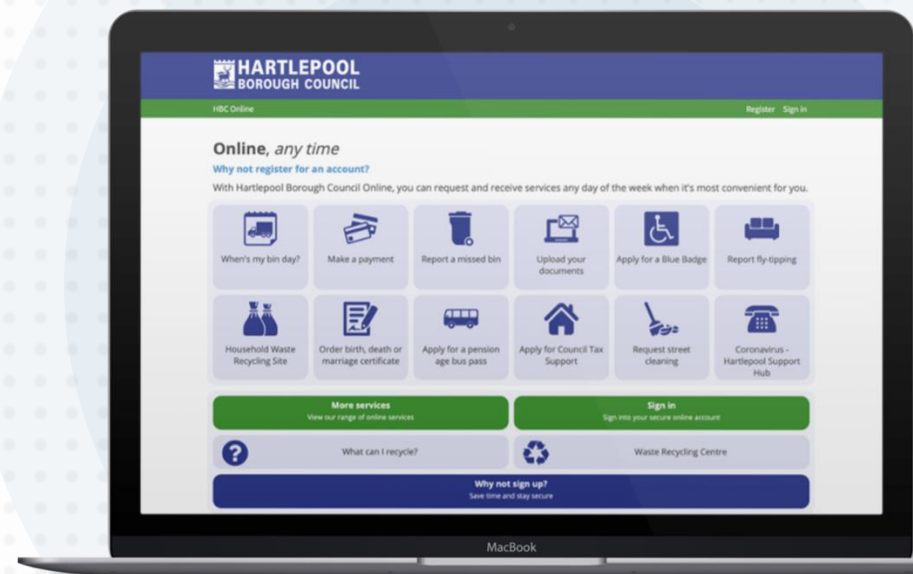




Pricing overview

Service Request Management (govService)



Local Government

The Service Request Management SaaS licence includes production hosting, platform updates and support.



Access to the software



All production hosting within the agreed conditions



Standard level support and maintenance



All solution updates including major new versions

Local Government

Borough, District Local, County Authority, Unitary and Met Local Authority

BAND	POPULATION	EXPECTED FORMS USE (per month)*
1	<= 150,000	12,000
2	150,001-210,000	25,000
3	210,001-350,000	60,000
4	350,001 – 500,000	90,000
5	500,001 – 650,000	130,000
6	650,001 – 850,000	175,000
7	850,001 – 1,200,000	200,000
8	1,200,001 – 2,000,000	300,000
9	2,000,001+	500,000

* Submission volumes are reviewed annually. Submission volumes that exceed the band's annual allowance will require a tier increase to the next applicable band.

Local Government Bundles

Service Request Management comes packaged in three bundles to drive value in your investment.

Essentials: Providing high impact digital solutions for IT and customer service teams starting from **£38,500**

Professional: Providing high impact digital solutions for IT and customer service teams starting from **£63,000**

Enterprise: Achieve outcomes through enhanced understanding and additional integration functionality starting from **£136,000**

	ESSENTIALS	PROFESSIONAL	ENTERPRISE
Service Designer/Customer Portal/Staff Portal	✓	✓	✓
Customer Service Hub * - 15 users for tiers 1-3 - 30 users for tiers 4-7 - 45 users for tiers 4-7 on Enterprise	✓	✓	✓
Payment Integration	✓	✓	✓
Communications (govDelivery) Integration	✓	✓	✓
Pre-Production Environment	✓	✓	✓
Test Environment	✓	✓	✓
Standard Support	✓	✓	✓
System Polling Service (SPS)		✓	✓
Customer Services Queuing		✓	✓
Kiosk		✓	✓
Calendar Integration (resources)		Up to 50	Up to 500
Shared Services Portal (users)			Up to 1,000
MyAccounts		2	3
Single Sign On			3
Councillor Portal			✓
Technical Services Bundle (Premium)			✓

* Customer Service Hub is licenced on a per seat basis. Additional user licences can be added to increase the standard licence inclusion.

Local Government pricing

BAND	ESSENTIALS	PROFESSIONAL	ENTERPRISE
1	£42,350	£69,300	£149,600
2	£52,250	£81,400	£171,600
3	£59,400	£91,300	£193,600
4	£69,850	£114,400	£227,700
5	£72,050	£121,000	£242,000
6	£74,800	£128,700	£257,400
7	£77,550	£135,300	£270,600
8	£124,100	£202,900	£406,000
9	£155,100	£270,600	£541,200

Existing customers renewing will receive a 9.09% discount on listed pricing.
All prices shown are annual service fees and exclude implementation fee. All prices are exclusive of VAT.

Housing Associations

The Service Request Management SaaS licence includes production hosting, platform updates and support.



Access to the software



All production hosting within the agreed conditions



Standard level support and maintenance



All solution updates including major new versions

Housing Association Banding

BAND	HOUSING STOCK	EXPECTED FORMS USE (per month)*
1	0-5,000	1,500
2	5,001 – 10,000	3,000
3	10,001 - 20,000	6,000
4	20,001 - 40,000	12,000
5	40,001 - 75,000	25,000
6	75,001 - 100,000	60,000
7	>100,001	90,000

** Submission volumes are reviewed annually. Submission volumes that exceed the band's annual allowance will require a tier increase to the next applicable band.*

Housing Associations Essentials Bundle

Service Request Management comes packaged in our Essentials bundle to drive value in your investment and includes:

MODULE	ESSENTIALS
Service Designer / Customer Portal / Staff Portal	✓
Payment Integration	✓
govDelivery Integration	✓
Pre-Production Environment	✓
Test Environment	✓
Standard Support	✓
Rent MyAccount	✓

BAND	ANNUAL LICENCE
1	£18,000
2	£21,000
3	£25,000
4	£27,500
5	£38,500
6	£43,500
7	£50,600

Existing customers renewing will receive a 9.09% discount on listed pricing.

All prices shown are annual service fees and exclude implementation fee. All prices are exclusive of VAT.

Central Government & Wider Public Sector pricing

The Service Request Management licence includes production hosting, platform updates and support.



Access to the software



All production hosting within the agreed conditions



Standard level support and maintenance



All solution updates including major new versions

Pricing for Central Government and all other public sectors is for access to the core product (Service Designer / Customer Portal / Staff Portal) and is based on the projected number of form submissions. A Band 1 Core Licence is a minimum requirement. This can be supplemented with additional bands to provide increased submission volumes.

Service Designer, Customer Portal & Staff Portal

BAND	ANNUAL LICENCE SUBMISSIONS	PRICE
1 Core Licence	Up to 10,000	£27,500
2	Up to 50,000	£15,125
3	Up to 100,000	£26,620
4	Up to 250,000	£60,500
5	Up to 500,000	£90,750
6	Up to 1,000,000	£145,200
7	Over 5,000,000	£726,000

- Multiple bands can be purchased to deliver the required submission volume e.g., purchasing Bands 2 + 3 would provide 150,000 additional submissions. Please note submission volumes are annual and cannot be carried over. Submissions that exceed the annual allowance will require an appropriate tier increase. No rebates are available for already purchased tiers when moving to a higher tier.
- Central Government and wider public sector pricing for optional Service Request Management solutions and expansion modules will be treated as Band 3 for annual submissions up to 100,000 and Band 4 for customers about 100,000.

Existing customers renewing will receive a 9.09% discount on listed pricing.

All prices shown are annual service fees and exclude implementation fee. All prices are exclusive of VAT.

Optional Service Request Management solutions

Local and Central Government & Wider Public Sector

Service Request Management offers customers a range of optional, comprehensive, end-to-end applications. These applications have been developed in partnership with our clients to ensure they meet rigorous user requirements. They provide turnkey solutions that can be rapidly configured and deployed, and a proven alternative to clients building their own solutions in-house, helping to save both time and money while improving the overall customer experience.

Annual Licence Subscription

SOLUTION	BAND 1	BAND 2	BAND 3	BAND 4	BAND 5	BAND 6	BAND 7	BAND 8	BAND 9
Service Designer / Customer Portal / Staff Portal*	£21,236	£32,247	£40,112	£51,277	£51,171	£54,365	£57,560	£92,096	£115,120
Customer Service Hub** - 15 users for Bands 1-3 - 30 users for Band 4-7	£24,382	£24,382	£24,382	£37,994	£37,994	£37,994	£37,994	£60,790	£60,790
MyAccount (per service) – Non-standard	£13,915	£15,307	£16,698	£18,090	£21,284	£24,478	£27,672	£44,275	£55,344
Customer Service Queuing***	£10,437	£13,220	£16,003	£18,786	£21,980	£25,174	£28,368	£45,389	£56,736
Kiosk***	£16,698	£19,481	£22,264	£25,047	£28,241	£31,435	£34,629	£55,406	£69,258
Offline Forms (up to 100 devices)	£13,915	£13,915	£13,915	£13,915	£13,915	£13,915	£13,915	£13,915	£13,915
Offline Forms (per additional 25 devices)	£3,479	£3,479	£3,479	£3,479	£3,479	£3,479	£3,479	£3,479	£3,479
Councillor Portal	£6,600	£8,349	£11,385	£14,421	£17,761	£21,200	£24,440	£39,104	£48,880
Additional Portal - Other	£5,082	£7,986	£10,890	£13,794	£16,988	£20,182	£23,376	£37,402	£46,752
Blue Badge	£13,310	£18,150	£22,990	£27,830	£31,024	£34,218	£37,412	£59,859	£74,824
Contact Us (bundle available)	£8,470	£12,100	£16,940	£21,780	£23,100	£24,750	£28,050	£44,880	£56,100
Freedom of Information (bundle available)	£8,470	£12,100	£16,940	£21,780	£23,100	£24,750	£28,050	£44,880	£56,100

* Excludes payment integration and pre-live/test environments. Please see our Essentials Bundle which includes these items as standard.

** Customer Service Hub is licensed on a per seat basis. Additional user licences can be added as detailed in the next table.

*** Excludes all hardware.

Existing customers renewing will receive a 9.09% discount on listed pricing.

All prices shown are annual service fees and exclude implementation fee. All prices are exclusive of VAT.

CUSTOMER SERVICE HUB (per additional user)	PRICE PER SEAT*
1-100 users	£910
101-400 users	£580
401+ users	£425

MYACCOUNTS (BENEFITS, COUNCIL TAX, LANDLORDS, NDR, RENT)**	BAND 1	BAND 2	BAND 3	BAND 4	BAND 5	BAND 6	BAND 7	BAND 8	BAND 9
1 MyAccount	£13,915	£15,307	£16,698	£18,090	£19,481	£20,873	£22,264	£35,622	£44,528
2 MyAccounts	£27,830	£30,613	£33,396	£36,179	£38,962	£41,745	£44,528	£71,245	£89,056
3 MyAccounts	£35,738	£39,032	£42,580	£46,129	£49,678	£53,227	£56,775	£90,841	£113,551
4 MyAccounts	£38,962	£42,858	£46,754	£50,651	£54,547	£58,443	£62,339	£9,743	£124,678
5 MyAccounts	£41,745	£45,920	£50,094	£54,269	£58,443	£62,618	£66,792	£106,867	£133,584

MYSERVICES (FOI/CONTACT US)	BAND 1	BAND 2	BAND 3	BAND 4	BAND 5	BAND 6	BAND 7	BAND 8	BAND 9
1 MyService (FOI or Contact Us)	£8,470	£12,100	£16,940	£21,780	£23,100	£24,750	£28,050	£44,880	£56,100
2 MyServices (FOI & Contact Us)	£13,552	£19,360	£27,104	£34,848	£36,960	£39,600	£44,880	£71,808	£89,760

* Price band applies to the number of users within each band, for example, if purchasing 125 additional users then the price will be £910/user for the first 100 users plus £580/user for the next 25 users.

** MyAccounts bundles can consist of any combination of our 5 standard MyAccounts: Benefits, Council Tax, Landlords, Business Rates (NDR) & Rent

Existing customers renewing will receive a 9.09% discount on listed pricing.

All prices shown are annual service fees and exclude implementation fee. All prices are exclusive of VAT.

Optional Service Request Management expansion modules

Local and Central Government & wider public sector

In addition to the Core Platform and Solutions detailed above, there are a range of high value additional features that can be quickly and easily enabled to provide further benefits to your investment.

Annual Licence subscription

EXPANSION	BAND 1	BAND 2	BAND 3	BAND 4	BAND 5	BAND 6	BAND 7	BAND 8	BAND 9
Calendar Bookings (up to 50 resources)	£4,719	£4,719	£4,719	£4,719	£4,719	£4,719	£4,719	£4,719	£4,719
Calendar Bookings (up to 500 resources)	£9,741	£9,741	£9,741	£9,741	£9,741	£9,741	£9,741	£9,741	£9,741
Calendar Bookings (per 100 additional resources)	£1,059	£1,059	£1,059	£1,059	£1,059	£1,059	£1,059	£1,059	£1,059
Shared Services Portal (up to 100 external users)	£10,437	£10,437	£10,437	£10,437	£10,437	£10,437	£10,437	£10,437	£10,437
Shared Services Portal (up to 1,000 external users)	£30,250	£30,250	£30,250	£30,250	£30,250	£30,250	£30,250	£30,250	£30,250
Shared Services Portal (per additional 25 users)	£3,479	£3,479	£3,479	£3,479	£3,479	£3,479	£3,479	£3,479	£3,479
Payment Integrations (per standard integration) *	£1,392	£1,392	£1,392	£1,392	£1,392	£1,392	£1,392	£1,392	£1,392
System Polling Service (SPS)	£6,958	£8,349	£9,741	£11,132	£14,326	£17,521	£20,715	£33,144	£41,430
Additional Platform Environment (test, dev)	£12,100	£12,100	£12,100	£12,100	£12,100	£12,100	£12,100	£12,100	£12,100
SSL Certificate Hosting/Custom Domain	£1,392	£1,392	£1,392	£1,392	£1,392	£1,392	£1,392	£1,392	£1,392
MyGovScot Integration	£7,260	£7,260	£7,260	£7,260	£7,260	£7,260	£7,260	£7,260	£7,260
Communications (govDelivery) Integration	£0	£0	£0	£0	£0	£0	£0	£0	£0

* Price for an integration to our list of most common payment connectors used in the sector. Non-standard payment connectors will be priced on specification.

Existing customers renewing will receive a 9.09% discount on listed pricing.

All prices shown are annual service fees and exclude implementation fee. All prices are exclusive of VAT.

SINGLE SIGN-ON EXPANSIONS	BAND 1	BAND 2	BAND 3	BAND 4	BAND 5	BAND 6	BAND 7	BAND 8	BAND 9
1 SSO integration	£9,317	£12,705	£16,093	£19,481	£19,481	£19,481	£19,481	£19,481	£19,481
2 SSO integrations	£14,907	£20,328	£25,749	£31,170	£31,170	£31,170	£31,170	£31,170	£31,170
3 SSO integrations	£19,566	£26,681	£33,795	£40,910	£40,910	£40,910	£40,910	£40,910	£40,910
4 SSO integrations	£22,361	£30,492	£38,623	£46,754	£46,754	£46,754	£46,754	£46,754	£46,754
Incremental SSO integration above 4 (per SSO)	£4,473	£6,098	£7,724	£9,351	£9,351	£9,351	£9,351	£9,351	£9,351

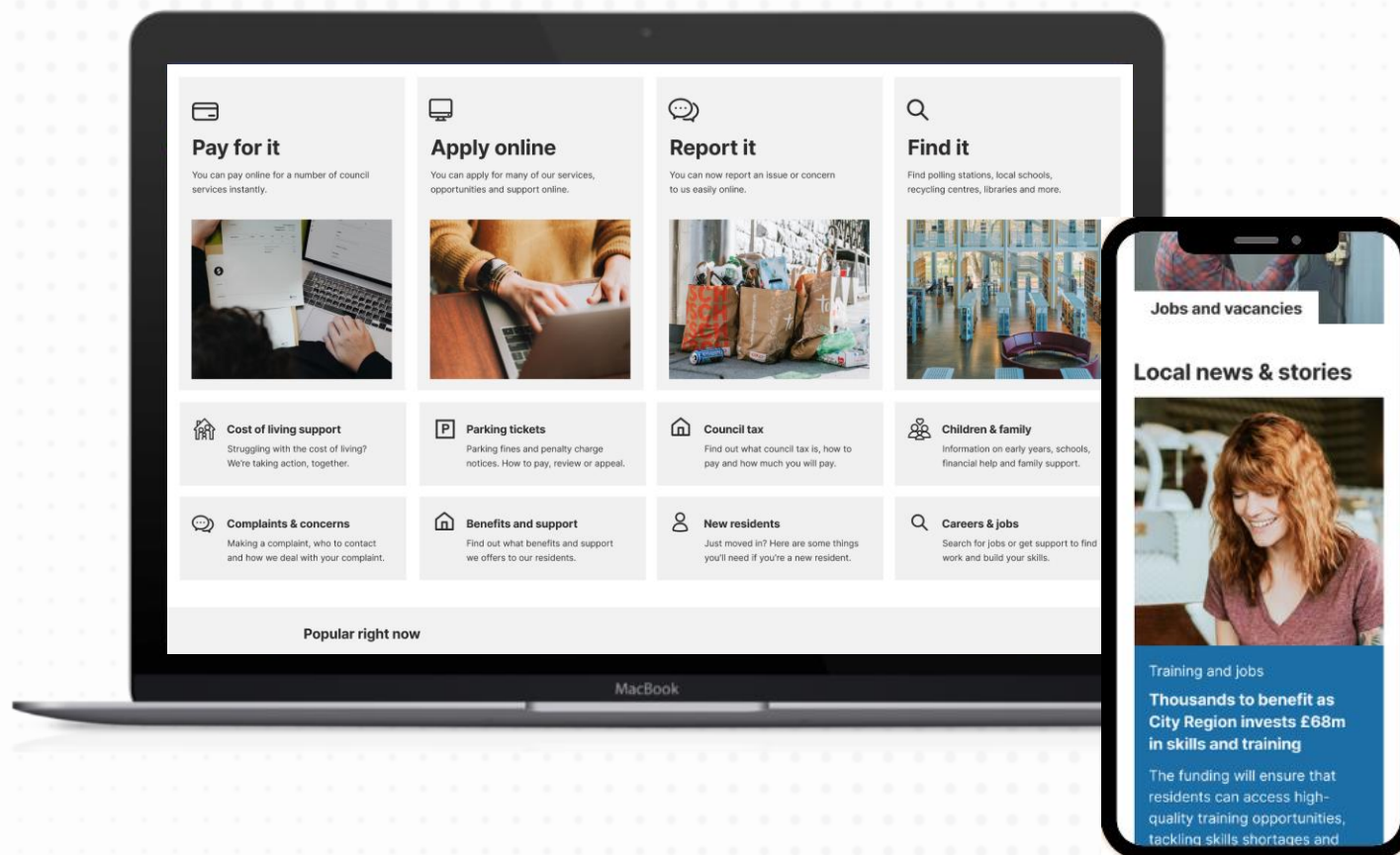
Existing customers renewing will receive a 9.09% discount on listed pricing.

All prices shown are annual service fees and exclude implementation fee. All prices are exclusive of VAT.

Public Sector Websites & Content Management (CMS)

A CMS flexible enough for standard and advanced users, incorporating features uniquely designed to bring the best information and services to residents, businesses and organisations. Our CMS option is available to power websites and subsites, complementing your Service Request Management implementation.

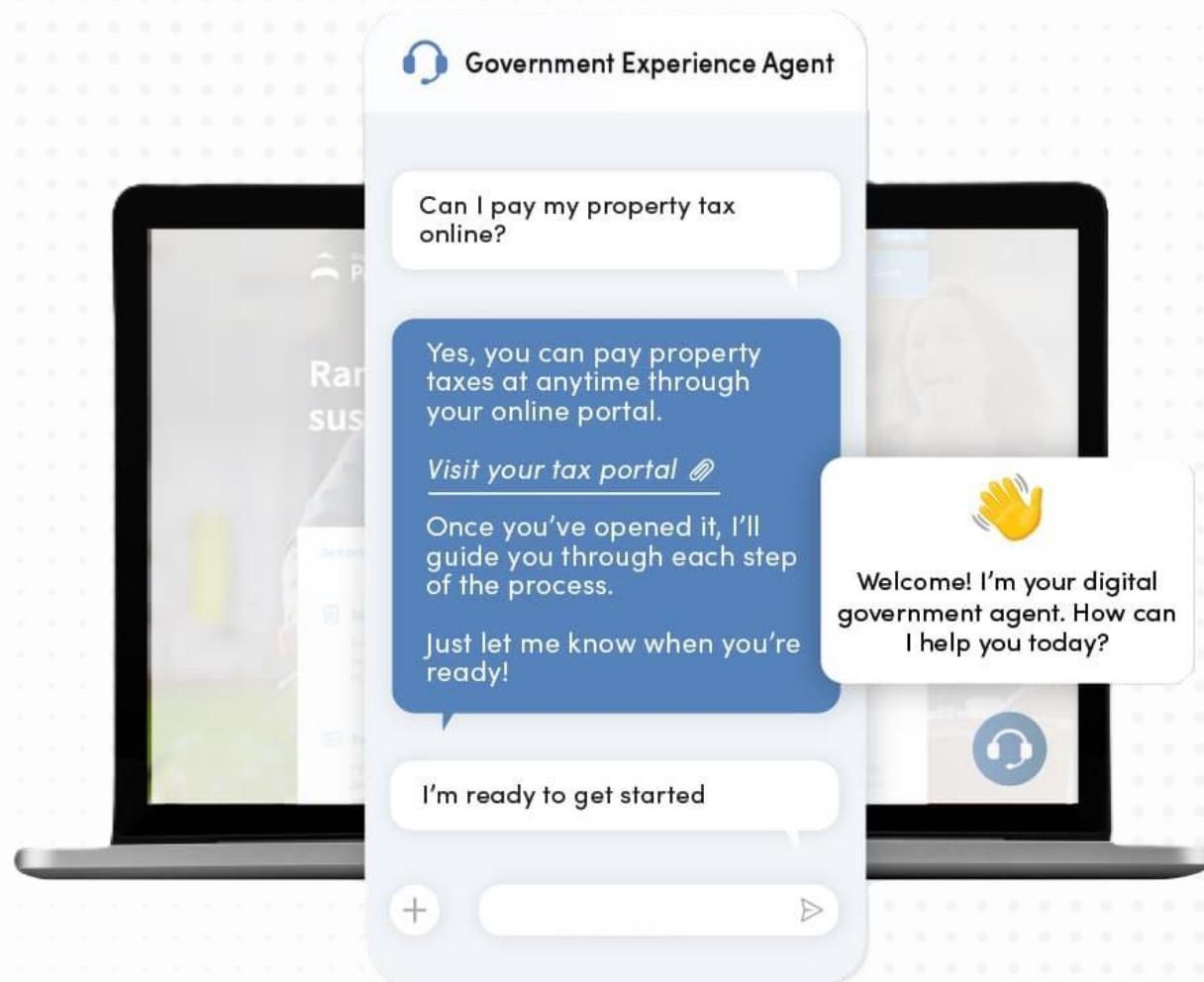
Please see our G-Cloud listing [Public Sector Websites & Content Management \(CMS\)](#) for further details and pricing options.



Government Experience Agent (GXA)

In addition to the Core Platform and Solutions detailed above, our new Government Experience Agent (GXA) is available to complement your Service Request Management and CMS implementations with AI powered chat bot and agentic functionality.

Please see our G-Cloud listing [Government Experience Agent \(GXA\) - The AI-powered digital agent for smart government experiences](#) for further details and pricing options.



Technical Services Bundle

The core Service Request Management platform and all bundles include our standard Customer Success support package. Accelerate your programme by subscribing to an enhanced Technical Services Bundle (TSB) which includes annual platform reviews, regular advisory calls and a pot of consultancy days.

FEATURE	STANDARD	PLUS	PREMIUM
Online Support Articles	✓	✓	✓
Online Support Ticket System	✓	✓	✓
Online Community/Forum Access	✓	✓	✓
Dedicated Customer Success Consultant	✓	✓	✓
Strategic Review	Annually	Annually	Annually
Platform Review		Annually	Annually
Advisory Calls		Quarterly	Monthly
Consultancy Days per Year *		5	10
Annual Price	Included	£7,500	£15,000

** Consultancy Days included within a Technical Services Bundle are valid for 12 months in line with the bundle's annual subscription dates. Days cannot be carried across into the following subscription year.*

All prices shown are annual service fees and exclude implementation fee. All prices are exclusive of VAT.

Professional Services

Consultancy services day rates

To support and accelerate your digital transformation, Granicus provide a range of comprehensive consultancy services including training, consultancy, change and transformation, and form design.

RESOURCE	DAY RATE
Training	£1,250
Technical Services	£1,450
Project Management	£1,500

Consultancy services package

Building on our consultancy services day rates, we additionally offer a range of bundled services packages which are ideal for supporting projects where a larger volume of days is required. Our packages provide additional value as rates are discounted by volume versus our standard consultancy rate. Package days can be booked and called off across a 12-month period as required, providing complete flexibility.

	DAYS INCLUDED	PRICE
Gold	100	£110,000
Silver	50	£60,000
Bronze	25	£32,500

- Consultancy Service Day Rates and Packages include Professional Indemnity insurance and exclude travel, expenses and project management (where required). They are billed in advance and **must** be used within 12 months of purchase. Unused days will be forfeited after 12 months have expire.
- Consultancy Service Day Rates and Packages Cancellation Policy: Granicus reserve the right to charge 50% of the agreed fee if the notice to cancel is within ten working days of the booking and 100% of agreed fee if the notice to cancel is within 48 hours of the booking.

All prices are exclusive of VAT.

Training packages

We offer an extensive range of training courses designed to help you make the most of Service Request Management.

STANDARD COURSES	DURATION
Service Designer	2 days
Process Build & Integrations	2 days
Customer Service Hub	0.5 days
Customer & Staff Portals	0.5 days
Customer Page Builder	0.5 days
Introduction to Real Time Reporting	0.5 days
MyServices – Freedom of Information	0.5 days
MyServices – Apply for a Blue Badge	2 days
MyServices – Appeal a Blue Badge Decision	0.5 days
MyServices – Renew a Blue Badge	0.5 days
MyServices – Adhoc Blue Badge Processes	0.5 days
MyServices – Contact Us	0.5 days

If a standard course offering doesn't quite fit or you are interested in focusing on a specific area, custom courses can also be created (minimum duration is a half day). Please see the following list for content types that can be combined into a customer course and our course brochure for details. We can also create additional courses to further tailor the course to any specific requirement, please contact us for details.

CUSTOM COURSE OPTIONS (CAN BE COMBINED)	DURATION
Fields on a Form	0.5 day
Subforms	0.5 day
Calculations & Functions	0.5 day
Building a Process	1 day
Integrations	1 day
CaseViewer Overview	0.5 day
Permissions & Task Assignment	0.5 day
Fill Task / Start Thread APIs	0.5 day

GXG Consultancy

GXG is Granicus' dedicated digital agency, committed to transforming citizen experience and driving meaningful digital engagement. We combine human-centred strategies, actionable data insights, and hands-on consultancy to help organizations unlock the full potential of their technology. Our tailored solutions deliver measurable impact—empowering public services to create better experiences and stronger connections with the communities they serve.

At GXG, our mission is to help public services become truly citizen-centric. Whether supporting a carer, engaging with a concerned resident, assisting a local business, guiding the planning process, or helping a parent or student, we enable you to create better experiences and maximize the value of your Granicus technology. Our guiding principle is simple: ensure people get what they need, when they need it—quickly, respectfully, and with lasting impact.

Our human centred approach to digital transformation focuses on solving problems and providing solutions that help our customers to create better experiences for their customers, foster prosperous communities and increase employee morale

Over a decade of helping government build better citizen experiences.



Better Programmes



Better Strategy



Better Data



Better Insights

Granicus Experience Group Consultancy Day Rate

We begin each engagement with a comprehensive scoping process to ensure clarity and alignment. Before the contract starts, we provide a detailed **statement of work** outlining our approach and services, offered at a firm, fixed price. This structure promotes transparency while enabling flexibility to adapt as customer needs evolve throughout the delivery period.

Our resource-based firm fixed pricing follows the SFIA based rate card below.

	STRATEGY & ARCHITECTURE	CHANGE & TRANSFORMATION	DEVELOPMENT & IMPLEMENTATION	DELIVERY & OPERATION	PEOPLE & SKILL	RELATIONSHIPS & ENGAGEMENT
1. Follow	£450	£450	£450	£450	£450	£450
2. Assist	£650	£650	£650	£650	£650	£650
3. Apply	£850	£850	£850	£850	£850	£850
4. Ensure	£950	£950	£950	£950	£950	£950
5. Ensure and Divide	£1100	£1100	£1100	£1100	£1100	£1100
6. Initiate or influence	£1300	£1300	£1300	£1300	£1300	£1300
7. Set strategy or inspire	£1650	£1650	£1650	£1650	£1650	£1650

Granicus Experience Group (GXG) delivers premium consultancy services designed to transform public sector digital engagement. Our pricing reflects the depth of expertise, strategic insight, and measurable outcomes we provide. Unlike standard market offerings, GXG combines human-centred design, data-driven strategies, and proven methodologies to ensure every engagement drives tangible impact for citizens and communities.

All prices shown are annual service fees and exclude implementation fee. All prices are exclusive of VAT.

GXG Training and Capacity Building Services

GXG empowers organisations to accelerate digital transformation through a curated suite of training and capacity-building services. Our programmes go beyond technical skills - they strengthen digital maturity, unlock the full potential of Granicus technology, and equip teams to deliver exceptional citizen experiences. Every offering in our catalogue is purpose-built to address real-world challenges, ensuring customers achieve critical outcomes with confidence and measurable impact. Custom-made training is available on request using the rate card included in this pricing overview.

Granicus Experience Group Digital Services

SERVICES	FEE
Experience Centre (Tier 1)	£12,500
Experience Centre (Tier 2)	£25,000
Digital Services Academies	£15,000
Digital Services University	£35,000
Communicator Capacity Building (Tier 1)	£14,000
Communicator Capacity Building (Tier 2)	£28,000
Governance and Playbooks (Tier 1)	£14,000
Governance and Playbooks (Tier 2)	£28,000
Email Campaign Academy	£15,000
Email Communications Workshop	£5,000

Standards for GXG Consultancy Day Rate Card

The following terms and conditions outline the standard framework for GXG digital services, ensuring clarity and consistency in all engagements. These provisions define working hours, pricing structure, and operational guidelines, as well as policies on travel, expenses, and insurance. By adhering to these standards, GXG maintains transparency and delivers services in line with agreed contractual obligations, providing customers with confidence and predictability throughout the delivery process.

Consultant's working day: 09:00hrs to 17.30hrs exclusive of travel and lunch.

Working week: Monday to Friday excluding national holidays and Granicus Unplug days.

All pricing is quoted in pounds sterling (GBP) and prices are exclusive of VAT at the applicable rate (unless otherwise stated). Please note that the prices quoted on GXG's SFIA Rate Card represent the maximum rate charged for each skill/responsibility level.

Office hours: 9:00am to 5:30 pm Monday to Friday.

Travel, mileage subsistence: GXG reserves the right to charge expenses for services delivered onsite. This will be pre-agreed with the customer within the Call-off Contract. Please note that certain onsite training courses already include GXG expenses.

Mileage: As for travel, mileage subsistence.

Professional Indemnity insurance: included in day rate.