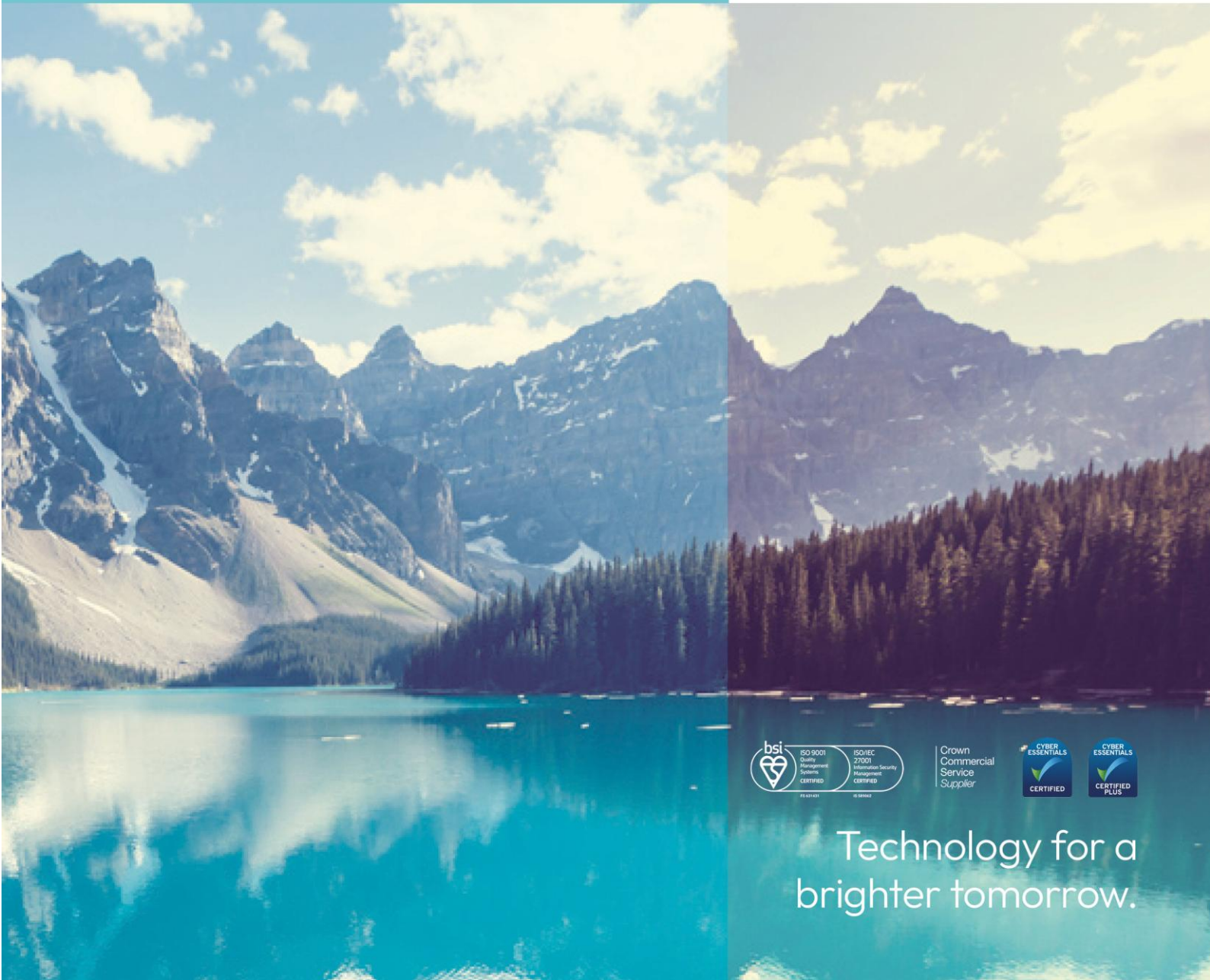




intelligent technology. practical solutions.

ITPS Support & Managed Services (Hardware, Cloud, End User, Network, M365 & Security) – Pricing



Crown
Commercial
Service
Supplier



Technology for a
brighter tomorrow.

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1. Service Desk for IT Support

Basic

Product Description	MRR Per User Excl. VAT.
Managed Helpdesk (08:30 – 17:30 Mon-Fri– excluding UK bank holidays)	£ 25.00
ITIL based Helpdesk system	
Infrastructure Reporting (Subject to Remote Monitoring Adoption e.g. N -able)	
ITIL Incident Management	
*Support billed for time and materials	

Standard

Product Description	MRR Per User Excl. VAT.
Managed Helpdesk (08:30 – 17:30 Mon-Fri– excluding UK bank holidays)	£ 55.00
ITIL based Helpdesk system	
Infrastructure Reporting (Subject to Remote Monitoring Adoption e.g. N -able)	
ITIL Incident Management	
Annual hardware review	
Patch & AV Management	
Out of Hours Support (17:30 – 08:30) /24*7 (Subject to Contract)	
Unlimited remote support	
Regular Health Checks	
Break / Fix Management (Subject to Vendor Contract being in place or arranged contract with ITPS)	
Detailed SLA Performance Metrics	
Managed Installs, Moves & Changes (IMACS)	
Third Party Vendor Liaison and Call Management	

Enterprise

Product Description	MRR Per User Excl. VAT.
Managed Helpdesk (08:30 – 17:30 Mon-Fri– excluding UK bank holidays)	£ 75.00
ITIL based Helpdesk system	
Infrastructure Reporting (Subject to Remote Monitoring Adoption e.g. N -able)	
ITIL Incident Management	
Annual hardware review	

Patch & AV Management	
Out of Hours Support (17:30 – 08:30) /24*7 (Subject to Contract)	
Unlimited remote support	
Regular Health Checks	
Break / Fix Management (Subject to Vendor Contract being in place or arranged contract with ITPS)	
Detailed SLA Performance Metrics	
Managed Installs, Moves & Changes (IMACS)	
Third Party Vendor Liaison and Call Management	
Dedicated MSD Engineering	
Change Management	
Asset Management	
Backup Monitoring	
Device Lifecycle Management	
Dedicated Technical Account Manager	

- Additional Services can be added to the Managed Service to create Tailored management solutions.
- Additional Services Modules can be quoted on request, such as PC Rollout & Image Deployment.

2. Network Management

Basic

Product Description	MRR Per User Excl. VAT.
Proactive monitoring of switches, routers, firewalls, wireless access controllers, wireless access points	£ 21.00
Network device configuration backup	
User management	
Quarterly network security analysis - SNMP Audit - Login Audit	
Annual hardware review	
*Support billed for time and materials	

Standard

Product Description	MRR Per User Excl. VAT.
Proactive monitoring of switches, routers, firewalls, wireless access controllers, wireless access points	£ 21.00
Network device configuration backup	

User management	
Quarterly network security analysis	
- SNMP Audit	
- Login Audit	
Annual hardware review	
Preventative maintenance	
- Firmware Upgrades	
Remediation of network issues	
Unlimited remote support	
Up to 1 onsite visit	

Enterprise

Product Description	MRR Per User Excl. VAT.
Proactive monitoring of switches, routers, firewalls, wireless access controllers, wireless access points	£ 21.00
Network device configuration backup	
User management	
Quarterly network security analysis	
- SNMP Audit	
- Login Audit	
Annual hardware review	
Preventative maintenance	
- Firmware Upgrades	
Remediation of network issues	
Unlimited remote support	
Quarterly CTO Meeting and review	
Quarterly network health review	
- IP Address Utilisation	
- Internet bandwidth Utilisation	
- Network device utilisation	
Quarterly documentation update	
- Device inventory	
- Firmware /software inventory	
- Network Map	
Up to 2 onsite visits	

3. Additional Monitoring Items

Product Description	NRR Excl. VAT.	MRR Excl. VAT.
Monitoring/Alerting/Reporting - Initial setup and Onboarding training	£ 300.00	

NOTE: This is for the console (web interface) setup only and is NOT to be used for engineering/installation work		
Per Server		£ 20.00
Per Workstation		£ 25.00
Per Network Device (Switch)		£ 65.00
Per Firewall		£ 125.00

- **Setup costs** – this will be a function of what the customer wants, for a basic install it will be one day of a DCS Engineer, for a more complex multi-site installation this could be a day per site. NB this is a one off cost.

Consultancy Rates

Rates are non-recurring cost charged Excl. VAT.

	Strategy and architecture	Change and Transformation	Development and implementation	Delivery and Operation	People and skills	Relationships & Engagement
Follow	£795	£795	£795	£795	£795	£795
Assist	£895	£895	£895	£795	£795	£795
Apply	£995	£995	£995	£795	£795	£795
Enable	£1,195	£1,195	£1,195	£995	£995	£995
Ensure or advise	£1,395	£1,395	£1,395	£995	£995	£995
Initiate or influence	£1,395	£1,395	£1,395	£995	£995	£995
Set strategy or inspire	£1,395	£1,395	£1,395	£995	£995	£995

Standards for Consultancy day rate cards

- Consultant's working day: 8 hours exclusive of travel and lunch
- Office hours: 9:00am to 5:00pm Monday to Friday
- Out of Hours: Charged at 1.5x normal Rate / Weekend Work charged at Double time
- Travel, mileage subsistence: Included in day rate within M25. Payable at department's standard travel and subsistence rates outside M25
- Professional indemnity insurance: included in day rate
- Working week: Monday to Friday excluding national holidays
- Mileage: As for travel, mileage subsistence