

## 9. Support Contract

### 9.1 Checking Your Contract

Your school will have received an individual statement of charges for their contract based upon their chosen level of support (an annotated sample statement is included). It is very important that you check this statement and return a signed copy, indicating any changes that you wish to make. If, after sending in your return, you change your mind and wish to increase or reduce your purchased service level this must be received in writing.

To ensure fairness across all schools the charges for various elements of your SITSS contract are based on the pupil numbers in your school (taken from the January 2008 School Census).

### 9.2 The Contract Explained

#### Secondary Schools

**School IT Systems Support**  
 Hardware, Network and Software contract details for year  
 1st April 2008 to 31st March 2009

**Heris School - (000)**

The service contracts which you currently have with School IT Systems Support are listed below together with the prices for these services from 1st April 2008.

**Level 1 (SIMS) Support/Telephone Help-Line service** - How is our current support service meeting your school's needs for monitoring and analysis? - You may have a choice of what level of SIMS support best meets your school's needs.

Please complete this form and return to SITSS as soon as possible - Place a (v) in the appropriate column to indicate which services you wish to add from 1st April 2009.

Contract Description	Basic	Basic Plus	Basic Plus Plus	Basic Plus Plus Plus
<b>New Differentiated Service</b>	4250.000	200.000		
SITSS (SIMS) Support/Telephone Help-Line	0			
0				
	Existing Contract	Price of Contract	Add this Contract	Deliver To
CAPITA (SIMS) Licence & Maintenance	Year	2540.000	114	114
Primary Driver Money system Maintenance & Support	Year	2340.000	114	114
TRAC-A	Year	20.000	114	114
Technical Telephone Support	Year	20.000	114	114
Server Virus Protection - 52 workstation licenses	Year	294.000	114	114
Server Virus Protection - Windows Servers, 0 Licenses	Year	0	114	114
Exchange Server Virus Protection - 0 Licenses	Year	0	114	114
Equipment Repair Contract (adding no charges to current contract, please see attached sheet for details of your current contract)	Year	25.000	0	0
Network Support Contract (adding no charges to current contract, please see attached sheet for details of your current contract)	Year	23,650.000	0	0
0	0	0	0	0
<b>Total Cost</b>	0	45,472.000	0	0

Included in your Network Support Contract - (if you purchase this option)

Your anti-virus protection input minutes for 2008 are based upon the January 2008 School Census Return - if you wish to increase the number please complete a 'McAfee' form available from 'Tech Care'.

We wish to have the day contracts with School IT Systems Support, for the following year beginning 1st April 2009.

Contact Name: \_\_\_\_\_ Position: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please photocopy this form and return it, via school e-post to:  
 Tech Care, School IT Systems Support, The Development Centre, Booterfield Road.  
 Walthamstow, E9 7PX - Telephone: 01562 830110\*2 - Or FAX: 01562 830209.

**SITSS (SIMS) Support/Telephone Help-Line**  
 Here you will see the different differentiated SIMS support packages and the relevant cost based on the number of pupils at your school.

**CAPITA (SIMS) Licence & Maintenance Required if running SIMS .net.**

**Telephone Support**  
 Details of add-on elements to the contract (included as part of a larger contract).

**Anti Virus**  
 We now charge per instance for McAfee anti-virus. You will see the number of machines you have (admin/curric) and the total cost.

**Equipment Repair Contract & Network Support Contract**  
 This shows the total of each of these contracts. A breakdown of this price can be found on your Hardware and Network contract pages.

## Nursery and Primary Schools

### School IT Systems Support

Hardware, Network and Software contract details for year  
1st April 2008 to 31st March 2009

Herts School: (000)

- The service contracts which you currently have with School IT Systems Support are listed below together with the prices for these services from 1st April 2008.
- Fixed IT (SIMS) Support/Telephone Help-Line service** - How can I get a 'your school's' use of electronic data for monitoring and analysis? You now have a choice of what level of SIMS support best meets your school's needs.
- Please complete this form and return to SITSS as soon as possible. Place a (v) in the appropriate column to indicate which services you wish to add from 1st April 2008.

Contract Description	Basic Date Entry	Added Date Entry	0	1	2
<b>New Differentiated Service</b>			0	0	0
SITSS (SIMS) Support/Telephone Help-Line					
See enclosed table for explanation of fixed New Services					
	Existing Contract	Price of Contract	Add Date	0	1
CAPITA (SIMS) Licence & maintenance	Year	2075.000			
Primary Email/Mail system Maintenance & Support	Year	2500.000			
TRACs	Year	0.000			
Technical Telephone Support	Year	20.000			
Workstation Virus Protection - 32 workstation licenses (**)	Year	494.000			
Server Virus Protection - Windows Servers 0 Licenses	Year	0.000			
Exchange Server Virus Protection - Exchange Servers 0 Licenses	Year	0.000			
Equipment Repair Contract (assuming no change to current contract, please see attached sheet for details of your current contract)	Year	2429.000			
Network Support Contract (assuming no change to current contract, please see attached sheet for details of your current contract)	Year	25,600.000			
<b>Total Costs</b>			0	0	0
		£5,472.000			

- Includes in your Network Support Contract - if you purchase this option!
- Your anti-virus protection requirements for 2008 are based upon the January 2008 School Census Return - if you wish to amend the numbers please complete a 'McAfee' form available from Herts CTS.

We wish to have the above contracts with School IT Systems Support for the following year beginning 1st April 2008

Contract Name: \_\_\_\_\_ Position: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please photocopy this form and return to 'your school's' post to:  
Herts CTS, School IT Systems Support, The development Centre, Watersfield Road,  
Wheatthorpe, WPTV. Telephone: 01562 830510 \*2 - Or - FAX: 01562 830208

**SITSS (SIMS) Support/Telephone Help-Line**  
Here you will see the different differentiated SIMS support packages and the relevant cost based on the number of pupils at your school.

**CAPITA (SIMS) Licence & Maintenance**  
Required if running SIMS .net.

**Telephone Support**  
Details of add-on elements to the contract (included as part of a larger contract).

**Anti Virus**  
We now charge per instance for McAfee anti-virus. You will see the number of machines you have (admin/curric) and the total cost.

**Equipment Repair Contract & Network Support Contract**  
This shows the total of each of these contracts. A breakdown of this price can be found on your Hardware and Network contract pages.

### School IT Systems Support

Technical Support Centre Accredited by the Institute of IT Training  
RM Approved Support Provider

## Hardware Page All Schools (where applicable)

### School IT Systems Support

Hardware repair costs for year 1st April 2007 to 31st March 2008

#### Your School (1000)

Item Description	Serial Number	Service Level	Item Cost	Warranty Buy In
HP P2015 Desktop Computer	W0123456789	1	2314.00	12 May 2005
HP P2015 Desktop Computer	ABCDEF	1	2314.00	18 Oct 2005

Service level code  
 1 - 1 day response  
 2 - 2 day response  
 3 - 3 day response  
 4 - 4 day response  
 5 - 5 day response  
 W - Warranty  
 X - No On Site Care  
 Z - No Laptop Support

**Notes:** Where an AT or DC upgrade is covered by the manufacturer 'Seamless' warranty and enhanced warranty support is provided a NOT guideline, schools will be responsible for the replacement parts. This will involve removing the old drive from the PC, arranging with the manufacturer for the receipt of a replacement, installing this and then configuring the backup software on the replacement drive. STS will carry the process on behalf of your school but will incur additional charge. If you have opted enhanced warranty or seamless it is the manufacturer's upgrade drive and it is their responsibility to ensure you have AT or DC upgrade drive you require in addition to the specified drive. If you have opted direct a minimal charge and you would like to opt on the best value direct drive of the PC and the upgrade drive.

We welcome your Terms of Service 100-250 drive

Please contact the warranty department for further information

If you need a second copy of the details of your Hardware Repair costs then send the document and when you send copies, you should specify:

Head Centre, School IT Systems Support, The Devonian Centre, Butterfield Road, Wrexham, Powys, AL4 5PY. Telephone: 01572 830310 \*2. Fax: 01572 830285

### Equipment Repair

Details of PCs and back up devices covered on your equipment repair contract are included here. Please check that serial numbers are correct.

### Service Level Code

A key to service level codes is included here for your information.

## Network Page All Schools (where applicable)

### School IT Systems Support

Network Support costs for year 1st April 2008 to 31st March 2009

#### Your School (000)

Thank you for choosing School IT Systems Support for your network support contract.

Please find below details of your Network Support Contract. Please sign and return a copy to us if you are happy for your current Network Support Contract to continue until the end of 31st March 2009. Should you wish to make any changes, please contact us in writing before returning to School IT Systems Support at the address below.

This form must be completed and returned before any changes to contracts can be accepted.

Item Description	Serial Number	Telephone Element	Address Element	Other Elements
Admin Server				
Database Server				
RMV, mail out 1 & 2 servers				
RMV, mail out 3 server		£1,985.000		
Proxy Server				
Exchange Server				
Server for Print & File Services with CLIP		£1,000.000		
Server for File Services with CLIP		£1,000.000		
Server for File Services with CLIP		£1,985.000		
Server for File Services with CLIP		£2,000.000		

File Server	Specification	Serial Number
U.C. Server 000	HP P1114 7.5TB RAID 5 Server	WCR09823010
U.C. Server 000	HP P1114 7.5TB RAID 5 Server	WCR09823010

\* Please state whether the server is a Cumulative Proxy File Server  
 \*\* Equipment must be accepted by the manufacturer's warranty and be covered by the manufacturer's warranty

U.C. = Under Contract, W.C. = Under Contract, Z = Under Contract

Contract Name: \_\_\_\_\_ Position: \_\_\_\_\_  
 Start Date: \_\_\_\_\_ End Date: \_\_\_\_\_

We wish to continue our Network Support contract with School IT Systems Support for the ending year beginning 1st April 2009 as shown above.

If you need to alter any of the details of your Network Support contract then send the document and other fax or send a copy, you should specify:

Head Centre, School IT Systems Support, The Devonian Centre, Butterfield Road, Wrexham, Powys, AL4 5PY. Telephone: 01572 830310 \*2. Fax: 01572 830285

Don't forget to make a photocopy of this form for your records.

### Hardware Support

Details of cost of servers under ServerCare.

### Network Packages

The price of your network package is split between the Telephone and Remote Element and the remainder of the price.

### Server

Details of servers covered on your ServerCare contract are included here. Please check that serial numbers are correct.

### Server Service Level Code

In brackets you can see the server service level. A key to service level codes is included under this for your information.