



Pricing Guide

Citizen Space

Our pricing models are tailored to meet the diverse needs of our customers, ensuring that each organisation receives the most effective solution for its unique challenges

Citizen Space: Local

Ideal for local government, our subscriptions are available in three tiers. The pricing is structured based on the size of the population you serve, allowing for a flexible and scalable approach that aligns with your local community's needs.

Citizen Space: National

Designed for central government, arms-length and delivery bodies, and other national organisations that manage services and policies for an entire population. These packages ensure national organisations are supported comprehensively.

Citizen Space: Training, Integrations, and Professional Services

Delib understands the importance of the right support at the right time. From consulting on your engagement strategy to delivering product training fundamentals, our professional services, content design, integrations and additional features offer flexibility to suit your needs.

Join our community of 25,000 admin users who have collected over 11 million responses

Population Served	Enterprise	Standard	Essential
<100K	£13,995	£11,995	£10,495
<300K	£15,995	£13,995	£11,995
<600K	£18,995	£15,995	£13,995
<1M	£21,995	£18,995	£15,995
1M<	£24,995	£21,995	£17,995

“Citizen Space does everything we need – it solves so many problems... I cannot conceive how an organisation could deliver consultation or engagement without it”

Senior Business Intelligence Officer, The City of Edinburgh Council, UK

All prices exclude VAT

“The level of support we get with Citizen Space is amazing. Knowing that I can always speak to someone on the phone quickly if anything comes up is great and really puts us at ease.”

Consultation Manager, Hackney Council - Enterprise subscription

	Enterprise	Standard	Essential
Integrated geospatial mapping	Unlimited	Unlimited	Unlimited
Online conversation tool	Unlimited	Unlimited	Unlimited
Surveys/forms/consultations	Unlimited	Unlimited	Unlimited
Responses	Unlimited	Unlimited	Unlimited
Additional landing pages	5	3	1
Users	Unlimited	Up to 300	Up to 100
Additional User costs	N/A Unlimited users in all Enterprise	£20 per month admins £40 per month site admins	£20 per month admins £40 per month site admins
Onboarding	Full-service	Guided	Core
Customer Success	Full-service	Full-service	Core
Support	Telephone and email	Telephone and email	Telephone and email
Single Sign-On	£750 onboarding	£750 onboarding	£750 + £2000 ongoing

Delib has been supporting government departments for over 20 years. Over 100,000 activities have been run on Citizen Space collecting over 11 million responses. We've been trusted to support some of the most high-profile consultations and Inquiries, with tens of thousands of responses to single activities.

	Enterprise	Standard	Essential
Ministerial Departments	£39,995	£29,995	£19,995
Devolved Governments	£39,995	£29,995	£19,995
Delivery and Arms-Length Bodies	£29,995	£19,995	£14,995

“We wanted to make the process of responding to the consultation as simple as possible - simple for users to express their views, and simple for us to redact, analyse and publish those responses... We were very happy with the outcome.”

Digital Engagement Manager, The Scottish Government - re: The Scottish Independence Referendum consultation

All prices exclude VAT

“The Delib team have been quick, responsive, collaborative and made a challenging project under tight timelines come together smoothly and effectively.”

Ministry of Finance, British Columbia Government, Canada

	Enterprise	Standard	Essential
Integrated geospatial mapping	Unlimited	Unlimited	Add-on
Online conversation tool	Unlimited	Unlimited	Add-on
Surveys/forms/consultations	Unlimited	Unlimited	Unlimited
Responses	Unlimited	Unlimited	Unlimited
Additional landing pages	5	3	1
Users	Unlimited	Up to 300	Up to 100
Additional User costs	N/A Unlimited users in all Enterprise	£20 per month admins £40 per month site admins	£20 per month admins £40 per month site admins
Onboarding	Full-service	Guided	Core
Customer Success	Full-service	Full-service	Core
Support	Telephone and email	Telephone and email	Telephone and email
Single Sign-On	£750 onboarding	£750 onboarding	£750 + £2000 ongoing

“The response numbers are an illustration of the fact that we’ve put in a lot of effort to make things more inclusive, more open, more engaging, to inform people that this is a two-way conversation. Everyone that's used Citizen Space loves it!”

Research and Insight Manager, Police Scotland

Full-service projects

Delib has helped organisations to deliver high-profile national activities - **Public Inquiries, crisis response, major constitutional questions and much more**. If you are interested in finding out about how we can support your process end to end, **please get in touch**.

Services include but are not limited to high-performance hosting, on-demand support, content support, ongoing maintenance and amends. A bespoke package, built to your needs.
An initial idea of pricing is included here for reference.

Enterprise 2	Enterprise	Standard
£94,995	£74,995	£49,995

Package add-ons

Service	Cost
Highways D-TRO consultation and statutory package	£9,995
Dialogue: Online conversation tool Included in all but National Essential package	£7,995
Integrated geospatial mapping Included in all but National Essential package	£7,495
Participation+ Easy Read package	£5,000
First Pass AI analysis	£5,000
Bulk offline media ingest	£3,500
Bespoke activity type	£2,500
Additional core activity types (for additional core activity types not already included in the Citizen Space package)	£1,000

Additional configuration options

Service	Cost
Additional landing pages	£900 per day
Bespoke configuration	£900 per day
Bespoke workflow development	£900 per day
Translation development (for development and translation of additional languages not already included in the Citizen Space platform)	£900 per day
Translation annual cost (for additional languages not already included in the Citizen Space platform)	£2,000

“Citizen Space has been a breath of fresh air and nudged us to re-think the way we engage...I wouldn’t hesitate to recommend it to organisations wanting to improve the way they consult.”

Performance & Information Officer, Clackmannanshire Council

In a survey of 271 people who attended Delib training, every single one (100%) said they would recommend the sessions to others.

Service	Cost
Product training: Citizen Space - the fundamentals This is a full day session, delivered remotely or in person for up to 10 people.	£1,500 per full day session
Product training: Geospatial This is a half day session, delivered remotely for up to 10 people.	£1,250 per half day session
Product training: Advanced Citizen Space This is a full or half day session, delivered remotely or in person for up to 10 people.	£2,500 per full day session
Engagement strategy consultancy This can be delivered remotely or in person.	£275 per hour / £1,575 per day
Project consultancy This can be delivered remotely or in person.	£275 per hour / £1,575 per day
Branding and theming update One day included per year for all packages	£900 per day
Content design and creation	£900 per day
Support with supplier questionnaires	£150 per hour (2 hours included in all Enterprise packages)

Discounts are available on multi-year subscriptions across all packages.
Reduce the time spent on procurement, provide stability, and make valuable savings.
The discounts visible on the listing in Digital Marketplace are not structured to accurately present our discount model. For completeness and transparency, our standard discount options are set out below and in the following pages

Subscription length	% discount
3 years	3%
4 years	5%

Discounts are applied to the subscription cost only, not to training or professional services. The discount is only applied to contracted years and not extension clauses. Annual billing available on all subscription lengths.

Expansion+ More than one subscription per organisation/cluster	Discounts
Citizen Space subscriptions	5% per subscription
Services/training/other products/add-ons	10, 15 or 20%

Discounts on services, training, other products and add-ons increase with the number of subscriptions in an organisation or cluster so 2 Citizen Space subscriptions receive 10% off those other services, 3 receive 15%, and 4 receive 20%.

Referral	Subscription discount
Existing customer	3%, 4%, or 5% (1 year, 2 years, 3+ years)
New customer	3%, 4%, or 5% (1 year, 2 years, 3+ years)

Referrals can be made to a new organisation only. Referrals made to teams within the same organisation benefit from the Expansion+ discount above. The discount increases with the number of years contracted.

Contact details

For a comprehensive overview of our features and services please see the service definition document, and do get in touch with us. We'd love to help.

info@delib.net