Jisc G-Cloud 12

Service Pricing

Contents

1 Managed AWS 2
2 Managed Azure 3
3 Managed GCP 4
4 Managed Database 5
5 Managed Microsoft 365 7
6 Managed Website Protection 8
7 Cloud Strategy and Roadmap 8
8 Cloud Professional Services 8
9 Cloud Migration 8
10 Cloud Design and Deployment 9
11 Cloud Architectural Review 9
12 Office 365 Migration 9
13 Janet Cloud Connect 10
14 Govroam 10

1 Managed AWS

Our Managed AWS service pricing depends on whether you buy AWS through Jisc or direct from AWS but is typically made up of three components:

- AWS consumption charges (the fee you pay for the AWS services you are using), including AWS Business Support
- A core managed service fee
- Fees for any Service Options you are using

The first of these will not appear if you are buying direct from AWS. We strongly recommend you buy AWS Business Support so we can escalate calls to AWS on your behalf.

We will invoice you on a monthly basis in £ in arrears.

There is an on-boarding fee for the managed service if we are migrating from an existing provider depending on the size and complexity of the estate. This fee is not applicable if the environment has been built by us through our 'Cloud Design and Deployment' or the 'Cloud Migration' services.

All service options are in addition to the core managed service.

AWS Consumption Charges	Pricing
AWS consumption charges when bought from Jisc	AWS list price
AWS Business Support when bought from Jisc (mandatory)	AWS list price (~10%)

Core Managed Service	Pricing
Core managed service charge when AWS services bought from Jisc	Free
Core managed service charge when AWS services bought direct from AWS	5% of AWS consumption charge

Service Options	Pricing
Enhanced Support	Includes all 3 components:
EC2 management charge	£50 per EC2 instance per month
RDS management charge	£5 per RDS instance per month
General management charge	7% of AWS consumption
Annual Security Review *Undertaken on a T&M basis (typically 2 days effort)*	As per SFIA rate card
Enhanced Anti-malware *Excludes licensing costs of any third-party anti-malware software.*	£5 per EC2 instance per month
Managed Backup *Excludes licensing costs of any third-party backup software.*	£5 per EC2 or RDS instance per month
Hybrid Solutions *Quoted on an hours/month basis following requirements gathering*	As per SFIA rate card
Enhanced Security *Quoted on an hours/month basis following requirements gathering*	As per SFIA rate card

Full details for all AWS consumption charges are available at **https://aws.amazon.com/pricing/**.

All prices exclude VAT at current rate.

All prices exclude travel and subsistence which is chargeable separately at cost.

2 Managed Azure

Our Managed Azure service pricing depends on whether you buy Azure through Jisc or through an EA or EES agreement and is typically made up of three components:

- Azure consumption charges (the fee you pay for the Azure services you are using), including access to Microsoft Premier Support
- A core managed service fee
- Fees for any Service Options you are using

The first of these will not appear if you are buying through an EA or EES agreement. Where you are buying Azure services through us or where you are buying through an EA or EES agreement and have granted us Delegated Admin Privileges, our pricing includes access to Microsoft Premier Support. Where we are unable to resolve an incident or change request, our team will act as an intermediary between you and the Microsoft Premier Support team.

We will invoice you on a monthly basis in £ in arrears.

There is an on-boarding fee for the managed service if we are migrating from an existing provider depending on the size and complexity of the estate. This fee is not applicable if the environment has been built by us through our 'Cloud Design and Deployment' or the 'Cloud Migration' services.

All service options are in addition to the core managed service.

Azure Consumption Charges	Pricing
Azure consumption charges when bought from Jisc	Azure list price (ERP)
Access to Microsoft Premier Support	Free

Core Managed Service	Pricing
Core managed service fee when Azure services bought from Jisc	Free
Core managed service fee when Azure services bought direct from Microsoft	15% of Azure consumption charge

Service Options	Pricing
Enhanced Support	Includes all 3 components:
VM management charge	£50 per VM per month
Azure SQL Database management charge	£5 per database per month
General management charge	7% of Azure consumption
Annual Security Review *Undertaken on a T&M basis (typically 2 days effort)*	As per SFIA rate card
Enhanced Anti-malware *Excludes licensing costs of any third-party anti-malware software.*	£5 per EC2 instance per month
Managed Backup *Excludes licensing costs of any third-party backup software.*	£5 per EC2 or RDS instance per month

Hybrid Solutions *Quoted on an hours/month basis following requirements gathering*	As per SFIA rate card
Enhanced Security *Quoted on an hours/month basis following requirements gathering*	As per SFIA rate card

Full details for all Azure pricing is available at **https://azure.microsoft.com/en-gb/pricing/**

All prices exclude VAT at current rate.

All prices exclude travel and subsistence which is chargeable separately at cost.

3 Managed GCP

Our Managed GCP service pricing depends on whether you buy GCP through Jisc or direct from Google but is typically made up of three components:

- GCP consumption charges (the fee you pay for the GCP services you are using), including GCP Production Support
- A core managed service fee
- Fees for any Service Options you are using

The first of these will not appear if you are buying direct from Google. We strongly recommend you buy GCP Production Support so we can escalate calls to Google on your behalf.

We will invoice you on a monthly basis in £ in arrears.

There is an on-boarding fee for the managed service if we are migrating from an existing provider depending on the size and complexity of the estate. This fee is not applicable if the environment has been built by us through our 'Cloud Design and Deployment' or the 'Cloud Migration' services.

All service options are in addition to the core managed service.

GCP Consumption Charges	Pricing
GCP consumption charges when bought from Jisc	GCP list price
GCP Production Support when bought from Jisc (mandatory)	GCP list price

Core Managed Service	Pricing
Core managed service fee when GCP services bought from Jisc	Free
Core managed service fee when GCP services bought direct from GCP	5% of GCP consumption charge

Service Options	Pricing
Enhanced Support	Includes all 3 components:
Compute Engine (CE) management charge	£50 per CE instance per month
Cloud SQL (CS) management charge	£5 per CS instance per month
General management charge	7% of GCP consumption
Annual Security Review *Undertaken on a T&M basis (typically 2 days effort)*	As per SFIA rate card

Enhanced Anti-malware *Excludes licensing costs of any third-party anti-malware software.*	£5 per CE instance per month
Managed Backup *Excludes licensing costs of any third-party backup software.*	£5 per CE or CS instance per month
Hybrid Solutions *Quoted on an hours/month basis following requirements gathering*	As per SFIA rate card
Enhanced Security *Quoted on an hours/month basis following requirements gathering*	As per SFIA rate card

Full details for all GCP pricing are available at **https://cloud.google.com/pricing**.

All prices exclude VAT at current rate.

All prices exclude travel and subsistence which is chargeable separately at cost.

4 Managed Database

Managed Database on-boarding (one-off)

Managed Database on-boarding includes completion of a requirements analysis. The day rate for this activity is taken from the provided SFIA Table.

Subsequent technical on-boarding and acceptance into service is charged at:

- £490 per instance on supported database servers and
- £60 per 'very small' database, £190 per 'small' database, £490 per 'medium' database and £980 per 'large' database.

This Managed Database on-boarding excludes any additional dedicated infrastructure and/or software licensing required by Jisc to deliver the service. This will be charged separately.

Where additional databases are added to an existing server that we manage and the database needs to be upgraded to a newer version of SQL Server, there will be an additional charge, as follows:

- Onboarding charge + 50% uplift

Managed Database (monthly)

Our Managed Database pricing is per database per month based on the database size ('very small', 'small', 'medium' and 'large').

Database size (per Database per Month)			
Very small	**Small**	**Medium**	**Large**
£30	£80	£160	£650

Where there are multiple databases there may be some aggregation of pricing.

Where the database size exceeds 'large', a custom charging model will be used.

Services are billed monthly, in arrears.

Periodic reviews of databases under the Managed Database service may be undertaken to determine the correct size classification and monthly charges may increase or decrease accordingly.

Where the service is delivered on Managed Azure, Managed AWS, Managed GCP or another Jisc managed public cloud platform, pricing may be reduced to acknowledge that some functionality is being delivered as part of the underlying Azure or other public cloud service.

All Service Request implementation activity is charged on a T&M basis.

Service option pricing

Jisc service options are priced in relation to their setup and as an annual supplement to the Managed Database pricing model, shown above. Unless otherwise stated, day rates are taken from the provided SFIA Table.

Enhanced Support (Monthly)

Database Size (Supplement per Database per Month)			
Very small	**Small**	**Medium**	**Large**
£30	£80	£80	£330

High Availability (HA) Solution Administration (Monthly)

- Setup price: £490 per HA node in the solution.

HA Solution Support (Supplement per HA Node per Month)		
Small	**Medium**	**Large**
£80	£120	£160

Performance Review (Monthly)

- Setup price: £490.

Performance Review Service (Supplement per Month)		
Small	**Medium**	**Large**
£80	£160	£240

Data Encryption Solution Administration (Monthly)

- Setup price: £490 per relevant server.

Data Encryption Support (Supplement per Month)		
Small	**Medium**	**Large**
£40	£80	£120

Database Major Release Upgrade (One-off)

The database major release upgrade service option is a custom, T&M service dependent on the scope of the upgrade requirement.

Business Intelligence Services Management (Monthly)

- Setup price: £1960 per relevant server for SQL Server analysis services install and configuration. This excludes reporting services and ETL services setup.

MI/BI Support (Supplement per Month)			
	Very small	Small	Medium
Core	£50	£100	£200
Enhanced Support	£80	£160	£240

Reporting (Monthly)

- Setup price: £490 per relevant server.

Reporting Services Support (Supplement per Month)		
Small	Medium	Large
£40	£80	£120

Extract, Transform, Load (ETL) (One-off)

The ETL service option is priced dependent on the scope of the requirement.

Data extraction (One-off)

The data extraction service option is a custom, T&M service dependent on the scope of the data extraction requirement.

Analytics (One-off)

The analytics service option is a custom, T&M service dependent on the scope of the analytics requirement.

All prices exclude travel and subsistence which is chargeable separately at cost.

5 Managed Microsoft 365

Jisc is a Microsoft Cloud Solution Provider (CSP) partner and we resell Microsoft 365 licences at list price (Microsoft ERP), depending on your eligibility for the Microsoft 365 plans for Government, Non-profit, Business and Enterprises, or Education. When buying these licenses from Jisc, we include our core Managed Microsoft 365 service at no additional charge.

Alternatively, customers can buy their Microsoft 365 licences through a third-party, using an Enterprise Agreement (EA) or Enrollment for Education Solutions (EES) procurement route (including the Chest EES Agreement that is also available from Jisc). In this case, Managed Microsoft 365 pricing is based on the number of Microsoft 365 seats you are consuming on a monthly basis, irrespective of whether you are buying your Microsoft 365 licences through Jisc or not. A ‘seat’ is defined as an individual E1/A1, E3/A3 or E5/A5 licence. In this case, our core Managed Microsoft 365 service fee is £4.75 per seat per month. This includes access to Microsoft Premier Support (where you have granted us Delegated Admin Privileges). For customers buying Education plan licences, student seats are always free.

In both cases, we will invoice you on a monthly basis in arrears.

All work undertaken for the Enhanced Security service option will be priced on a T&M basis with day rates as specified in our SFIA rate card.

All service requests and change requests undertaken as part of the core service and for the service option will be priced according to our SFIA rate card for an agreed number of days effort.

All prices exclude travel and subsistence which is chargeable separately at cost.

6 Managed Website Protection

Service On-boarding Phase (One-off)

Managed Website Protection on-boarding includes completion of a requirement analysis, technical on-boarding and acceptance into service. This usually takes no more than 1 day.

The day rate for this activity is in the provided SFIA Table.

Monthly Billing

The Imperva Cloud WAF and Fortinet FortiWeb WAF services are provided at list price.

Jisc service management, including the handling of any service requests, is supplied based on an agreed number of days per month priced according to the provided SFIA rate card.

Both are invoiced in £ monthly in arrears.

7 Cloud Strategy and Roadmap

Cloud Strategy & Roadmap service pricing is determined following a discovery and requirements analysis activity and is dependent on scope and complexity of the customer requirement. The discovery and requirements analysis activity is charged on a T&M basis, based on our SFIA rates.

Once the scope of the project is agreed, the Cloud Strategy & Roadmap service is conducted by a Jisc Cloud Consultant and a Jisc Project Manager on a T&M basis, based on our SFIA rates.

8 Cloud Professional Services

All roles will be charged at the day rates listed on our SFIA rate card.

9 Cloud Migration

The Cloud Migration service is priced on the following basis.

Cloud Migration Setup (one-off)

Cloud Migration Setup is priced using a Jisc pre-sales consultancy on the basis of the size and the scope of the migration requirement and is a mandatory pre-requisite to the Cloud Migration Implementation Project, see below. It comprises the following, (see Section 2 for further details):

- Cloud Migration Discovery Phase
- Cloud Migration Project Planning Phase.

The Cloud Migration Setup is conducted by a Jisc Consultant and Jisc Project Manager at the provided SFIA day rate.

A key deliverable is a baseline cloud migration plan, which includes a Jisc proposal for the cloud migration implementation project. The customer may decline this proposal in which case the Cloud Migration service will terminate or accept it in which case the cloud migration implementation project will commence.

Cloud Migration Implementation Project (one-off)

The cloud migration implementation project delivers the baseline cloud migration plan. It comprises of the deliverables described in section 3 of this document.

The cloud migration implementation project is managed by a Jisc Project Manager and undertaken by a Jisc Cloud Consultant at the provided SFIA day rate.

10 Cloud Design and Deployment

In order to scope and price the Cloud Design & Deployment service project, a requirements analysis phase is required, priced on a T&M basis dependent on the scope and complexity of the customer requirement.

The day rate will be taken from the provided SFIA day rates.

A key deliverable of the requirements analysis phase will be an estimate or quote for the remainder of the Cloud Design & Deployment project. We are happy to either provide an estimate of the effort required and undertake the project on a T&M basis or provide a fixed-price quote for the work.

The Cloud Design & Deployment service is conducted by AWS, Azure or GCP Solutions Architects, Cloud Security Engineers and a Project Manager at the provided SFIA day rate.

All AWS, Azure or GCP services consumed during the project must be paid for by the customer, either by using one or more of the Jisc Managed AWS, Managed Azure or Managed GCP services or by using an alternative procurement route arranged by the customer.

11 Cloud Architectural Review

This service is a fixed price consultancy service, charged at £7,500 excluding travel and subsistence costs.

12 Office 365 Migration

The Office 365 Migration service is priced on the following basis:

Office 365 Migration Setup

Office 365 migration setup is priced by Jisc on the basis of the size and scope of the migration requirement and is a mandatory pre-requisite to the Office 365 migration implementation project, see below. It includes the following, (see Section 2 for further details):

- Office 365 migration discovery phase
- Office 365 migration project planning phase.

The Office 365 migration setup is conducted by a Jisc Consultant and Jisc Project Manager at the provided SFIA day rate.

Office 365 Migration Implementation

The Office 365 migration implementation project delivers the baseline Office 365 migration plan.

The Office 365 migration implementation project is coordinated by a Jisc Project Manager and undertaken by a Jisc Cloud Consultant at the provided SFIA day rate.

13 Janet Cloud Connect

We offer a free of charge consultation, typically through a scoping call, to capture your requirements for connectivity delivered through our Janet Cloud Connect service. Pricing is highly bespoke and dependent upon: your choice of cloud solutions provider, the volume of traffic you anticipate into and out of this cloud, and so the resulting bandwidth requirement. Also, your geographical location(s), pre-existing connectivity, required level of resilience and service availability in your area. We will take all these factors into consideration in finding the best connectivity match for your requirements that can be scaled as your needs change over time.

14 Govroam

Govroam pricing is detailed in the Govroam pricing document.