Connect-Up Service Level Agreement

I agree to the cost of the MIS Service Level Agreement as specified below. An invoice will be sent to the school for the total annual amount.
The provision of services shall commence from: 1st April 2013:

SLA/ID No: 2459

School: Oakwood Primary School

Address:
North Farm Road
Oakwood
LEEDS
LS8 3LZ

Signature: ……………………………… Headteacher: ………………………………

Please fax the completed form to the service provider on 0113 2319139

Full MIS Support

1 x Fixed Element Cost @ £1100.00*	£1100.00
400 x FTE @ £3.70* - As per 2012 figures, please confirm	£1480.00
10 Gb Remote Backup**	£0.00

Family Discount 10%   Total £2322.00

(FTE costs capped @ 400FTE pupils for Primary Schools & 1100FTE pupils for High Schools)

Schools may incur additional licensing costs from Capita for certain modules (e.g. Dinner Money Module) and should contact Connect-Up MIS support team for further details

*Prices exclude Core Capita Licenses costs
** See Additional Services details for Storage costs above 10Gb

Family Discounts available on request

SIMS ACCREDITED Support Team

ISO 9001 REGISTERED FIRM
NICEIC APPROVED CONTRACTOR
ContractorPlus
constructionline
ISO 14001 REGISTERED FIRM

Pricing Schedule
Fixed element payable for Primary: **£1,100.00** Fixed element payable for High School*: **£2,200.00** Cost per pupil: **£3.70** **Capped at 400 FTE pupils for Primary Schools & 1100 FTE pupils for High Schools**   *A school shall be classed as a 'High' school if it has more than 19 Admin Users
Additional Services
Chargeable work such as installation of new hardware and software, breakdowns and repairs and will be provided through agreement with the school on agreed pricing schedules with a written quotation if required and charged on a fixed-price basis. The full range of services previously offered is still available and will be expanded upon. Some of the key services and charges are detailed below: OMR maintenance loan/repair - **£95.00** Sims Dinner Money onsite support - **£95.00** Server Preventative Maintenance* - **£95.00** Sims Assessment Manager - **£295.00** Sims Profiles - **£295.00** Technical on-site service – Day Rate **£250.00**# Consultancy – Day Rate **£400.00**# Offsite Storage per 5 Gb over initial 10 provided in SLA – **£15.75** p.a. Remote Home Login - **£25.00** per user Assessment Manager Support - **£295.00** SQL Migration - **£295.00** Centrastage License - **£50.00** per block of 5 *Loan servers, to customers without preventative maintenance and servers over 12 months old, will incur a cost of £250.00 to cover labour costs incurred. #Pro Rata to a minimum ½ Day
Training
A range of training programmes are to be offered by Connect-Up, in addition the core courses* are available free of charge as part of this SLA. We will work with schools and other stakeholder to agree and publicise a suitable range of MIS training on a regular basis. A range of training programmes will be offered by the provider in line with the MIS software catalogue utilised by the school. The provision of a fully equipped training venue will be available, with facilities to support "all-day" training sessions. *As per Training Booklet

Remote Access Permission Form

Please complete and return this form to:

Lee Calvert,
Connect Up Ltd
The Old Tannery
2 Barras Street
Leeds
LS12 4JS
Telephone: 0113 263 1904
FAX: 0113 2319 139

School Name:

The school requests Leeds Learning Network **allows / does not allow** (delete as applicable) remote access by Connect Up Limited to your:

Admin Network only   ☐

Curriculum Network only   ☐

Admin and Curriculum Network   ☐

The school accepts that the Leeds Learning Network is not responsible for any adverse impact to the network and IT infrastructure – as indicated above, which might be caused as a result of the remote support access.

Signature of Headteacher		Date	
Headteacher's Name		School DFES	2459

Must be returned prior to support commencing