

Ongoing Support

G Cloud 15 - LOT3

1. Insight

Insight leads the delivery of transformative solutions, supported by a powerful ecosystem of over 6,000 global partners including Microsoft, AWS, and Cisco.

As a Fortune 500 company with a long-standing history of delivering trusted services to the UK Public Sector, we combine our own deep expertise in consulting, advisory, and transformation with partner innovation to create holistic solutions across cloud, data, modern workplace, cybersecurity, and application services.

Guided by proven methodologies and ESG principles, we work collaboratively to design and implement tailored strategies that drive measurable business impact while promoting sustainability and governance excellence.

2. Insight for the Public Sector

Your End-to-End Digital Transformation Partner

As a leading Solutions Integrator, Insight combines deep technical expertise with a vast partner ecosystem to help UK government organisations modernise, innovate, and deliver citizen-centric services. We hold places on over 85 public sector frameworks, offering a compliant, efficient route to digital transformation.

We don't just supply IT; we design, deploy, and manage the solutions that secure your data and unlock value.

Core Areas of Expertise

- **Innovation, Data & AI:** we deliver end-to-end data science and custom AI solutions. From modernising data platforms to deploying bespoke machine learning and spatial computing, we help you unlock the value of your data to drive operational efficiency.
- **Modern Infrastructure & Cloud:** Building scalable, hybrid foundations that reduce technical debt and support multi-cloud strategies.
- **Modern Workplace:** Empowering the public sector with secure, flexible tools to work from anywhere, attracting talent and improving productivity.
- **Cybersecurity:** Comprehensive managed security services, threat detection, identity protection, and compliance management to ensure your data remains sovereign and secure.
- **Modern Apps:** Agile application development creating meaningful and impactful tools that link to tangible benefits, improvements and cost savings.

Our Approach: Consulting, Lifecycle, & Managed Services

We deliver value at every stage of your technology journey, ensuring accountability from strategy to support:

- **Consulting (Architecting the Future):** We bridge internal skills gaps with data-driven strategy. From "Discover & Design" to full-scale migration planning, we ensure your investments solve real public sector challenges.
- **Lifecycle (Seamless Execution):** We take the risk out of procurement and deployment. Leveraging global buying power, we handle everything from supply chain management and imaging and implementation to sustainable asset disposal (ITAD).
- **Managed Services (Always-On Support):** Shift from "keeping the lights on" to innovation. We provide 24/7 infrastructure monitoring, cloud cost optimisation (FinOps), and security operations to ensure resilience.

Service Description

Insight Ongoing Support Services provide continuous maintenance, monitoring, and optimisation for applications and cloud environments. Combining ITIL®-aligned processes with Agile delivery, we offer flexible SLA tiers, proactive incident management, and feature enhancements. Our dedicated or shared pods ensure resilience, compliance, and innovation, freeing your teams to focus on strategic priorities.

Constraints

None specified

Pricing Options

Pricing Option 1

Pricing Unit:

Dedicated Team

Unit Qty Definition:

Per Team-Month

Rationale:

Ongoing, SLA-driven support with dedicated delivery pods and familiarity with the client's estate aligns best with a Dedicated Team model, providing predictable monthly costs and stable resourcing for continuous maintenance, monitoring, and optimisation.

Complexity Level	Unit Price	Unit Measure
Low Complexity	£65,000	per dedicated support team per month
Medium Complexity	£97,500	per dedicated support team per month
High Complexity	£132,500	per dedicated support team per month

Pricing Assumptions:

- 22 working days per month is the standard capacity baseline for pricing across all services and complexity tiers.
- All prices are exclusive of VAT.
- This figure already includes normal public holidays, weekends, and excludes overtime unless explicitly stated.
- Seniority & Skill Mix: Low = mid level consultants/engineers; Medium = senior consultants/architects; High = principal architects/SMEs.
- Scope & Effort: Higher complexity = more heterogeneity, integrations, governance, risk, and stakeholder management.
- Volume & Scale: Sometimes tied to asset/user/API counts but often reflects qualitative complexity.

- 22 working days per month is the standard capacity baseline for costing a dedicated team.
- Engagements are long term and stable — typically 6 to 12+ month minimum term.
- Teams are fully utilised on the customer programme.
- Service is delivered continuously across the year (not project spikes), often with 24/7 coverage if SLA requires.

Pricing Option 2

Pricing Unit:

Time & Materials (T&M;)

Unit Qty Definition:

Per Resource-Day

Rationale:

T&M; suits variable support demand and evolving enhancement/optimisation work, allowing the authority to pay for actual effort on incident resolution, change requests, and performance tuning where scope and volume may fluctuate over time.

Complexity Level	Unit Price	Unit Measure
Low Complexity	£2,900	per resource-day
Medium Complexity	£4,350	per resource-day
High Complexity	£5,900	per resource-day

Pricing Assumptions:

- 22 working days per month is the standard capacity baseline for pricing across all services and complexity tiers.
- All prices are exclusive of VAT.
- This figure already includes normal public holidays, weekends, and excludes overtime unless explicitly stated.
- Seniority & Skill Mix: Low = mid level consultants/engineers; Medium = senior consultants/architects; High = principal architects/SMEs.
- Scope & Effort: Higher complexity = more heterogeneity, integrations, governance, risk, and stakeholder management.
- Volume & Scale: Sometimes tied to asset/user/API counts but often reflects qualitative complexity.

Pricing Option 3

Pricing Unit:

Consumption-Based

Unit Qty Definition:

Per Usage Hour

Rationale:

A consumption-based model can be applied to elements such as ticket volumes, monitoring events, or hours of out-of-hours support, aligning cost with actual usage of support and monitoring services while supporting scalable demand.

Complexity Level	Unit Price	Unit Measure
Low Complexity	£95.00	per usage hour
Medium Complexity	£135.00	per usage hour
High Complexity	£180.00	per usage hour

Pricing Assumptions:

- 22 working days per month is the standard capacity baseline for pricing across all services and complexity tiers.
- All prices are exclusive of VAT.
- This figure already includes normal public holidays, weekends, and excludes overtime unless explicitly stated.
- Seniority & Skill Mix: Low = mid level consultants/engineers; Medium = senior consultants/architects; High = principal architects/SMEs.
- Scope & Effort: Higher complexity = more heterogeneity, integrations, governance, risk, and stakeholder management.
- Volume & Scale: Sometimes tied to asset/user/API counts but often reflects qualitative complexity.
- Billed per unit per month (VM, endpoint, server, application, user, API call).
- Volume assumptions are embedded; pricing is based on typical steady state usage patterns.

- Minimum commitments or volume tiers may apply for very small or very large estates.
- Consumption Based: 12+ month commitments for dedicated teams or per unit consumption billing.

CONTACT US

For more information, including validating any assumptions or resource requirements, please contact your Insight Account Manager.

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