

Survey Software for the NHS

SmartSurvey **Public Sector Core** Plan

HS-ready survey software for patient, staff and service feedback.

SmartSurvey provides secure, compliant survey software for the NHS to run patient experience surveys, staff surveys, FFT and service feedback.

Meet information governance, security and reporting requirements while giving teams fast access to insight. SmartSurvey is ISO 27001 and Cyber Essentials Plus certified and exceeds NHS DSP Toolkit requirements, ensuring the highest standards of security and compliance.

Pricing

The table below shows different cost options depending on your usage requirements:

Product	Number of users	Number of Responses	Emails per month	Annual Price
Public Sector Core (A)	3	5,000	15,000	£5,700
Public Sector Core (B)	5	10,000	30,000	£7,800
Public Sector Core (C)	10	20,000	60,000	£10,500
Public Sector Core (D)	15	30,000	90,000	£13,700
Public Sector Core (E)	20	50,000	150,000	£15,000
Public Sector Core (F)	50	90,000	270,000	£19,000

What's included

The yearly subscription price includes:

- Access to all '**Public Sector Core**' features, see service definition document for details.
- Access to API & Webhooks
- Access to new releases specific to this account type, including any bug fixes.
- Telephone Support during UK trading hours (Monday – Friday / 9am – 5.30pm), plus 24/7 access to support tickets via app dashboard and live chat.

Add-ons

Additional responses	Additional 5,000 responses	£500
Additional user	Additional user licence per year (outside of pricing bundles)	£1,000 per user
Training	3-hour online training session, minimum of 3 users, recommend a maximum of 10 users per session. £600 for 10 users, £200 per additional user. Follows a standard agenda covering the core functionality across creating your survey, collecting results and analysing your responses	£600 for 10 users
Custom Training	3-hour customised online training session, minimum of 3 users, recommend a maximum of 10 users per session. £1050 for 10 users, £300 per additional user	£1,050 for 10 users
Rate card	Provision of a rate card (for any possible enhancements, design, and custom development). 5 hours minimum required.	£1,000 for 5 hours

Notes

- All costs quoted exclude VAT at the prevailing rate and expenses (where applicable)
- Overuse of emails and APIs will be subject to an additional cost
- API limited to 180 requests per minute and 10,000 per day