

# Solvoz Foundation

## NGO and non-profit pricing policy

Mission-aligned access for Foundation-supported deployments

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**Applies to:** Stichting Solvoz Foundation

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### 1. Purpose

This policy defines how Stichting Solvoz Foundation applies NGO and non-profit pricing for Foundation-supported deployments. The Foundation exists to make procurement knowledge, fair market access and digital platforms accessible to the NGO, humanitarian, development and wider non-profit sector under mission-aligned conditions. This policy ensures that pricing:

- supports the Foundation's statutory objective and public-benefit mission;
- lowers barriers for eligible non-profit actors;
- keeps supplier, SME and manufacturer registration free in Foundation-supported deployments;
- distinguishes Foundation-supported deployments from commercial deployments;
- allows donors and funders to support access for non-profit and public-benefit programmes;
- remains transparent, documented and financially responsible.

This policy should be read together with the Foundation's policy plan, governance charter, conflict of interest policy, related-party transaction policy, grant funding policy and service agreements.

### 2. Scope

This policy applies to pricing and access models for Foundation-supported deployments. Foundation-supported deployments are deployments that serve eligible non-profit actors or donor-funded public-benefit purposes, and that are aligned with the Foundation's mission. This policy does not apply to commercial deployments, commercial procurement activities or income-generating platform use that should be served by Solvoz BV or another appropriate commercial entity.

### 3. Eligible organisations and programmes

Eligible organisations and programmes may include:

- registered legal entities with non-profit status;
- NGOs;

- charities;
- foundations;
- civil society organisations;
- humanitarian organisations;
- development organisations;
- donor-funded public-benefit programmes;
- funds or grants that support non-profit or public-benefit purposes;
- public institutions where the deployment serves a non-profit or public-benefit objective;
- groups of eligible organisations supported by a donor, funder or programme partner.

Eligibility is based on legal status, mission, funding source, deployment purpose and the intended public-benefit use of the platform.

#### **4. Non-eligible use cases**

The following do not qualify for Foundation-supported pricing:

- commercial companies using the platform for commercial procurement;
- commercial consultancies using the platform for client delivery or profit-generating services;
- private-sector deployments with a primarily commercial objective;
- suppliers seeking buyer-side access for commercial purposes;
- deployments where the primary beneficiary is a commercial actor;
- deployments by a non-profit entity that are primarily designed to create a profit-generating or income-generating vehicle using the technology;
- activities that could more appropriately be served through Solvoz BV or another commercial route.

A deployment may still qualify where it is funded by a donor, foundation, public institution or other funder and the primary purpose is non-profit or public benefit, even if commercial suppliers participate as market actors.

#### **5. Eligibility criteria for Foundation-supported deployments**

A deployment may qualify for Foundation-supported pricing where all of the following conditions are met:

1. The deployment serves a registered non-profit organisation, a donor-funded public-benefit programme, a fund or grant, or a public-benefit objective aligned with the Foundation's mission.
2. The primary purpose is to improve responsible, effective, efficient, transparent or locally anchored procurement for the NGO, humanitarian, development or wider non-profit sector.
3. The deployment does not primarily create a commercial, profit-generating or income-generating platform model that should reasonably be served by Solvoz BV or another commercial entity.
4. Supplier, SME and manufacturer registration is free in the deployment.

5. The deployment is consistent with the Foundation's statutory objective and public-benefit responsibilities.

Where eligibility is unclear, the board or an authorised person appointed by the board decides whether the deployment qualifies.

## 6. Supplier, SME and manufacturer registration

In all Foundation-supported deployments, registration for suppliers, SMEs and manufacturers is free. This principle supports fairer, more transparent and more accessible markets for the non-profit sector. It lowers barriers for local and regional suppliers, SMEs and manufacturers to become visible to eligible buyers and funders.

Free registration does not guarantee selection, contracts, ranking, awards or preferential treatment. Buyers remain responsible for procurement decisions, and suppliers remain responsible for the accuracy of the information they provide. Additional terms for supplier registration, verification, data use and conduct may be set out in supplier registration terms or platform terms.

## 7. Pricing principles

The Foundation applies mission-aligned pricing for eligible NGO, non-profit and public-benefit deployments. Pricing should be:

- reduced compared to commercial models where appropriate;
- transparent and documented;
- aligned with the Foundation's public-benefit mission;
- sufficient to support continuity, responsible delivery and financial sustainability;
- proportionate to the size, complexity and funding context of the deployment;
- compliant with donor, grant and ANBI requirements where applicable.

Exact prices do not need to be fixed in this policy. The board may approve separate pricing schedules, budgets or deployment-specific pricing models.

## 8. Discounted technology licence fee

Foundation-supported deployments may include a discounted technology licence fee. This fee may cover or contribute to:

- platform access;
- deployment access;
- hosting;
- maintenance;
- bug support;
- standard technical support;
- continuity of the underlying technology services.

Where these services are provided by Solvoz BV, the relevant costs must be transparent, documented and governed by formal service agreements between the Foundation and Solvoz BV.

The discounted technology licence fee should be distinguished from additional programme, staffing or implementation services.

## 9. Additional eligible paid services

In addition to the discounted technology licence fee, eligible NGOs, donors, funders or programme partners may pay for additional services where these support the Foundation's mission. Such services may include:

- deployment setup;
- buyer onboarding;
- supplier onboarding;
- helpdesk and user support;
- training and capacity building;
- programme management;
- reporting;
- translation and localisation;
- custom configuration;
- additional development;
- market assessments;
- supplier mapping;
- monitoring, evaluation and learning;
- compliance, audit or donor reporting support.

These services may be funded directly by NGOs, donors, foundations, public institutions, grants or programme budgets.

## 10. Staffing and support rates

The Foundation may provide operational support through staff, contractors, programme leads, consultants or experts. Staffing and support rates should reflect the Foundation's non-profit purpose. They may be lower than commercial consulting rates, while still covering the cost of delivery, management, administration, continuity and reasonable overhead.

The Foundation may use different rates for different types of activities, geographies, funding sources or programme models, provided the pricing basis is documented and mission-aligned.

## 11. Cost coverage

Foundation-supported pricing may aim to cover:

- direct programme costs;
- staffing and operational support;
- hosting and maintenance;
- technology services from Solvoz BV;
- training and onboarding;
- supplier engagement;
- reporting and administration;
- reasonable overhead;

- a reasonable continuity reserve.

The Foundation is not required to price every deployment at full cost where grants, donations or donor support cover part of the cost. However, pricing should not undermine the Foundation's ability to deliver responsibly and sustainably.

## **12. Grant-funded and donor-funded access**

Donors, foundations, public institutions, funds or grant programmes may finance access for individual organisations, groups of organisations, regional programmes or public-benefit deployments. Grant-funded and donor-funded access may cover:

- discounted technology licence fees;
- deployment setup;
- staffing and operational support;
- supplier onboarding;
- NGO onboarding;
- training;
- translation and localisation;
- open-access knowledge development;
- reporting and evaluation;
- other eligible public-benefit costs.

Where grant or donor funding is used, the pricing and cost allocation must comply with the relevant grant or donor conditions and the Foundation's grant funding policy.

## **13. Discounts, exceptions and approvals**

The board may approve pricing schedules for Foundation-supported deployments. Within an approved pricing schedule, an authorised operational lead or programme lead may apply the relevant prices, rates or discounts. Exceptions outside the approved pricing schedule require board approval or approval by a person specifically authorised by the board. Examples of exceptions include:

- additional discounts;
- fee waivers;
- unusual payment terms;
- deployment-specific subsidised access;
- pricing arrangements that materially differ from approved schedules;
- cases where eligibility is unclear.

All material exceptions should be documented.

## **14. Relationship with Solvoz BV**

Solvoz BV is the default technology provider for Foundation-supported Solvoz deployments, given the origin, purpose and sector-specific design of the technology.

NGO and non-profit pricing may include costs charged by Solvoz BV to the Foundation for software access, hosting, maintenance, bug support, standard technical support, security, development or other technology services. Such costs must be governed by formal agreements, documented pricing and the Foundation's related-party transaction policy.

The Foundation's pricing to NGOs, donors or programme partners should clearly distinguish, where relevant, between:

- discounted technology licence fees;
- programme and staffing costs;
- deployment-specific services;
- grant-funded or donor-funded components;
- free supplier, SME and manufacturer registration.

## 15. Review

The board reviews this pricing policy at least once per year, or earlier if there are material changes in:

- the Foundation's activities;
- the funding model;
- the relationship with Solvoz BV;
- donor or grant requirements;
- cost levels;
- programme delivery models;
- legal, tax, ANBI or compliance requirements.

Pricing schedules may be reviewed more frequently where operationally necessary.

## 16. Public transparency

The Foundation may publish the principles of this policy on its website or in public-benefit reporting. Detailed pricing schedules, deployment-specific budgets or contractual rates do not need to be published unless required by law, donor conditions, grant conditions or public-benefit reporting obligations. Public communication should make clear that:

- eligible NGOs and non-profit actors may access Foundation-supported deployments under mission-aligned pricing;
- donors and funders may support access for public-benefit programmes;
- supplier, SME and manufacturer registration is free in Foundation-supported deployments;
- commercial deployments are served outside the Foundation model.