MANAGED IT SUPPORT SERVICE – RATE CARD

G-Cloud 15





ABOUT IMICRO

iMicro is a UK-based IT and communications services provider supporting public and private sector organisations. We deliver managed IT, cloud, cyber security, and connectivity services, with experience supporting healthcare providers, local authorities, and other public sector bodies.

ABOUT THIS DOCUMENT

This document provides the pricing structure for iMicro's **Managed IT Support** service offered under the G-Cloud framework. Pricing reflects the scope of services agreed at call-off, with service levels and contractual terms defined through the G-Cloud call-off contract.

1. PRICING APPROACH

iMicro's Managed IT Support is priced based on the scope of services agreed at call-off. Pricing may be structured using one or more of the following methods, depending on customer requirements:

- Per-user pricing
- Per-device pricing
- Time and materials using published day rates

The applicable pricing model is agreed as part of the G-Cloud call-off process.

2. DAY RATES

A day is defined as up to 7.5 working hours delivered during UK business hours, Monday to Friday, excluding public holidays, unless otherwise agreed at call-off.

Role	Day rate (ex VAT)
Service Desk Engineer	£325
Senior Engineer	£550
Cloud / Infrastructure Engineer	£650
Technical Account Manager	£750

3. PER-USER / PER-DEVICE PRICING

Per-user or per-device pricing may be agreed at call-off where a managed service model is required. Pricing will depend on:

- Number of users or devices supported
- Service scope and coverage
- Support hours and service levels

Indicative pricing may be provided as part of the G-Cloud call-off process and agreed at call-off.

4. WHAT IS INCLUDED

Pricing for Managed IT Support may include, where agreed:

- Service desk support for incidents and service requests
- Proactive monitoring and routine maintenance
- User account and access management
- Patch management
- Incident diagnosis and resolution
- Change management support
- Asset and configuration documentation

The exact scope is defined in the call-off contract.

5. WHAT IS EXCLUDED

Unless explicitly agreed at call-off, pricing excludes:

- Hardware supply
- Software licence costs
- Out-of-hours support
- Onsite support (unless separately agreed)

6. ADDITIONAL COSTS

Additional services outside the agreed scope may be provided subject to agreement and charged using the applicable day rates.

Travel and expenses for onsite support, where required, are charged in accordance with agreed terms.

7. VAT AND INVOICING

- All prices are exclusive of VAT
- VAT is charged at the prevailing rate
- Invoicing and payment terms are as set out in the G-Cloud call-off contract

8. PRICE VALIDITY

Prices are valid from the Framework Award Date and may be updated in accordance with the G-Cloud framework rules.

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