

Pricing sheet

Managed IT Service

Supplier: Vorboss Limited

Service: IT Managed Service

Framework: G-Cloud 15

Lot: Lot 3 – Cloud Support

Currency: GBP (£)

VAT: All prices exclude VAT unless stated otherwise

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Vorboss IT Managed Service is priced as a subscription service using a combination of per user and per device charges, depending on the buyer's requirements and agreed service scope. The service can be delivered as a standalone managed IT service or alongside associated services where required.

Final scope, quantities, and pricing are confirmed through the G-Cloud Order Form (Call-off Contract).

Service Tier Pricing (Per User, Per Month)

Service Tier	Charging Unit	Monthly Price (GBP)	Summary of Coverage	User Volume
Core	Per hour / month	£100	Remote IT support (portal/telephone/email), ticket-based incident & request handling	N/A
Standard	Per user / month	£35	Core services plus proactive maintenance, monitoring and operational device management (where included)	<250
Standard	Per user / month	£30	Core services plus proactive maintenance, monitoring and operational device management (where included)	251-500
Standard	Per user / month	£25	Core services plus proactive maintenance, monitoring and operational device management (where included)	501- 1000+
Advanced	Per user / month	£45	Standard services plus enhanced operational cover and tier-aligned security tooling (where included)	<250
Advanced	Per user / month	£40	Standard services plus enhanced operational cover and tier-aligned security tooling (where included)	251 - 500
Advanced	Per user / month	£35	Standard services plus enhanced operational cover and tier-aligned security tooling (where included)	501 – 1000+

Notes:

- Minimum contract term (where applicable): 12 months
- Coverage hours, service levels and response targets are defined in the Service Definition and confirmed in the Order Form.

Server Support (Per Device, Per Month)

Server support is available where required and included within scope.

Item	Charging Unit	Monthly Price (GBP)	Description
Server (Physical or Virtual)	Per server / month	£120	Operational support for in-scope servers, including incident handling and troubleshooting – RMM/24/7 NOC/Patching

Backup Tooling and Recovery Support (Optional)

Backup services are available as optional add-ons, subject to scope confirmation during onboarding. This cost includes Axcient Licensing as is a fully managed service.

Backup Service	Charging Unit	Monthly Price (GBP)	Description
Microsoft 365 Backup (Axcient)	Per user / month	£2.90	Backup for Microsoft 365 services in scope, including restoration support via service processes, Fully Managed Fair user policy applies
Server Virtual/Physical Backup (Axcient)	Per server / month	£45.00	Backup and recovery support for in-scope servers, including restoration request handling, Fully Managed. Fair user policy applies

Network Management (Optional – Per Device, Per Month)

Network management is available where network infrastructure is within the agreed service scope.

Network Device Type	Charging Unit	Monthly Price (GBP)	Description
Firewall / Router	Per device / month	£65.00	Operational support, incident handling, troubleshooting, and approved configuration assistance, RMM/24/7 NOC/Firmware
Switch	Per device / month	£30.00	Fault triage, port/VLAN troubleshooting (where in scope),

			and operational incident support, RMM/24/7 NOC/Firmware
Access Point	Per device / month	£16.00	Wi-Fi connectivity support, performance troubleshooting, and incident handling RMM/24/7 NOC/Firmware

Licensing Requirements (Optional – Supplied by Vorboss or Buyer-Provided)

Some components of IT Managed Service delivery may rely on third-party licensing (for example service tooling, backup services, or Microsoft cloud services). Buyers may either use existing licences or procure through Vorboss as part of onboarding and transition where required for service delivery.

Licensing requirements and responsibilities are confirmed during onboarding and documented within the Order Form.

Microsoft Licensing

Licence	Charging Unit	Monthly Price (GBP)	Description
Microsoft Business Premium	Per user / month	£Cost + 3% admin Fee	Licence selection depends on buyer requirements
Microsoft E3	Per user / month	£Cost + 3% admin Fee	Enterprise productivity tier
Microsoft E5	Per user / month	£Cost + 3% admin Fee	Enhanced security and compliance tier
Microsoft Defender for Endpoint P2	Per user / month	£Cost + 3% admin Fee	Endpoint detection and response

Additional Microsoft licences:

Vorboss can supply other Microsoft licensing options on request, subject to buyer requirements and service scope. Final licence selection and pricing are confirmed within the Order Form.

Service Tooling (Where Applicable)

Tool / Platform	Charging Unit	Monthly Price (GBP)	Description
ConnectWise PSA/RMM Platform	Per user / month or per device / month	Included as part of Standard & Advanced	Used where required for service tooling, monitoring and device management

Pricing Notes

- Pricing is confirmed during onboarding and documented within the G-Cloud Order Form, including service tier selection and included components.
- Optional elements (servers, backup, network management and licensing) are chargeable only where they form part of the agreed scope.
- One-off project activity (e.g., transformation, migration, change delivery) is priced separately and referenced via the Vorboss rate card and/or associated service definitions.