UCNS
MANAGED IT

CERTIFIED ✔
ISO 27001:2013
INFORMATION
SECURITY

CERTIFIED ✔
ISO 9001:2015
QUALITY
MANAGEMENT

CYBER
ESSENTIALS
PLUS

Crown
Commercial
Service
Supplier

G-Cloud Pricing

UCNS Managed IT

Cloud IT Infrastructure Management for Museums

Author:
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Public / Internal / Confidential

Review Interval:
Ad-Hoc / Weekly / Monthly / **Annually** / NA

Contents:

1.0 Pricing

1.1 Flexible pricing for every budget

This service offers public sector IT Infrastructure Management for Museums from the Cloud and provides options for a variety of budget models and requirements. Options include shared resources onsite and cloud or pure cloud. UCNS Managed IT are happy to work with the customer to find a suitable and compliant model that meets the needs of the buyer.

1.2 Service pricing – set up and establish

The service set up and establish shall be billed in accordance to the agreed SOW leveraging the SFIA daily rate card below;

		Strategy & architecture	Business change	Solution development & implementation	Service management	Procurement & management support	Client interface
1.	Follow	£350	£350	£350	£350	£350	£350
2.	Assist	£450	£450	£450	£450	£450	£450
3.	Apply	£550	£550	£550	£550	£550	£550
4.	Enable	£650	£650	£650	£650	£650	£650
5.	Ensure/Advise	£750	£750	£750	£750	£750	£750
6.	Initiate/Influence	£850	£850	£850	£850	£850	£850
7.	Set Strategy/Inspire	£1,200	£1,200	£1,200	£1,200	£1,200	£1,200

1.3 Operate and manage

The Service Desk service is provided with a standard operating base cost that is applied on a monthly basis (standard base charge), as well as a utility charge model that ensures that you are charged for utilisation as follows;

Cost per user: 100-499				
Service Desk Triage Only	Triage	Level 1	Level 2	Level 3
Standard support level; 9-5 M-F	£10.00	£12.00	£14.40	£17.28
Enhanced support level; 8-6 M-F	£14.00	£16.80	£20.16	£24.19
Premium support level; 24x7x365	£18.20	£21.84	£26.21	£31.45
Executive support; 24x7x365	£21.84	£26.21	£31.45	£37.74

Cost per user: 500-999				
Service Desk Triage Only	Triage	Level 1	Level 2	Level 3
Standard support level; 9-5 M-F	£8.00	£9.60	£11.52	£13.82
Enhanced support level; 8-6 M-F	£11.20	£13.44	£16.13	£19.35
Premium support level; 24x7x365	£14.56	£17.47	£20.97	£25.16
Executive support; 24x7x365	£17.47	£20.97	£25.16	£30.19

Cost per user: 1000+				
Service Desk Triage Only	Triage	Level 1	Level 2	Level 3
Standard support level; 9-5 M-F	£6.00	£7.20	£8.64	£10.37
Enhanced support level; 8-6 M-F	£8.40	£10.08	£12.10	£14.52
Premium support level; 24x7x365	£10.92	£13.10	£15.72	£18.87
Executive support; 24x7x365	£13.10	£15.72	£18.87	£22.64

Technical classification levels to be agreed as part of the SOW.

2.0 Further information

Please contact us for further information or to customise your service further

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Main Tel	0330 113 5000
Website	www.UCNS.com