

## Secondary 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
<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>£2.00</b>	<b>£2275</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>£2.00</b>	<b>£1890</b>
<b>Bronze Support</b> <i>Mandatory – CCN/Broadband cover ONLY. Does <b>not</b> include SIMS cover.</i>	<b>£0.80</b>	<b>£255</b>

**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
<b>General System Support</b>	<b>£2.45</b>	<b>£1215</b>
<b>Admin / Office System Support – Admin PC's only</b>	1 – 5 Admin PC's 5+ Admin PC's	N/A £700 £1390
<b>Scheduled Technical Visits – Patch Visits</b>	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
<b>Scheduled Interactive Whiteboard (IWB) and Projector Maintenance Visits:</b>	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
<b>File Server Support: Please note the terms &amp; conditions related to this service.</b>	First file server 2 - 4 additional servers 5+ additional servers	N/A £980 £285 per server Price on application
<b>Remote pupil access to secondary school systems</b>	<b>£1.05</b>	<b>£335</b>
<b>E-learning</b>		
<b>E-Safety</b>	N/A	£750
<b>BECTA ICT Self-Review Framework (SRF) support</b>	N/A	£450
<b>Embedding the ICT Curriculum</b>	N/A	£750
<b>Video Conferencing</b>	N/A	£750
<b>Targeted Support for individuals</b>	N/A	£450
<b>Website Services</b>		
<b>School website building: Entry Level</b>	Year 1: Year 2:	N/A £750 N/A £450
<b>School website building: Standard Level</b>	Year 1: Year 2:	N/A £950 N/A £450
<b>School website building: Bespoke Development</b>	N/A	Price on application
<b>School website hosting only: basic package</b>	N/A	£115
<b>School website hosting only: additional services</b>	N/A	Price on application
<b>Maintenance and updating existing site</b>	N/A	£450
<b>Office / admin and MIS</b>		
<b>MIS upgrade service (via remote support)</b>	N/A	£235
<b>Centrally hosted MIS service: includes 2 key fobs</b> (Additional key fobs charged at £40 per fob + £10 maintenance)	£1.35 Migration fee	£1965 £250