

Primary & Special Schools

Service Level Agreement Price List

April 2009 – March 2010

Helpline Support

Choose <u>either</u> Gold, Silver or Bronze Support To calculate the cost: Use number of pupils from January census figure x per pupil charge + base price = Cost	Per Pupil Charge	Base Price
Gold Support <i>Includes Silver Support (CCN) and covers SIMS systems. You must subscribe to this package (or equivalent package from a Capita-approved supplier) to meet the requirements of the Capita SIMS licence.</i>	£2.60	£2275
Silver Support <i>Includes Bronze Support (CCN) and covers SIMS systems. You must subscribe to this package (or equivalent package from a Capita-approved supplier) to meet the requirements of the Capita SIMS licence.</i>	£2.60	£1890
Bronze Support <i>Mandatory – CCN/Broadband cover ONLY. Does not include SIMS cover.</i>	£0.80	£255

Please note that the annual maintenance licence fee on Capita SIMS products, SIMS, Dinner Money and Lesson Monitor are additional charges and you will be notified of these charges at a later date. The ICT Service retains no element of these charges.

Subscription Services

Technical Services	Per Pupil Charge	Base Price
General System Support	£1.75	£1125
Admin / Office System Support – Admin PC's only	1 – 5 Admin PC's 5+ Admin PC's	N/A £700 £1390
Scheduled Technical Visits – Patch Visits	1 every half-term (6 x 3hrs) 1 every 4 weeks (10 x 3hrs) 1 every fortnight (20 x 3hrs) 1 every fortnight (20 x 7hrs) 1 every week (39 x 3hrs) 1 every week (39 x 7hrs) 2 every week (39 x 14hrs)	N/A £1105 £1740 £3030 £5995 £5215 £10,425 £18,565
Scheduled Interactive Whiteboard (IWB) and Projector Maintenance Visits:	1 every half-term (6 x 2hrs) recommended for 1 – 5 projectors 1 every 4 weeks (11 x 2hrs) recommended for 5 – 10 projectors 1 every fortnight (21 x 2hrs) recommended for 10+ projectors	N/A £790 £1195 £2065
File Server Support: Please note the terms & conditions related to this service.	First file server 2 - 4 additional servers 5+ additional servers	N/A £980 £285 per server Price on application
E-learning		
Primary learning platform (Starz) <i>Subscription runs from September to August, (invoiced separately)</i>	£1.55	N/A
Starz Support	N/A	£750
E-Safety	N/A	£750
BECTA ICT Self-Review Framework (SRF) support	N/A	£450
Embedding the ICT Curriculum	N/A	£750
Video Conferencing	N/A	£750
Targeted Support for individuals	N/A	£450
Website Services		
School website building: Entry Level	Year 1: Year 2:	N/A £750 N/A £450
School website building: Standard Level	Year 1: Year 2:	N/A £950 N/A £450
School website building: Bespoke Development		N/A Price on application
School website hosting only: basic package		N/A £115
School website hosting only: additional services		N/A Price on application
Maintenance and updating existing site		N/A £450
Office / admin and MIS		
MIS upgrade service (via remote support)		N/A £235
Centrally hosted MIS service: includes 2 key fobs <i>(Additional key fobs charged at £40 per fob + £10 maintenance)</i>	Migration fee	£1.35 N/A £510 £250