

AGS Airports Ltd

IT Services

2020 Rate Card

- *All IT services can be supplied at Aberdeen International Airport, Glasgow Airport or Southampton International Airport, unless otherwise stated.*
- *All rates are applicable to all three AGS airports, unless otherwise stated.*

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Data Services

Service	Description	Includes	Excludes	SLA (from valid PO to start of work)	One-off charge to customer	Monthly Service Charge	Quarterly	Annual	Specification	Considerations / Assumptions
Network Access										
1Gbps Switchport	Use of a single network port on AGS' multiservice network	1 network outlet over existing structured cabling. Supported connectivity. SLAs available on request	Any new structured cabling - see below for information	5 days if cabling exists 4 weeks if new cabling required	£250	£20	£60	£240.00	Existing cat5e structured cabling at 1Gbps 24x7 support for connectivity. SLAs available on request	Charges are per network port Network outlet over structured cabling already exists. Sufficient switch capacity exists
1Gbps Switchport With PoE(+)	Use of a single network port on AGS' multiservice network, including in-line power	1 network outlet over existing structured cabling. Supported connectivity. SLAs available on request	Any new structured cabling - see below for information	6 days if cabling exists 4 weeks if new cabling required	£250	£25	£75	£300.00	Existing cat5e structured cabling at 1Gbps 24x7 support for connectivity. SLAs available on request	Charges are per network port Network outlet over structured cabling already exists. Sufficient switch capacity exists
Change Configuration or Move Network Port	Amendment of config of network port (eg: adding VLAN to trunk). Movement of network presentation to another customer area / unit.	Enabling new network outlet and disabling old network outlet. Modifying switchport config Supported for connectivity. SLAs available on request		5 days	£50	N/A	N/A	N/A	Existing cat5e structured cabling at 100Mb minimum	Network outlet over structured cabling already exists Like for like: no change to service charge
Layer 2 VLAN	Point to (multi)point connectivity through AGS' multiservice network	Creation of dedicated VLAN for customer and isolation of said VLAN	Routing Addressing		POA	£50.00	£150	£600.00		
Layer 3 VLAN	Routed connectivity through AGS' multiservice network	Creation of dedicated VLAN for customer, allocation of address space and firewall rules			POA	£75.00	£225	£900.00		
Wireless Network Service										
Managed SSID on an existing Access Point	Connection to the AGS WLAN via a dedicated SSID	Network design, configuration of WiFi Access Point and SSID set-up Supported connectivity. SLAs available on request	Firewall changes - see below Any new structured cabling - see below for information	4 weeks	POA	£66.67	£200	£800.00	AGS standard WLAN. Cost is per SSID per AP Access Point model is Aruba 305	Sufficient capacity for an additional SSID on the Access Point
Occasional access to internet via an airport SSID	Voucher to connection to AGS Airport WiFi	Connectivity for 1 device for specified length of time		1 day	£5 per day, £15 per 5 days	N/A	N/A	N/A	Shared internet service	Price is per device, per day / 5days Payment in advance
Structured cabling										
Structured cabling	Structured cabling from customer unit to appropriate node room	Cabling, termination, testing and management costs	Survey of the area for complex work	4 weeks	POA	None	None	None	Cat6 cabling with minimum line rate of 100Mbps	Cost and timelines will be increased if node room is >90m from customer unit or if there is insufficient switch capacity
Point-to-point fibre or copper (dark fibre)	Point to Point fibre connectivity separate from AGS network	Fibre works	Survey of area for complex work Onward connectivity from switches to customer infrastructure Fibre containment (if routes don't already exist)	4 weeks	POA	£150	£450	£1,800.00	Fibre cabling between node rooms dependent on customer specifications	Customer to specify type and bandwidth of fibre required, functionality of their service and locations of their equipment Additional infrastructure (such as switches) will increase costs and timelines

Voice Services

Service	Description	Includes	Excludes	SLA (from valid PO to start of work)	One-off charge to customer	Monthly Service Charge	Quarterly	Annual	Specification	Considerations / Assumptions
Telephony Service										
Internal Call Routing Only	Calls can be made only to internal extensions at the local Airport from which the service is provided	Voice service over existing structured cabling. Standard analogue handset. Supported connectivity and hardware. SLAs available on request.	Any new structured cabling - see below for information	5 days if cabling exists. 4 weeks if new cabling required.	£75	£15.00	£40.00	£160.00	Physical connectivity to a voice enabled node room	Network outlet over structured cabling already exists. Sufficient switch capacity exists
Internal & External Call Routing	Calls can be made outside the local Airport (e.g. Local access / STD access / International Access, etc)	Voice service over existing structured cabling. Standard analogue handset. Supported connectivity and hardware. SLAs available on request.	Call charges. Any new structured cabling - see below for information	5 days if cabling exists. 4 weeks if new cabling required.	£75	£25.00	£75.00	£300.00	Physical connectivity to a voice enabled node room	Network outlet over structured cabling already exists. Sufficient switch capacity exists
FAX Circuit	Analogue circuit for FAX transmissions.	Fax service over existing structured cabling Supported connectivity. SLAs available on request.	Call charges. Any new structured cabling - see below for information	5 days if cabling exists 4 weeks if new cabling required	£75	£25.00	£75.00	£300.00	Physical connectivity to a voice enabled node room	Network outlet over structured cabling already exists. Sufficient switch capacity exists
IP Handset	IP telephony handset with data pass-through.	Handset.	Subsequent replacements.	5 days	£160.00	N/A	N/A	N/A	Mitel 6920 (Black, Wired, 320x240 3.5" LCD, GB Eth Passthrough) or current equivalent	
Supplementary Services										
Voice Mail Enablement	Mailbox against internal extension	Allocated voice mailbox against defined extension		5 days	POA	£2.50	£7.50	£30.00	In addition to circuit and handset costs	
Divert Enablement	Ability to autonomously divert to another circuit / number	Call divert config availability		5 days	POA	£2.50	£7.50	£30.00	In addition to circuit and handset costs	
Conferencing Enablement	Ability for a designated extension to create conference calls	Conference call creation for designated extension		5 days	POA	£5.00	£15.00	£60.00	In addition to circuit and handset costs	
Hunt Group Enablement	Designation of a hunt group number	Creation of hunt group		5 days	POA	£2.50	£7.50	£30.00	In addition to circuit and handset costs	
Pickup Group Enablement	Designation of a pick up group	Creation of pick up group		5 days	POA	£2.50	£7.50	£30.00	In addition to circuit and handset costs	
Present CLI Enablement	Presentation of your DDI extension to other, external, recipients of your call	Configuration to present extension DDI to other autonomous systems		5 days	POA	£2.50	£7.50	£30.00	In addition to circuit and handset costs	CLI Type 5 is present on external facing trunk

Internet Access

Service	Description	Includes	Excludes	SLA (from valid PO to start of work)	One-off charge to customer	Monthly Service Charge	Quarterly	Annual	Specification	Considerations / Assumptions
Internet Service										
Discrete IP Address	Own unique IP address on AGS' public range	Single publically routable IP address		4 weeks	£150	£50	£150	£600.00	Provision of a single publically routable IP address owned by AGS, for the use by the tenant.	We have spare capacity in our public range.
Discrete Content Filtering	Setting of own specific website/application filtering rules outwith the the standard AGS applied baseline	Setup and curation of app/content filtration ruleset		2 weeks	£100	£10	£30	£120.00	Provision of specific ruleset to be applied to 3rd party customer VLAN with respect to applicatoin and content filtering.	Customer is utilising Airport Internet breakout
Firewall Rule/Config Changes	Firewall changes to enable internet connectivity	Network changes and firewall configuration		4 weeks (concurrent)	POA	None	None	None		Customer to supply detailed requirements of firewall connectivity and ports to be configured
Wired Internet Service at 5Mbps Bandwidth	Shared internet service at 5Mb bandwidth (upload and download)	All setup, including Network design, dedicated VLAN, port presentation, firewall and NAT rule additions. 24x7 help desk - engineers on-site within 1 day	Any new structured cabling - see above for information Firewall changes - see below	4 weeks	£500	£40	£120	£480.00	Wired internet over Cat5e structured cabling Dedicated internet service delivering 5Mbps download and upload speeds	Assumption that structured cat5e cabling exists Firewall changes will be identified during scoping and will add to costs Costs apply per connection / network outlet
Wired Internet Service at 10Mbps Bandwidth	Shared internet service at 10Mb bandwidth (upload and download)	All setup, including Network design, dedicated VLAN, port presentation, firewall and NAT rule additions. 24x7 help desk - engineers on-site within 1 day	Any new structured cabling - see above for information Firewall changes - see below	4 weeks	£500	£75	£225	£900.00	Wired internet over Cat5e structured cabling Dedicated internet service delivering 10Mbps download and upload speeds	Assumption that structured cat5e cabling exists Firewall changes will be identified during scoping and will add to costs Costs apply per connection / network outlet
Wired Internet Service at 20Mbps Bandwidth	Shared internet service at 20Mb bandwidth (upload and download)	All setup, including Network design, dedicated VLAN, port presentation, firewall and NAT rule additions. 24x7 help desk - engineers on-site within 1 day	Any new structured cabling - see above for information Firewall changes - see below	4 weeks	£500	£140	£420	£1,680.00	Wired internet over Cat5e structured cabling Dedicated internet service delivering 20Mbps download and upload speeds	Assumption that structured cat5e cabling exists Firewall changes will be identified during scoping and will add to costs Costs apply per connection / network outlet
Wired Internet Service at 30Mbps Bandwidth	Shared internet service at 30Mb bandwidth (upload and download)	All setup, including Network design, dedicated VLAN, port presentation, firewall and NAT rule additions. 24x7 help desk - engineers on-site within 1 day	Any new structured cabling - see above for information Firewall changes - see below	4 weeks	£500	£210	£630	£2,520.00	Wired internet over Cat5e structured cabling Dedicated internet service delivering 30Mbps download and upload speeds	Assumption that structured cat5e cabling exists Firewall changes will be identified during scoping and will add to costs Costs apply per connection / network outlet
Wired Internet Service at 40Mbps Bandwidth	Shared internet service at 40Mb bandwidth (upload and download)	All setup, including Network design, dedicated VLAN, port presentation, firewall and NAT rule additions. 24x7 help desk - engineers on-site within 1 day	Any new structured cabling - see above for information Firewall changes - see below	4 weeks	£500	£270	£810	£3,240.00	Wired internet over Cat5e structured cabling Dedicated internet service delivering 40Mbps download and upload speeds	Assumption that structured cat5e cabling exists Firewall changes will be identified during scoping and will add to costs Costs apply per connection / network outlet
Wired Internet Service at 50Mbps Bandwidth	Shared internet service at 50Mb bandwidth (upload and download)	All setup, including Network design, dedicated VLAN, port presentation, firewall and NAT rule additions. 24x7 help desk - engineers on-site within 1 day	Any new structured cabling - see above for information Firewall changes - see below	4 weeks	£500	£325	£975	£3,900.00	Wired internet over Cat5e structured cabling Dedicated internet service delivering 50Mbps download and upload speeds	Assumption that structured cat5e cabling exists Firewall changes will be identified during scoping and will add to costs Costs apply per connection / network outlet
Wired Internet Service at 75Mbps Bandwidth	Shared internet service at 75Mb bandwidth (upload and download)	All setup, including Network design, dedicated VLAN, port presentation, firewall and NAT rule additions. 24x7 help desk - engineers on-site within 1 day	Any new structured cabling - see above for information Firewall changes - see below	4 weeks	£500	£485	£1,455	£5,820.00	Wired internet over Cat5e structured cabling Dedicated internet service delivering 75Mbps download and upload speeds	Assumption that structured cat5e cabling exists Firewall changes will be identified during scoping and will add to costs Costs apply per connection / network outlet
Wired Internet Service at 100Mbps Bandwidth	Shared internet service at 100Mb bandwidth (upload and download)	All setup, including Network design, dedicated VLAN, port presentation, firewall and NAT rule additions. 24x7 help desk - engineers on-site within 1 day	Any new structured cabling - see above for information Firewall changes - see below	4 weeks	£500	£650	£1,950	£7,800.00	Wired internet over Cat5e structured cabling Dedicated internet service delivering 100Mbps download and upload speeds	Assumption that structured cat5e cabling exists Firewall changes will be identified during scoping and will add to costs Costs apply per connection / network outlet

Service	Description	Includes	Excludes	SLA (from valid PO to start of work)	One-off charge to customer	Monthly Service Charge	Quarterly	Annual	Specification	Considerations / Assumptions
Internet Service										
Wired Internet Service at 150Mbps Bandwidth Not Available at ABZ/SOU	Shared internet service at 150Mb bandwidth (upload and download)	All setup, including Network design, dedicated VLAN, port presentation, firewall and NAT rule additions. 24x7 help desk - engineers on-site within 1 day	Any new structured cabling - see above for information Firewall changes - see below	4 weeks	£500	£975	£2,925	£11,700.00	Wired internet over Cat5e structured cabling Dedicated internet service delivering 150Mbps download and upload speeds	Assumption that structured cat5e cabling exists Firewall changes will be identified during scoping and will add to costs Costs apply per connection / network outlet
Wired Internet Service at 200Mbps Bandwidth Not Available at ABZ/SOU	Shared internet service at 200Mb bandwidth (upload and download)	All setup, including Network design, dedicated VLAN, port presentation, firewall and NAT rule additions. 24x7 help desk - engineers on-site within 1 day	Any new structured cabling - see above for information Firewall changes - see below	4 weeks	£500	£1,150	£3,450	£13,800.00	Wired internet over Cat5e structured cabling Dedicated internet service delivering 200Mbps download and upload speeds	Assumption that structured cat5e cabling exists Firewall changes will be identified during scoping and will add to costs Costs apply per connection / network outlet
Wired Internet Service at 250Mbps Bandwidth Not Available at ABZ/SOU	Shared internet service at 250Mb bandwidth (upload and download)	All setup, including Network design, dedicated VLAN, port presentation, firewall and NAT rule additions. 24x7 help desk - engineers on-site within 1 day	Any new structured cabling - see above for information Firewall changes - see below	4 weeks	£500	£1,300	£3,900	£15,600.00	Wired internet over Cat5e structured cabling Dedicated internet service delivering 250Mbps download and upload speeds	Assumption that structured cat5e cabling exists Firewall changes will be identified during scoping and will add to costs Costs apply per connection / network outlet
Wired Internet Service at 300Mbps Bandwidth Not Available at ABZ/SOU	Shared internet service at 300Mb bandwidth (upload and download)	All setup, including Network design, dedicated VLAN, port presentation, firewall and NAT rule additions. 24x7 help desk - engineers on-site within 1 day	Any new structured cabling - see above for information Firewall changes - see below	4 weeks	£500	£1,440	£4,320	£17,280.00	Wired internet over Cat5e structured cabling Dedicated internet service delivering 300Mbps download and upload speeds	Assumption that structured cat5e cabling exists Firewall changes will be identified during scoping and will add to costs Costs apply per connection / network outlet
Wired Internet Service at 350Mbps Bandwidth Not Available at ABZ/SOU	Shared internet service at 350Mb bandwidth (upload and download)	All setup, including Network design, dedicated VLAN, port presentation, firewall and NAT rule additions. 24x7 help desk - engineers on-site within 1 day	Any new structured cabling - see above for information Firewall changes - see below	4 weeks	£500	£1,650	£4,950	£19,800.00	Wired internet over Cat5e structured cabling Dedicated internet service delivering 350Mbps download and upload speeds	Assumption that structured cat5e cabling exists Firewall changes will be identified during scoping and will add to costs Costs apply per connection / network outlet
Wired Internet Service at 400Mbps Bandwidth Not Available at ABZ/SOU	Shared internet service at 400Mb bandwidth (upload and download)	All setup, including Network design, dedicated VLAN, port presentation, firewall and NAT rule additions. 24x7 help desk - engineers on-site within 1 day	Any new structured cabling - see above for information Firewall changes - see below	4 weeks	£500	£1,920	£5,760	£23,040.00	Wired internet over Cat5e structured cabling Dedicated internet service delivering 400Mbps download and upload speeds	Assumption that structured cat5e cabling exists Firewall changes will be identified during scoping and will add to costs Costs apply per connection / network outlet
Wired Internet Service at 450Mbps Bandwidth Not Available at ABZ/SOU	Shared internet service at 450Mb bandwidth (upload and download)	All setup, including Network design, dedicated VLAN, port presentation, firewall and NAT rule additions. 24x7 help desk - engineers on-site within 1 day	Any new structured cabling - see above for information Firewall changes - see below	4 weeks	£500	£2,160	£6,480	£25,920.00	Wired internet over Cat5e structured cabling Dedicated internet service delivering 450Mbps download and upload speeds	Assumption that structured cat5e cabling exists Firewall changes will be identified during scoping and will add to costs Costs apply per connection / network outlet
Wired Internet Service at 500Mbps Bandwidth Not Available at ABZ/SOU	Shared internet service at 500Mb bandwidth (upload and download)	All setup, including Network design, dedicated VLAN, port presentation, firewall and NAT rule additions. 24x7 help desk - engineers on-site within 1 day	Any new structured cabling - see above for information Firewall changes - see below	4 weeks	£500	£2,400	£7,200	£28,800.00	Wired internet over Cat5e structured cabling Dedicated internet service delivering 500Mbps download and upload speeds	Assumption that structured cat5e cabling exists Firewall changes will be identified during scoping and will add to costs Costs apply per connection / network outlet

Information Services

Service	Description	Includes	Excludes	SLA (from valid PO to start of work)	One-off charge to customer	Monthly Service Charge	Quarterly	Annual	Specification	Considerations / Assumptions
Information Service										
Information Display Screens	FIDS or other information screens	Screen, PC to control images, brackets, cabling, network configuration, installation Support for connectivity and hardware. SLAs available on request	Design and display of non-standard information Any new structured cabling - see above for information	4 weeks	POA	£200	£600	£2,400.00	Standard screen: 40" NEC Controlling PC: GLA standard desktop. Brackets installed within GLA height restrictions and suitable to screen orientation and location Structured cabling: Cat 5e at 100Mb	This item covers any FIDS or information displays in addition to standard GLA FIDS locations and offering PC will be located in suitable node room
Chroma API data feed					POA	POA	POA	POA		There are currently no charges for this service
MATV Outlet (freeview)	For terrestrial, freeview TV	TV, installation, brackets, cabling to aerial		4 weeks	POA	£12	£36	£144.00	Customer specifies TV. Price will be included in one-off costs	Aerial point accessible within acceptable distance
MATV Outlet (Sky)	For terrestrial, Sky TV	TV, installation, brackets, cabling to dish	Sky dish and subscription	4 weeks	POA	£12	£36	£144.00	Customer specifies TV. Price will be included in one-off costs	Subject to approval to mount another dish. Sky subscription is tenants responsibility
Chroma connectivity	Connectivity to Chroma application	1 network outlet over existing structured cabling	Any new structured cabling - see above for information	5 days if cabling exists 4 weeks if cabling required	POA	£7.50	£23	£90	Existing cat5e structured cabling at 100Mb	
Chroma hardware	PC, monitor, mouse and keyboard	PC, monitor, mouse and keyboard		10 days	POA	£45	£135	£540	Standard GLA desktop PC, ?? monitor, USB keyboard and mouse	
Airport Operating System (Chroma)	Read only access		Training costs	5 days	POA	£275	£825	£3,300		Training required before access granted Chroma admin to set up and train users
Airport Operating System (Chroma)	Read & Write access		Training costs	5 days	POA	£167	£250	£2,000		Training required before access granted Chroma admin to set up and train users
Remote access to Chroma	Access to Chroma over RDP		Training costs	5 days	POA	£100	£300	£900		

Equipment Co-location

Service	Description	Includes	Excludes	SLA (from valid PO to start of work)	One-off charge to customer	Monthly Service Charge	Quarterly	Annual	Specification	Considerations / Assumptions
Data Centre - Standard Co-location Service										
Hosting	1U (up to 0.2kW) #	Cabinet secured by key Node room secured by card reader and accessed by a limited number of employees LAN connectivity available Connection to existing power supply UPS Part of fully supported IT service. (SLAs available on request)	WAN and internet connectivity Additional cabling - see structured cabling above Power installation		£250	£50.00	£150.00	£600.00		Installation in a designated third party room Sufficient capacity in cabinet / node room Purchase price of new cabinet will be reflected in cost If additional power required, building warrant needs to be arranged and will lead to increase in costs
Hosting	Quarter rack (up to 0.75kW)	Cabinet secured by key Node room secured by card reader and accessed by a limited number of employees LAN connectivity available Connection to existing power supply UPS Part of fully supported IT service. (SLAs available on request)	WAN and internet connectivity Additional cabling - see structured cabling above Power installation		POA	£200.00	£600.00	£2,400.00	Power source Cabinet size	Installation in a designated third party room Sufficient capacity in cabinet / node room Purchase price of new cabinet will be reflected in cost If additional power required, building warrant needs to be arranged and will lead to increase in costs
Hosting	Half rack (up to 1.5 kW)	Cabinet secured by key Node room secured by card reader and accessed by a limited number of employees LAN connectivity available Connection to existing power supply UPS Part of fully supported IT service. (SLAs available on request)	WAN and internet connectivity Additional cabling - see structured cabling above Power installation		POA	£350.00	£1,050.00	£4,200.00	Power source Cabinet size	Installation in a designated third party room Sufficient capacity in cabinet / node room Purchase price of new cabinet will be reflected in cost If additional power required, building warrant needs to be arranged and will lead to increase in costs
Hosting	Full rack (up to 3 kW)	Cabinet secured by key Node room secured by card reader and accessed by a limited number of employees LAN connectivity available Connection to existing power supply UPS Part of fully supported IT service. (SLAs available on request)	WAN and internet connectivity Additional cabling - see structured cabling above Power installation		POA	£600.00	£1,800.00	£7,200.00	Power source Cabinet size	Installation in a designated third party room Sufficient capacity in cabinet / node room Purchase price of new cabinet will be reflected in cost If additional power required, building warrant needs to be arranged and will lead to increase in costs

Professional Services

Service	Description	Includes	Excludes	SLA (from valid PO to start of work)	One-off charge to customer	Monthly Service Charge	Quarterly	Annual	Specification	Considerations / Assumptions
IT Professional Services										
IT Professional Services	PM	IT project management for customer projects	Implementation services Support services Cost of materials and other consultancy Travel & expenses		£48/hour	N/A	N/A	N/A	Fully qualified project manager	
IT Professional Services	Consultancy	IT consultancy	Implementation services Support services Cost of materials and other consultancy Travel & expenses		POA	N/A	N/A	N/A	Fully qualified consultant	Costs will depend on type of consultancy required