

CIVICA



G-Cloud 15 Pricing

OnDemand Single Person Discount Reviews

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Pricing

Pricing can be quoted as hourly, or fixed price in instances where there are distinct packages of work scoped for the customer (based on the number of hours required). Unless specified otherwise, pricing is shown as an hourly rate.

Pricing for each council will be specific to their requirements as set out below.

Cloud Based Services	Price
Officer	£29.50
Senior / Team Leader	£32.00

Role	Tasks
Officer	Activities associated to the removal and validation of Single Person Discounts associated with bulk or monitoring service
Senior / Team Leader	Complex cases and any complaints or similar activities

Additional Charges	Price
Service Charge (this charge is only applicable from the first anniversary of contract commencement)	£3,000 (annual)
Data	£0.61 (unit)
Business reply envelope (insert)	£0.08 (unit)
Business reply envelope (return)	£0.86 (unit)
Outbound Letter (second class)	£0.86 (2 sides)
Outbound letter (additional sides)	£0.04

In respect of charges relating to third party costs over which Civica has no control (e.g. Royal Mail postage & data) an increase shall match the increase in such third party costs whenever they arise.

The above pricing shown is per current charge costs as at 01st January 2026, actual rates will be at the time of consumption at the prevailing rates at that time.

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