

## **SCITSS – 2011/2012 – CONTRACT TECHNICAL SUPPORT WITHOUT EMERGENCY COVER**

This **Benchmark North Contract** entitles you to: -

- **TOTAL unlimited school wide ICT support consisting of Curriculum AND Admin support** (where possible). Any relevant ICT equipment that is currently in your ICT inventory (or added during the contract period) is covered. Benchmark North deems relevant equipment should fall under the following categories; Software, Hardware, Server Technologies, Interactive Whiteboards, Projectors/Displays & AV Systems.
- **A regular scheduled visit** (defined at the beginning of the contract term) to support and develop your ICT infrastructure. It will consist of a **3 hour** school based attachment every **3 weeks** (term time): fixed day (Mon-Fri): fixed time (either 8.30am – 11.30am or 1.30pm – 4.30pm). Where possible, your technician will endeavour to stay beyond the 3 hour timeslot (within reasonable time) to finish any outstanding tasks. You will retain the same technician for the whole of the Contract (except in unforeseeable circumstances) if you so wish, to help the technician to support, develop and make recommendations regarding your ICT system.
- **An additional 3 hours contact time with a technician** during the contract term stated above. This time is used for extra support that may be needed. Prior notice must be given to Benchmark North to arrange availability of the technician or you may wish to arrange this contact time with your technician during a scheduled visit.
- **Off site diagnostic check for faulty equipment.** Any faulty equipment that can not be repaired on site will be taken away and the fault diagnosed. A quote for cost of repair and parts will be issued before any further work is undertaken.
- **Remote support.** Our technicians can now resolve certain problems with the computer systems via the school's broadband connection without having to visit the establishment. Should the problem not be resolved by this method a visit to the establishment would be arranged in the usual manner?
- **"Home computer" support.** This contract covers your establishment's staff personal home computers/laptops. Any personal home-PC maintenance will take place at the address of the contract holder.
- **Free Ofsted support.** If you let us know, as soon as possible, that you are due to be inspected a technician will visit prior to the inspectors arrival to make sure your ICT systems are in the best possible shape.
- **Delivery of all equipment** purchased from Benchmark North Ltd. is **free of charge.**
- **Installation of all equipment** purchased from Benchmark North is **free of charge.** *Benchmark North Ltd. would make every attempt to check that software licensing agreements were being adhered to. Please note that it is the responsibility of the end user to ensure adequate licenses have been purchased prior to the installation of any software.*
- **Consultancy and advice on ICT.** Our technicians see all different kinds of systems and setups and understand what will work best for your needs. We welcome the opportunity to visit your premises and provide guidance on all aspects of your ICT projects.

- **Unlimited Telephone support and advice** from a team of experienced technicians and sales staff.
- **Access to our sales team.** Our sales team endeavours to find the best possible price for ICT equipment so you don't have to. Speak to one of the team as often as you like about an interesting piece of hardware or software you've discovered and get a quote via fax, phone, e-mail or post.
- **Web Hosting.** Available on request, we can provide the home for your website. An external charge applies for the registration of your domain name and we will advise you of this should you wish to setup hosting.
- **Members access to our website ([www.Benchmarknorth.co.uk](http://www.Benchmarknorth.co.uk)).** Full online ordering system via invoice.
- **Credit Facility.** £50 deposit payable from which deductions for small purchases/amounts of work will be made and an aggregated statement will be supplied – monthly. This could relieve some of the pressures on your bursar.

This Contract guarantees you peace of mind. It eradicates the concerns you may have about ensuring all your ICT equipment is in good, safe, working condition. It enables you to provide the best possible support for both staff and students.

The team of Technicians and Sales staff understand **YOUR** needs and how important it is for us to provide **YOU** with the best service possible. We assure you of a reliable, quick response to your ICT issues at all times.

## **Not included in the contract:**

- **Additional time.** If you find that you require extra support, this can be arranged with the sales team, who will make every effort to assign your regular technician to undertake the work. This is chargeable at £45 per hour.
- **Installation & configuration of new equipment NOT purchased from Benchmark North Ltd.** Quotations for such work can be provided.
- **ALL call outs and off site repairs.** These are chargeable at £45 per hour.
- **Cost of replacement parts** (except under warranty). These will be invoiced or deducted from Credit Facility – should one have been agreed.