costs based on buy-off in combination with fair use

Costs based on subsequent calculation

Zivver charges a rate of £0.06 per SMS message. These costs will be invoiced at the end of each quarter, based on actual consumption.

Include SMS cost based on fair use

Zivver offers organisations the possibility to purchase the SMS costs for the sending of messages by employees via one of the Zivver applications at 7.5% of the monthly costs for a basic licence and based on fair use. Within the fair use, Zivver calculates the expected SMS messages to be sent per month by multiplying the number of SMS messages of the basic fee by 2.5. For example, if the basic licence costs are £1,000 per month, fair use would mean a maximum of 2500 SMS messages per month. As a reference, Zivver used the historical average SMS usage with current clients.

If an organisation exceeds the fair use by more than 25% for two months in a row, or more than 3 months per calendar year, Zivver will contact the organisation. Together, they will determine whether an additional SMS bundle (following the cost structure as set out above) is required, or whether the organisation will adapt their policy to normalise SMS use.

Data Credit Bundle

Data credits are used when sending, receiving, and storing data. A full list of what data credits are used for is shown in the table below. These data credits are provided to the buyer at no additional cost, as the subscription contains a large amount of data credits based on a fair use policy. The amount of data credits in a subscription is equal to the Zivver base fee, multiplied by 1,000. For example, if the base fee is £1,000 a month, this includes 1,000,000 data credits (1,000,000 MB or 1,000 GB) per month.

Functionalities that use data	Number of credits
Send and download files [per MB]	1

Save files [per MB per month]	1
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Zivver offers additional credit bundles for organisations that use Zivver for intensive data exchange. The larger the bundle, the more discount Zivver offers. Zivver calculates the average use per month in a quarter. If the consumption turns out to be higher than previously estimated, Zivver will charge these additional credits for the price corresponding to the chosen licence. The table below provides an overview of the various data credit bundles Zivver offers.

Licence	Data Included per Month	Monthly Costs	Costs per GB
Data 5	5,000 (5 GB)	£2	£0.45
Data 20	20,000 (20 GB)	£8	£0.40
Data 100	100,000 (100 GB)	£35	£0.35
Data 500	500,000 (500 GB)	£150	£0.30
Data 1000	1,000,000 (1,000 GB)	£250	£0.25
Data 5000	5,000,000 (5,000 GB)	£1000	£0.20

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