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Co-operative Primary Academy Contract Offer Curriculum/Admin Support – Excluding SIMS

- Package 1 - 3.5 Hours Weekly ~~£4,830~~ **£4,347**
- Package 2 - 3 Hours Weekly ~~£4,190~~ **£3,771**
- Package 3 - 3.5 Hours Fortnightly ~~£3,425~~ **£3,082.50**

Above prices – which are per school - reflect the 10% discount you will receive if **all four** schools signing up.

What we will supply

Each term, we will provide your school with:

1. A scheduled technician* visit during term time. Additional chargeable visits can be arranged during holidays if required.
2. Additional support during Ofsted inspections.
3. An on-site log to record problems arising and actions taken.
4. Telephone support 08.30 – 17.00 (Mon-Fri).
5. E-mail support – response within 24hr - support@datacable.co.uk
6. Two emergency call-outs per term, within 24 hours of call (Mon - Fri), to sort out urgent problems.
7. A management meeting to discuss policies, projects and performance.
8. A comprehensive package of management information.

* Datacable technicians are all DBS (enhanced level) checked and are trained and experienced. Because our staff turnover is exceptionally low, you can expect the same named and fully-trained technician to support your school for several years. We think it is important to their efficiency that our technicians know their way round your school, and they know and are known to all your staff.

We have a strong team of experienced and technicians, each with their own specialist strengths, so your named technician will have powerful backup available.

The technician's work will be directed towards the following:

- Maintaining smooth running of curriculum and/or admin workstations, printers, servers and internet connections, including backup and Windows updates.
- Installation and configuration of new hardware*, software and users.
- Provision of technical support and training to your teaching staff.
- Assisting the school's preparation for Ofsted inspections and achievement of recognised national standards such as the NAACE ICT mark.

* Some hardware (servers, large numbers of pcs or laptops etc) may require additional installation time, which will be charged at the rates below.

The emergency callout covers the callout and up to 1 hour technician time. If additional time is required to resolve problems then we will discuss possible arrangements for the use of some of the pre-arranged support time or the use of additional chargeable support time.

Response times are as follows.

Remote support where possible within 1 hour if not;

- Category 1 – Within 4 hours. E.g. server down, network infrastructure down, logging on problems
- Category 2 – End of next working day. E.g. printer issues, PC/Laptop/Netbook not working
- Category 3 – Mutually agreed response time.

Additional support time can be purchased at the following rates:-

£60 per hour for the first hour, £45 thereafter. If a technician is already onsite £45 will be charged.

The support provided will exclude any repairs which cannot be carried out on site – generally, those which involve opening up any mains-operated PC, printer or other device for more than a quick inspection. It will also exclude repairs by us to any equipment subject to guarantee by any third party. We will however make arrangements on your behalf to have such equipment repaired. No components or consumables will be supplied as part of this contract.

In the event of any out-of-warranty ICT hardware failing, the technician will be able to take the equipment away and quote for its repair.



Prices subject to VAT
E&OE

Datable information for management

From September, we shall be introducing a unique package of communication with the school's management. You will receive regular, comprehensive and professional assessments on your school's strengths and weaknesses in ICT; you will be informed of updates on the changes in expectations and legislation; and we will be aware of your vision for the development of ICT and your assessment of our performance. All this will be documented to a standard which can be presented to Ofsted inspectors.

In addition to our day-to-day support of your hardware, software and network we will provide for the school's management:

- a management meeting every term
- an enhanced management meeting every two years where we will bring in an independent, respected educational ICT adviser (currently Paul Magnall or Susan Cutsforth)
- an annual report on the state of your ICT, giving a red / amber / green status on each of 20 vital aspects of ICT provision, with recommendations on how these can be improved
- an up-to-date audit and inventory of your school's equipment
- Network plans and documentation
- Wireless network documentation
- Online access to all current quotes and orders placed with Datable
- Performance monitor – time to satisfactory resolution for all your requests to Datable.

The annual report will cover the following topics:

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| 1. Access from home for staff and pupils | 11. New desktops, laptops and mobile devices |
| 2. Admin network equipment | 12. Ofsted readiness |
| 3. Backup and data security | 13. Printing and consumables |
| 4. Configuration and management | 14. Projectors, whiteboards and audio |
| 5. Educational hardware – cameras, lego, etc. | 15. Recycling and energy conservation |
| 6. Educational software | 16. Servers |
| 7. EES and system software | 17. Support and maintenance |
| 8. E-Safety | 18. Training and cpd |
| 9. Internet, security and email | 19. VLE |
| 10. Network infrastructure | 20. Wireless |

All contracts are payable in advance. **Invoices will be sent beginning of April.** Service levels and prices are reviewed annually. We can negotiate other tailor-made solutions for schools requiring technicians on site for longer hours. Either party can terminate this contract by giving 3 months notice in writing.

All prices are exclusive of VAT at the normal rate.



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