

# MOODLE LMS



**We provide Moodle LMS as a managed service, combining secure cloud hosting, system administration, application support and regular updates into a single, predictable annual cost.**

All packages include:

- Secure managed hosting sized for your active user volume
- Access to our support team for best practice guidance, administrator support and issue resolution
- Premium Moodle app subscription and BigBlueButton trial
- Platform maintenance, upgrades and security updates
- Training and onboarding options
- Additional storage, tailored support hours, and UK or EU hosting options available to match your specific needs.

## Key terms

**Active users** – Registered users who access the site during the contract term, regardless of how often they log in.

## Contract and pricing

- Multi-year contracts available for long-term planning
- Invoiced annually in advance
- All prices exclude VAT
- Onsite services, where required, are charged separately (remote delivery is standard)
- Active user numbers can be increased during the contract term and will be charged pro-rata
- Pricing is reviewed and adjusted at the next annual invoice if user volumes change

| Hosting                                                        |               |                |                |                |                |                |                |                |                |
|----------------------------------------------------------------|---------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| Number of Active Users                                         | 500           | 1,000          | 2,000          | 3,000          | 5,000          | 10,000         | 15,000         | 20,000         | 50,000         |
| Usable Storage (GB)                                            | 10            | 10             | 20             | 50             | 50             | 100            | 100            | 100            | 100            |
| Free setup                                                     | ✓             | ✓              | ✓              | ✓              | ✓              | ✓              | ✓              | ✓              | ✓              |
| Includes Spark theme and BigBlueButton trial                   | ✓             | ✓              | ✓              | ✓              | ✓              | ✓              | ✓              | ✓              | ✓              |
| Nightly Backups                                                | ✓             | ✓              | ✓              | ✓              | ✓              | ✓              | ✓              | ✓              | ✓              |
| Unlimited Traffic                                              | ✓             | ✓              | ✓              | ✓              | ✓              | ✓              | ✓              | ✓              | ✓              |
| Premium Moodle App                                             | ✓             | ✓              | ✓              | ✓              | ✓              | ✓              | ✓              | ✓              | ✓              |
| SLA uptime                                                     | 99.9%         | 99.9%          | 99.9%          | 99.9%          | 99.9%          | 99.9%          | 99.9%          | 99.9%          | 99.9%          |
| Monitoring and alerts                                          | 24x7x365      | 24x7x365       | 24x7x365       | 24x7x365       | 24x7x365       | 24x7x365       | 24x7x366       | 24x7x367       | 24x7x368       |
| Data location                                                  | EU            | EU             | EU or UK       | EU or UK       | EU or UK       | EU or UK       | EU or UK       | EU or UK       | EU or UK       |
| Support                                                        |               |                |                |                |                |                |                |                |                |
| Access to application support desk (hours)                     | 10            | 10             | 25             | 25             | 50             | 50             | 50             | 50             | 50             |
| Onboarding and implementation support                          |               |                |                |                |                |                |                |                |                |
| Core implementation support with 8 sessions over 8–12 weeks    | ✓             | ✓              | ✓              |                |                |                |                |                |                |
| Extended implementation support – 15 sessions over 12–16 weeks |               |                |                | ✓              | ✓              | ✓              | ✓              | ✓              | ✓              |
| <b>Year 1 – initial cost</b>                                   | <b>£9,750</b> | <b>£11,150</b> | <b>£14,750</b> | <b>£21,750</b> | <b>£28,500</b> | <b>£35,250</b> | <b>£45,950</b> | <b>£58,000</b> | <b>£97,750</b> |
| <b>Year 2 onwards – Annual renewal cost</b>                    | <b>£5,950</b> | <b>£7,500</b>  | <b>£11,550</b> | <b>£15,250</b> | <b>£23,100</b> | <b>£30,750</b> | <b>£41,350</b> | <b>£53,750</b> | <b>£96,850</b> |

Pricing valid for the G-Cloud 15 framework term

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## Optional Moodle LMS services

Alongside the managed Moodle LMS service, the following services can be purchased separately or in addition, depending on need.

**Training** - Structured Moodle LMS training for administrators, managers and content authors. Sessions are delivered remotely and can be tailored to specific roles, workflows or levels of experience.

**User experience and theme design** - Options to configure or enhance the look, layout and user journey of Moodle LMS. This includes use of standard themes, our Spark theme, or fully bespoke design services where required.

**Application support (customer-hosted)** - Application-level support for organisations that host Moodle LMS themselves and require expert guidance, troubleshooting and best-practice advice, without hosted infrastructure.

**Consultancy, development and content creation** - Additional consultancy, bespoke development, integrations and eLearning content creation services are available on a day-rate basis and scoped separately.

**Additional platform extensions** - Where required, Moodle LMS can be extended with optional services such as accessibility tooling, eCommerce capability, reporting extensions, virtual classrooms and supplementary eLearning content libraries. These services are optional and agreed separately based on requirements.

## Moodle application support

Support covers platform configuration, best practice and troubleshooting. Does not include infrastructure or hosting management.

| Package                                        | Price  |
|------------------------------------------------|--------|
| Annual support – 25 hours (3 named users)      | £3,500 |
| Annual support – 50 hours (3 named users)      | £6,350 |
| Additional support hours in blocks of 10 hours | £1,350 |

## Core learning content library

A library of ready-made learning resources covering topics such as health and safety, leadership, communication, information security, wellbeing and compliance. Annual contract.

| Product                                | Active Users  | Annual Price |
|----------------------------------------|---------------|--------------|
| Full core content and catalogue access | Up to 500     | £10,000      |
| Full core content and catalogue access | 501 - 1,000   | £15,000      |
| Full core content and catalogue access | 1,001 - 5,000 | £20,000      |
| Full core content and catalogue access | Over 5,000    | £30,000      |

## Moodle theme design

Options to tailor the visual appearance and user experience of your Moodle platform, from light branding to fully bespoke layouts.

| Package                                                                                                                 | Price  |
|-------------------------------------------------------------------------------------------------------------------------|--------|
| <b>Brand and identity match</b> - Application of your organisation's colours, logo and typography to an existing theme. | £1,500 |
| <b>Bespoke user experience</b> - Custom design of key areas including dashboards, landing pages and course layouts.     | £7,750 |

## Moodle training

Moodle training is delivered as a bundled set of instructor-led virtual sessions for administrators and managers. Sessions focus on practical use of the platform.

| Bundle                                                                                                    | Sessions (up to) | Price  |
|-----------------------------------------------------------------------------------------------------------|------------------|--------|
| <b>Essential</b> - Baseline consultancy to support go live.                                               | 8                | £4,500 |
| <b>Tailored</b> - Extended consultancy for complex implementations or integrations.                       | 5                | £7,750 |
| <b>Course author</b> - Focused on hands-on support for building and structuring course content in Moodle. | 10               | £5,000 |

## Accessibility support

Adds user-controlled accessibility features to the platform. Annual subscription based on average monthly visits to the platform.

| Product                                  | Monthly Visits | Annual Price |
|------------------------------------------|----------------|--------------|
| <b>Micro</b>                             | Up to 500      | £480         |
| <b>Growth</b>                            | 501 - 1,000    | £1,350       |
| <b>Scale</b>                             | 1,001 - 5,000  | £3,500       |
| <b>Enterprise</b>                        | Over 5,000     | £5,750       |
| <b>Configuration and setup (one-off)</b> | Over 5,000     | £450         |

## Virtual classrooms (BigBlueButton)

Integrated virtual classroom capability for Moodle LMS, supporting live online teaching, webinars and collaborative sessions. Includes audio and video conferencing, screen sharing, breakout rooms and session recording, with setup and application-level support.

| Product                                                                                                                                                                                                                                                 | Annual Price |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| <b>BigBlueButton – Introductory tier</b><br>Includes up to 52 virtual classroom sessions per year, each up to 9 hours. Session recordings are retained for 365 days and can be downloaded.                                                              | £1,150       |
| <b>BigBlueButton – Premium tier</b><br>Unlimited virtual classroom sessions (1 concurrent session at a time), each up to 9 hours. Recordings are retained permanently and downloadable. Includes access to the Enterprise Learning Analytics Dashboard. | £2,250       |

## Reporting (IntelliBoard Lite)

Extended reporting and analytics for Moodle LMS sites with up to 15,000 users. Provides improved visibility of learner activity, engagement and course performance through pre-built dashboards and reports, without the overhead of full enterprise analytics.

| Product                                                                                                                                                                                                   | Price  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| <b>IntelliBoard Plugin – Lite</b><br>Annual reporting add-on providing enhanced analytics and dashboards to track learner activity, engagement and course usage (supported for sites up to 15,000 users). | £6,950 |

## eCommerce enablement and support

Enables the sale of learning, subscriptions or content through the LMS using supported payment gateways.

| Package                                            | Price  |
|----------------------------------------------------|--------|
| <b>eCommerce setup and configuration (one-off)</b> | £1,750 |
| <b>eCommerce annual support</b>                    | £7,000 |