# SIMS Team
## Maintenance & Support

TRANSFORMING
YOUR
SCHOOLS
ICT !

when you work with us
technology works for you

welcome

**12 YEARS**
SUPPORTING SCHOOLS

**acs**
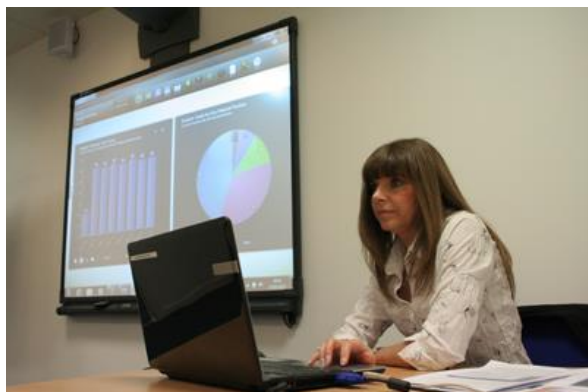
# Could your school be using technology to run more efficiently?

# Could your existing SIMS support provider be offering more to help you improve your school's performance?

If the answer to either of these questions is yes, then why not consider using ACS for a proactive support service.

## ACS are specialist providers of SIMS support for schools.

Currently we are working closely with schools and academies offering SIMS support, training, consultancy and technical services to help them exploit the power of their system.

Our range of services has been developed by our experienced team to help you use technology to run your organisation more efficiently and to help improve your performance

We offer a professional and friendly service delivered by experienced staff, that have an excellent understanding of schools.

Our SIMS team are very experienced and have supported SIMS in schools for many years.

ACS is working in partnership with a significant number of schools within the region, to progress and advance their knowledge of their SIMS system. We work in partnership with schools to ensure that our customers are equipped with the knowledge to interpret their data for the purposes of monitoring and general school improvement.

Many schools, understandably, select their Capita SIMS school support partner based upon criteria such as reliability and responsiveness. Our school customers ranked us as being the best provider of ICT services in the authority, providing you with the peace of mind that you will receive an unrivalled service. However, at ACS, we recognise that Capita SIMS support is not just about having highly skilled and experienced staff at the end of the phone to give advice, but equally working with you to exploit the power of SIMS to help you run more efficiently.

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tel: +44 (0) 844 811 4202
email: sales@theacsgroup.co.uk
web: www.theacsgroup.co.uk

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Wheatley Trade & Industry Park,
Doncaster, DN2 4BH

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# Main benefits of ACS support services MIS Support

FREE   Core training courses for basic SIMS modules (when advertised).
FREE   Onsite Data handling presentations to all Teaching and support staff.
FREE   Data handling consultancy with SLT.
FREE   ICT strategy including admin harwdare and software.
FREE   Helpdesk support for all hardware and software on the Admin network.
FREE   CPD services for new starters and changes in role.
FREE   OFSTED watch with critical escalation of all calls to priority one.
FREE   Loan Equipment inc. PC's, Servers and OMR's.
*Please note loan equipment is provided for a maximum of 28 days.*
*Whilst loan equipment is on site, it is the customer's responsibility.*
FREE   SLT team presentations on SIMS features & benefits including the Discover module.
FREE   Automated / out of hours updates and upgrades to SIMS and FMS.
FREE   Periodical preventative health checks on Antivirus.
FREE   15Gb of Offsite Backup.
FREE   Real Time Monitor of all servers.

Our SIMS support contracts are comprehensive, represent best value and can be tailored to meet the unique requirements of your school. Typical contracts can include:

- Support from a team that has worked within a team accredited by Capita to provide primary school and high school SIMS Capita support services
- Unlimited access to our fully resourced and highly skilled Service Unit
- Technical audit and network health checks
- Provision of home access to your network (where possible)
- Access to free workshops, user groups and conferences
- Comprehensive support across all SIMS modules
- Statutory returns and year end procedures
- Upgrades and patches
- Comprehensive menu of SIMS training courses delivered from our dedicated training facility
- Consultancy visits to provide product overviews and SMT strategic guidance.

# Telephone and Remote Support

ACS has a dedicated Service Unit, which operates during office hours. Support calls can be raised by phone 0844 8241234 or by email and will be dealt with professionally by trained and experienced staff within the terms of a Service Level Agreement. There is no limit to the amount of telephone and remote support available to your school.

# Guidance on Statutory Returns and End of Year Procedures

Working in collaboration with the DFE and Capita, ACS services include an advisory service for statutory returns and end of year procedures. We help your school meet each deadline in a timely fashion. The guidance offered includes documentation and scheduled training is also available.

# Capita Upgrades and Patches

We test all Capita Main Releases and Updates before they are installed onto your system. There are currently 3 Main Releases and 3 Updates released each year.

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# Monitoring & Liaison

The parties to this agreement will be required to jointly implement and maintain a system for monitoring this agreement.

# Notice

Either party may terminate the annual agreement by giving 3 months notice (for a 12 month agreement) or 6 months notice (for a 24month agreement) in writing. Neither party shall have claims against the other arising out of the termination of the agreement.

# Services to be provided

SIMS support is provided for all aspects of the SIMS software suite licensed by your Local Authority or directly licensed by the purchaser (see 'Appendix 1' for a list of supported software). Maintenance and management of the school's MIS hardware is not included in this agreement and pricing for this support is limited to those workstations for which the **primary role** is delivery of MIS software. ACS can provide these services for additional computers that are not covered by this SLA either through an additional SLA or on an ad-hoc chargeable basis where required.

# The SIMS Support SLA package includes:

- Dedicated support services via telephone, email, and remote access via appropriate software
- On-site visits for problem solving where they can't be resolved remotely
- Access to comprehensive Doncaster and Leeds based
  SIMS training courses and workshops including associated Microsoft applications
- Guidance notes and information sheets to assist schools in important processes throughout the academic year
- Advice on the operation of all supported SIMS core and curriculum modules.
- Supply of upgrades to SIMS software
- Statutory returns preparation, production and submission support and services.
- On-site SIMS Health Check services
- Provision of secure file transfer to software suppliers in the event of a software problem
- Supply, installation and transfer of SIMS software
- New database builds for schools that are merging
- Information and demonstration of new software covering features and benefits.

Where any of the support methods fail and the problem can only be resolved by site visit, ACS can (at the schools request) visit to undertake the required work.

There are no restrictions to the amount of support provided.

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# MIS software and systems

## Services

- Ownership of ANY problem relating to the school's SIMS suite of MIS applications (see 'Appendix 1'). The viability of supporting alternative MIS software suites will be considered, if requested.
- On request, planning and advice on SIMS/other MIS Strategy and implementation in conjunction with your ISP, the MIS software provider.
- Predefined Training services

## SIMS Software

It is the purchaser's responsibility to ensure that they are licensed for any SIMS application(s) either as part of the License held by your Local Authority or directly by the purchaser.

## Method Statements

The main method of assessment of our service for all SLAs is by the speed of our response to customer requests.

The SIMS unit ultimate aim is to resolve the issue at first point of contact, quickly and effectively for the school therefore call reference numbers may be provided until after the call is resolved.

## Response Times

Response times are specified within the following times from the initial client call i.e. the commencement of a solution:

Calls placed to the ACS Support Unit will be answered and dealt with immediately; however should an issue require further investigation the following criteria may apply. The SIMS team will always endeavour to resolve all cases at initial call stage

Severity Category 1          *2 working hours*
Severity Category 2          *4 working hours*
Severity Category 3          *End of next working day*
Severity Category 4          *Mutually agreed response time*

Please note that these are maximum response times.

## Hours of Availability

The availability of support will be during the core operating hours of 8:30am and 5:00pm, Monday to Friday (Excluding Public & Bank Holidays).

Calls can be logged on **dedicated local number 01302 381609** during core operating hours (response to all calls received after 5:00pm will be made the following business day).

From time to time routine support work may be performed out of hours, this will be planned and scheduled work in order to minimise disruption and downtime.

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# What we need schools to do

To ensure that we can deliver an efficient service we recommend that each school:

- Allow the service provider's support staff access to all supported workstations & servers, where necessary through remote connectivity for support purposes.
- Be the main contact between school and the service provider's helpdesk.
- Create SIMS user accounts and allocate initial passwords. (Secondary School and Secondary Academy Only)
- Define the access rights of SIMS users. (Secondary School and Secondary Academy Only)
- Ensure that the School is registered under the Data Protection Act and the confidentiality of pupil and staff personal data is maintained.

1. Backups
   to ensure that school data is protected against viruses, major software failure, major hardware failure, fire, theft etc. ACS will:
- Ensure that SIMS data is backed up regularly.
- Check their backups have completed without error.

2. Upgrades
   The SIMS software suite is continually evolving. Upgrades are regularly made available by Capita over the Internet. As new versions become available, ACS will control their release to schools to minimise impact on both schools and our help desk. To ensure that schools are using supportable versions of the software it is important that schools:
- Make their systems available for ACS personnel to complete upgrades (at predefined timescales).

To ensure maximum security and system performance, Microsoft regularly makes updates available for its Windows Operating System. ACS will ensure that the relevant patches are applied.

3. Hardware
   It is important that all your MIS hardware conforms to a minimum standard so that it can perform at an acceptable speed and without causing damage to your data or disruption to your administration network. To ensure you have an efficient, reliable system we recommend that schools

- Replace equipment that falls below the current Capita minimum hardware specification (ACS will determine this on behalf of the school and perform a full analysis to predefine requirements)
- Purchase their replacement hardware from ACS or other reputable suppliers.

4. Training
   The main function of the dedicated SIMS team is to provide user support to competent users of supported systems and software. We recommend that schools:

- Ensure that all appropriate staff are trained to use the software and systems supported by the service provider
- Attend upgrade training where offered as major changes occur to the SIMS & Microsoft Office software suite.
- Ensure that for applications that are critical to the schools operation or teaching, more than one member of staff is offered appropriate training.

5. Damaged ICT Equipment / 3rd Party Involvement
- ACS cannot be held responsible for work carried out by third party organisations acting on behalf of the school.
- ACS can carry out remedial action to rectify problems caused by inappropriate use or third parties. Such work will only be carried out at the request of the school and will be chargeable.

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# Additional Services

Chargeable work such as installation of new hardware and software 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, although many other services are available on request:

# Service Summary

- Additional Training for events additional to SIMS Training Scheme
- Training for clients outside of the main service offering
- Bespoke training services
- Ad hoc on-site technical rate
- Onsite Consultancy

## ACS Annual SIMS Maintenance

Dedicated helpdesk for one to one SIMS support for all SIMS Supported modules including Dinner Money for Primary Schools.
Remote & On-site Support for Problem Solving.
An Annual SIMS Health Check and Advisory Session for Senior Management Teams on how to utilise SIMS for School Improvement.
An extensive training schedule of SIMS Courses, Workshops and Microsoft Courses in a bespoke training environment.
SIMS in the Classroom setup assistance, Training and Support.
Guidance notes and information sheets to assist schools in important processes throughout the academic year.
Continuous analysis and provision of extra training requirements for Secondary schools to ensure needs are met.
Hosting Annual schools Forum for Information and demonstration of new software.
Supply of upgrades for non-centralised SIMS software.
Provision of secure file transfer of data to Capita as and when required.
Proactive and efficient support services ensuring that schools are at the forefront of SIMS technology.

|  |  |
|---|---|
| 1 x Fixed Element Price @ £1000.00* | £1000.00 |
| 400 x FTE £3.50* | £1400.00 |
| 15GB Remote Backup** | £0.00 |

<span style="color:red">Discounted Family price - £1990.00
Included 3months free – 15months for the price of 12months</span>

Please note (FTE costs are capped @ 400FTE pupils for Primary Schools & 1100FTE pupils for High/Secondary Schools)

**School Details**
Woodlands
Foundry Place
Leeds
LS9 6DA

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Prices listed are subject to VAT at current rates

## Pricing Schedule

Fixed element payable for Primary: £1,000.00
Fixed element payable for High School*: £2,100.00
Cost per pupil: £3.50

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 20 Admin Users

## Additional items

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 - £85.00
Sims Dinner Money onsite support - £85.00
Server Preventative Maintenance* - £85.00
Sims Assessment Manager - £275.00
Sims Profiles - £275.00
Technical on-site service – Day Rate £250.00#
Consultancy – Day Rate £400.00#
Offsite Storage per 5 Gb over initial 10 provided in SLA – £12.75 p.a.
Remote Home Login - £25.00 per user
Assessment Manager Support - £275.00
SQL Migration - £275.00
Centrastage License - £50.00 per block of 5

*Loan servers, to customers with servers over 12 months old, will incur a cost of £200.00 to cover labour costs incurred.
#Pro Rata to a minimum ½ Day

## Training Services

A range of training programmes are to be offered by ACS, 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

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