



For Schools
For Learning
For Support

IT Systems & Support Limited
Support Costing Overview - Services to Schools V2.03
Support Services for Academic Year 2024 to 2025

For Academies, Secondary, Primary, Infant, Junior, Special, Nursery, Independent and Free Schools



Foreword

This document provides details of services provided to your establishment via IT Systems & Support Limited.

IT Systems provides a dedicated and high quality service to support school Curriculum and Administration systems. This service is based within the Darlington area and provides on-site, remote and web based support.

To provide first, second and third line technical support to all client schools for administrative and curriculum use computers, including helpdesk, dedicated regular technical support and administration of broadband connectivity.

IT Systems remit is to support schools to raise standards of achievement, improve the quality of teaching and learning, create and share information via digital resources and improve administrative efficiency through the use of ICT. To support schools in implementing issues surrounding workforce reform by working alongside the supported school curriculum team, third party and multi agency departments.

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Version Information

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IT Systems – Annual Service Provision

HELPDESK (Reactive Support)		
Item	Cost per week	Annual Cost
Remote Support Only	£ 20.72	£ 808.23
On-Site Support Only	£ 25.74	£ 1,004.00

TECHNICAL SUPPORT (Proactive Support)		
Item	Cost per week	Annual Cost
Half-Day a month on-site support	£ 24.77	£ 965.97
Half-Day a fortnight on-site support	£ 49.54	£ 1,931.95
Two hours a week on-site support	£ 61.74	£ 2,407.94
Half-Day a week on-site support	£ 99.07	£ 3,863.89

SPECIALIST SUPPORT / SERVICE		
Item	Cost per week	Annual Cost
Wifi Support Service	£ 5.10	£ 199.00
Switching Support Service	£ 5.10	£ 199.00
AV Maintenance Service (per device 3x times a year)	£ 1.54	£ 60.00

HARDWARE SUPPORT / SERVICE		
Item	Cost per week	Annual Cost
Laptop Battery Replacement Service (Excluding Teacher Laptops) – Per Laptop	£ 0.77	£ 30.00
Machine Support Cost Repair / Break-Fix – Per Device	£ 1.28	£ 50.00
Hardware Support Exc. Malicious – Per Site (provisioned with Machine Support Costs)	£ 51.28	£ 2,000.00
Hardware Support – Classroom Teaching Equipment Repair / Break-Fix - Per Classroom / Interactive Screen	£ 5.13	£ 200.00

VOIP AS A SERVICE		
Item	Cost per week	Annual Cost
SIP Trunk Provision (£12.00 per month per line)	£ 3.69	£ 144.00
Handset - Basic (£11.00 per month)	£ 3.38	£ 132.00
Handset - Keylink (14.00 per month)	£ 4.31	£ 168.00
Handset - Wireless (£20.00 per month)	£ 6.15	£ 240.00
Call routing (for MAT and cross-campus sites)	£ 6.15	£ 240.00
Voicemail (per month per line)	£ 0.41	£ 16.00
VOIP Support (Per Device remote and email)	£ 0.26	£ 10.00

BROADBAND		
Item	Cost per week	Annual Cost
100mb Leased Line	-	POA
1000mb Leased Line	-	POA
Managed Boundary Firewall - Small	£ 12.82	£ 500.00
Managed Boundary Firewall - Medium	£ 19.23	£ 750.00
Managed Boundary Firewall - Large	£ 25.64	£ 1,000.00
Managed Filter - Small	£ 12.82	£ 500.00
Managed Filter - Medium	£ 19.23	£ 750.00
Managed Filter - Large	£ 25.64	£ 1,000.00
Third Party Routing (SIP etc)	£ 7.69	£ 300.00

DPO AS A SERVICE		
Item	Cost per week	Annual Cost
A - Single School <29.9 FTE	£ 32.05	£ 1,250.00
B - Single School 30-59.9 FTE	£ 38.46	£ 1,500.00
C - Single School 60.0-89.9 FTE	£ 44.87	£ 1,750.00
D - Single School >90 FTE	£ 51.28	£ 2,000.00
E - MAT <99.99 FTE	£ 51.28	£ 2,000.00
F - MAT 100-199.99 FTE	£ 76.92	£ 3,000.00
G - MAT 200-299.99 FTE	£ 102.56	£ 4,000.00
H - MAT 300-300.99 FTE	£ 128.21	£ 5,000.00

I - MAT 400-499.9 FTE	£ 153.85	£ 6,000.00
J - MAT 500-749.99 FTE	£ 192.31	£ 7,500.00
K - MAT 750-999.99 FTE	£ 230.77	£ 9,000.00
L - MAT >1000 FTE	£ 269.23	£ 10,500.00
N - Nursery / Childcare Provider <0	£ 7.69	£ 300.00

MIS SUPPORT		
Item	Cost per week	Annual Cost
Remote Support	£ 16.41	£ 640.00
Core Support – Primary Setting	£ 10.13	£ 395.00
Core Support – Secondary Setting	£ 43.46	£ 1,695.00
Service Cost (Per Pupil)	£ 0.06	£ 2.50

PLATFORM AS A SERVICE		
Item	Cost per week	Annual Cost
Cloud Service Core (cost per pupil per year): - Remote Access	£ 0.30	£ 12.00
Cloud Service Basic (cost per pupil per year): - Remote Access - Platform	£ 0.41	£ 16.00
Cloud Service Standard (cost per pupil per year): - Remote Access - Platform - VOIP	£ 0.51	£ 20.00
Cloud Service Premium (cost per pupil per year): - Remote Access - Platform - VOIP - IaaS	£ 0.62	£ 24.00

INFRASTRUCTURE AS A SERVICE		
Item	Cost per week	Annual Cost
AP Licence (per AP)	-	£ 75.00
Wi-Fi 5e (802.11 ac wave 2): - AP rental (per AP) - 3 year service contract	£ 4.77	£ 185.95
DFE Approved Wi-Fi 6e (802.11 ax wave 2): - AP rental (per AP) - 3 year service contract	£ 8.50	£ 331.67
24-port Gigabit Layer 3 Switching: - Switch rental (per switch) - 3 year service contract	£ 30.69	£ 1,197.00
24-port Gigabit Layer 3 POE+ Switching: - Switch rental (per switch) - 2x 1050w PSU (per switch) - 3 year service contract	£ 51.64	£ 2,014.00
48-port Gigabit Layer 3 Switching: - Switch rental (per switch) - 3 year service contract	£ 45.15	£ 1,761.00
48-port Gigabit Layer 3 POE+ Switching: - Switch rental (per switch) - 2x 1050w PSU (per switch) - 3 year service contract	£ 66.64	£ 2,599.00
Wi-Fi 5e (802.11 ac wave 2): - AP rental (per AP) - 5 year service contract	£ 4.77	£ 185.95
DFE Approved Wi-Fi 6e (802.11 ax wave 2): - AP rental (per AP) - 5 year service contract	£ 5.10	£ 199.00
24-port Gigabit Layer 3 Switching: - Switch rental (per switch) - 5 year service contract	£ 18.42	£ 718.20

24-port Gigabit Layer 3 POE+ Switching: - Switch rental (per switch) - 2x 1050w PSU (per switch) - 5 year service contract	£ 30.98	£ 1,208.40
48-port Gigabit Layer 3 Switching: - Switch rental (per switch) - 5 year service contract	£ 27.09	£ 1,056.60
48-port Gigabit Layer 3 POE+ Switching: - Switch rental (per switch) - 2x 1050w PSU (per switch) - 5 year service contract	£ 39.98	£ 1,559.40
Chassis-based Layer 3 Core Switch		POA

BACKUP AS A SERVICE		
Item	Cost per week	Annual Cost
M365 Backup Licence - Per User	£ 0.38	£ 15.00
Base M365 Backup per GB: - Original - Offsite	£ 0.04	£ 1.75
Standard M365 Backup per GB: - Original - Offsite - Replication	£ 0.08	£ 3.25
DfE/RPA Approved M365 Backup per GB: - Original - Offsite - Replication 1 - Replication 2	£ 0.12	£ 4.75
Base System Backup per GB (inc licensing): - Original - Offsite	£ 0.04	£ 1.75

Standard System Backup per GB (inc licensing): - Original - Offsite - Replication	£ 0.08	£ 3.25
DFE/RPA Approved System Backup per GB (inc licensing): - Original - Offsite - Replication 1 - Replication 2	£ 0.12	£ 4.75

IT Systems – On-Demand Service Provision

AD-HOC / PAYG (Reactive Support)		
Item	Day Rate	Annual Cost
Remote Support (per issue up-to first hour)	-	£ 45.00
On-Site Support (per issue up-to first hour)	-	£ 95.00
Half-Day on-site (per technician)	£ 395.00	-
Half-Day on-site (per engineer)	£ 447.50	-
Half-Day on-site (per specialist)	£ 502.00	-
Travel (per mile)	-	£ 0.50

ID CARD SERVICE		
Item	Day Rate	Annual Cost
Setup Artwork	-	£ 9.99
Plain Card & Holder	-	£ 2.50
Magstripe Card & Holder	-	£ 5.00
Proximity Card & Holder	-	£ 8.00
Plain Lanyard	-	£ 1.00
Printed Lanyard	-	£ 1.50
Custom Lanyard (min order 100)	-	£ 3.50

INTEGRATION SERVICE		
Item	Day Rate	Annual Cost
M365 /Google AD Integration - Primary School	-	£ 595.00
M365 /Google AD Integration - Secondary School	-	£ 950.00
Commission Jamf iPad Image	-	£ 10.90
Commission InTune Windows Laptop Image	-	£ 10.90
Commission InTune Windows Desktop Image	-	£ 10.90
Commission Google MDM ChromeOS Image	-	£ 10.90
Commission User Type Policy in Entra / InTune / M365	-	£ 10.90

INSTALLATION SERVICE		
Item	Day Rate	Annual Cost
Commission iPad onto Jamf (Per Device)	-	£ 10.90
Commission Chromebook onto Google Edu Plus (Per Device)	-	£ 10.90
Commission Windows Device onto InTune (Per Device)	-	£ 10.90
Install touchscreen onto solid wall with fixed wallmount (subject to survey)	-	£ 495.00
Install touchscreen onto solid wall with riser wallmount (subject to survey)	-	£ 495.00
Project Management - Standard Project	-	£ 1,000.00
Project Management - Large Scale Project (Cost per £1million)	-	£ 10,000.00
VOIP Line Port (Per Line)	-	£ 50.00

MIGRATION SERVICE		
Item	Day Rate	Annual Cost
Migrate Public Cloud tenancy (M365 to M365) Per user	-	£ 35.00
Migrate Public Cloud tenancy (M365 to Google & visa-versa)	-	£ 3,500.00

TRAINING / AUDIT		
Item	Day Rate	Annual Cost
MIS Training Session - On-Site (Half-Day)	-	£ 150.00
MIS Training Session - at IT Systems (Half-Day)	-	£ 100.00
GDPR Awareness Training	-	£ 250.00
GDPR Audit	-	£ 895.00
DFE ICT Standards Audit	-	£ 1,004.00



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