

**Primary & Special Schools  
Service Level Agreement Sign-up Form  
April 2008 – March 2009**

<p>School Name: _____</p> <p>Tel Number: .....</p>	<p>Please note that the annual maintenance licence fee on Capita SIMS products, SIMS, Dinner Money and Lesson Monitor, are <b>additional charges and you will be notified of these charges at a later date.</b> The ICT Service retains no element of these charges.</p>
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**Helpline Support**

Choose <u>either</u> Gold, Silver or Bronze Support Calculate: Number of pupils x per pupil charge + base price = Cost (Pupil numbers taken from School January census figure)	Number of Pupils	Per Pupil Charge	Base Price	Cost
<b>Gold Support</b> <i>Includes Silver Support (CCN) and covers SIMS systems. You <b>must subscribe</b> to this package (or equivalent package from a Capita-approved supplier) to meet the requirements of the Capita SIMS licence.</i>		<b>£2.50</b>	<b>£2200</b>	<b>£</b>
<b>Silver Support</b> <i>Includes Bronze Support (CCN) and covers SIMS systems. You <b>must subscribe</b> to this package (or equivalent package from a Capita-approved supplier) to meet the requirements of the Capita SIMS licence.</i>		<b>£2.50</b>	<b>£1825</b>	<b>£</b>
<b>Bronze Support</b> <i>Mandatory – CCN/Broadband cover ONLY. Does <b>not</b> include SIMS cover.</i>		<b>£0.75</b>	<b>£245</b>	<b>£</b>

**Subscription Services - Optional**

<b>Technical Services</b>	
<b>General System Support</b> <i>Administration &amp; Curriculum PCs</i>	Calculate the following: No of pupils _____ x per pupil charge £1.70 + base price £1085 = <b>£</b>
<b>Administration System Support</b> <i>Administration PCs Only</i>	Cost linked to how many PCs covered as detailed on the price list. e.g. – 1-5 Admin PCs <b>Indicate your choice here:</b> _____ <b>£</b>
<b>Scheduled Technical Visits – Patch Visits</b>	Choose which option your school requires from the price list and insert below: e.g. – 1 per fortnight (20 x 7hrs) at £5790 <b>Indicate your choice here:</b> _____ <b>£</b>
<b>Scheduled IWB &amp; Projector Maintenance Visits</b>	Choose which option you require from the price list and insert below: e.g. – 1 per half-term (6 x 2hrs) at £760 <b>Indicate your choice here:</b> _____ <b>£</b>
<b>File Server Support</b>	Cost linked to how many servers covered as detailed on the price list. Choose which option your school requires and insert below: e.g. – First server at £945 <b>Indicate your choice here:</b> _____ <b>£</b>
<b>E-learning</b>	
<b>Primary learning platform (Starz) –</b> <i>Subscription runs from September to August, price is indicative and will be invoiced separately</i>	Calculate the following: No of pupils _____ x per pupil charge £ 1.50 = <b>£</b>
<b>School website hosting (basic annual package on Fasthosts)</b> <b>£</b>	
<b>School website hosting (additional services on Fasthosts)</b> <b>£</b>	
<b>Complete school website service (based on Digitalbrain)</b>	Choose the option required and enter the cost in the next column: Year 1: Creation of web pages <b>£</b> OR Year 2 and thereafter: Maintenance of the website <b>£</b>
<b>School extranet (based on Digitalbrain) For Starz subscribers only</b> <b>£</b>	
<b>Office / admin and MIS</b>	
<b>MIS upgrade service (via remote support)</b> <b>£</b>	
<b>Centrally hosted MIS service</b>	Calculate the following: No of pupils _____ x per pupil charge £1.30 + base price £490 + £250 migration fee if applicable = <b>£</b>
<b>FMS in-depth support</b> <b>£</b>	
<b>BECTA ICT Self-Review Framework (SRF) support</b> <b>£</b>	
<b>If you wish to pay by 10 monthly instalments please tick this box</b>	
<b>Total Cost <u>excluding</u> SIMS licence fee</b> <b>£</b>	
<b>Pay As You Use (PAYU) Services</b>	
These services are designed for one-off use, they can be requested anytime and are invoiced for separately.	

Authoriser's Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please return the completed sign-up form to us by 28<sup>th</sup> February 2008  
Post to: Education ICT Service, 42 West Street, Godmanchester, PE29 2HJ OR Fax to: 01480 376660  
Ensure you have read our terms and conditions by visiting [www.ictsla.cceducation.net](http://www.ictsla.cceducation.net)