

Primary & Special Schools
Service Level Agreement Sign-up Form
April 2009 – March 2010

School Name: _____	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.
Tel Number:	

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
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	£

Subscription Services - Optional

Technical Services		
General System Support <i>Administration & Curriculum PCs</i>	Calculate the following: No of pupils _____ x per pupil charge £1.75 + base price £1125 =	£
Admin / Office System Support <i>Administration PCs Only</i>	Cost linked to how many PCs covered as detailed on the price list. e.g. – 1-5 Admin PCs Indicate your choice here: _____	£
Scheduled Technical Visits – Patch Visits	Choose which option your school requires from the price list and insert below: e.g. – 1 per fortnight (20 x 7hrs) at £5995 Indicate your choice here: _____	£
Scheduled IWB & Projector Maintenance Visits	Choose which option you require from the price list and insert below: e.g. – 1 per half-term (6 x 2hrs) at £790 Indicate your choice here: _____	£
File Server Support	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 £980 Indicate your choice here: _____	£
E-learning		
Primary learning platform (Starz) – <i>Subscription runs from September to August, and will be invoiced separately</i>	Calculate the following: No of pupils _____ x per pupil charge £1.55 =	£
Starz Support		£
E-Safety		£
BECTA ICT Self-Review Framework (SRF) support		£
Embedding the ICT Curriculum		£
Video Conferencing		£
Targeted Support for individuals		£
Website Services		
School website building: Entry Level	Choose the option required (Yr 1 or Yr2) enter the cost in the next column:	£
School website building: Standard Level	Choose the option required (Yr 1 or Yr2) enter the cost in the next column:	£
School website building: Bespoke Development	- Price on application	£
School website hosting only: basic package		£
School website hosting only: additional services	- Price on application	£
Maintenance and updating existing site		£
Office / admin and MIS		
MIS upgrade service (via remote support)		£
Centrally hosted MIS service (includes 2 key fobs)	Calculate the following: No of pupils _____ x per pupil charge £1.35 + base price £510 + £250 migration Yr 1	+ Additional key fobs charged at £40 per fob + £10 maintenance No of additional fobs required

If you wish to pay by 10 monthly instalments please tick this box

Total Cost excluding SIMS licence fee **£**

Authoriser's Name: _____ Signature: _____ Date: _____

Please return the completed sign-up form to us by 27th February 2009
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