



Technology, Systems & Communications



Proposal
Technical SLA 2007- 2008

Level 1 - Network Support*

Cost: Initial charge of £1500 per school, with additional charge of £2.50 per pupil to provide:

Remote network support to schools to include:

Server Support

- Maintenance of servers and update of server software as and when require and server security.

Active Directory

- Maintenance of the Active Directory, for users, computers, security policies, and security updates.

Security

- This is the maintenance of security updates from Microsoft which are required to ensure network security and integrity.

Anti Virus

- The maintenance of the antivirus servers and software. It is essential that all new laptops and PC's are set up so that the network is protected from any malicious software. Failure to have a adequate anti virus policy may result in the network being brought down.

Proxy Server

- This provides internet filtering for pupils and staff so that they receive a save as possible use of the internet. It is the schools responsibility to ensure that pupils are adequately protected when using the internet. (Please note that no one system is 100 % fool proof)

Switches

- Maintenance and configuration of switches and hubs. To maintain the best possible network infrastructure we recommend that only equipment that meets KMBC standards is used.

OfSTED Support

- Support to be provided upon OfSTED notification.

Example charges are shown below:

School A – 150 pupils (NOR)

$$150 * £2.40 + 1500 = £1,860$$

School B – 250 pupils (NOR)

$$250 * £2.40 + 1500 = £2,100$$

School C – 350 pupils (NOR)

$$350 * £2.40 + 1500 = £2,410$$

c/o Cherryfield Primary School, Rockford Avenue, Southdene, Kirkby, Knowsley L32 3YE
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Level 2 - On Site Support*

Cost: On site support is charged at £3.50 per pupil to provide:

Half Day Visit

- A half day visit every 2 weeks to resolve non critical problems or general maintenance issues.

Desktop PC

- Maintenance of desktop computers – operating system, configuration problems, software setting up of anti virus and security updates
- Where applicable hardware repairs or replacement (Labour Only).
- The installation of new PCs, attaching the PCs to the network and setting up all required protocols.

Laptops

- Maintenance of the laptops software and configuration of the laptop, setting up of antivirus software and security updates.

SmartBoards

- Basic fault finding and configuration of newly installed boards.

Projectors/Interactive Whiteboards

- Basic fault finding and configuration of newly installed projectors.
- The provision of a swap out projector/white board were these items have to go for repair or are stolen. These items would be on loan to a school for 12 weeks in the first instance.

(**Note.** We will be holding a limited number of projectors; these will therefore be loaned to schools on a needs driven basis. A call has to be logged with the KSSC help desk in the first instance to arrange the loan of this equipment.)

Development Advice

- Where possible advice will be given to schools around any plans to purchase new equipment or change network infrastructure. In such instances a site visit will be arranged. Schools will also benefit from account management and pre sales consultancy from RM if appropriate.

OfSTED Support

- Support to be provided upon OfSTED notification.

Example charges are shown below:

School A – 150 pupils (NOR)

150 * £3.50 = £525

School B – 250 pupils (NOR)

250 * £3.50 = £875

School C – 350 pupils (NOR)

350 * £3.50 = £1,225
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Additional costs if Level 2 on site support not purchased:

Technical Advice	£126 per Day
On site Support as above	£250 per Day

Level 3 – Non-Teaching Computer Support (Admin Network – Technical Support)*

Cost: A discount is applied for schools that purchase at least Level 1 Network Support. Charged at £0.25 for technical SLA schools and £0.75 for non-technical SLA schools. Provision for support:

- to maintain the availability of hardware on which SIMs software is installed.

Example charges are shown below:

School A – 150 pupils (NOR)

With SLA: 150 * £0.25 = £37.50

Non-SLA: 150 * £0.75 = £112.50

School B – 250 pupils (NOR)

With SLA: 250 - £62.50

Non-SLA: 250 * £0.75 = £187.50

School C – 350 pupils (NOR)

With SLA: 350 * £0.25 = £87.50

Non-SLA: 350 * £0.75 = £262.50

NOTE

Please note these prices are indicative and represent the **maximum** charge to be applied to schools for this service. Further negotiation, could result in greater efficiencies as negotiations are still underway.

All schools will receive a full breakdown, including costs applied to individual schools, based on exact NOR once the negotiation is complete.

**Charges exclude parts where warranty covered has elapsed..*

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