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## SCITSS – 2007/2008 – CONTRACT ‘A’ TECHNICAL SUPPORT

### Included:

- **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).
- “Trouble Shooting” related to Computer Software, Hardware and Peripherals.
- Processing of all warranty returns on behalf of the school.
- Emergency call outs and off site repairs included.
- Additional 1 day (6 hours) support (as required and at the discretion of the Technician).
- Pre-Ofsted Inspection of hardware.
- Technical advice and consultancy re new equipment.
- Provide continuity of support and in liaison with the client, development of ICT strategies.
- Delivery and installation of all equipment purchased from Benchmark (North) Ltd., 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.*

### Not included in contract:

- Additional time requested by the school other than the regular rota visits will be charged at £40 per hour.
- **The installation & configuration of any equipment not purchased from Benchmark (North) Ltd. (Quotations for such work can be provided).**
- Non-emergency call outs (these will be charged at £40 per hour).
- Cost of replacement parts (except under warranty).
- Separate invoices for small purchases/amounts of work (£50 deposit payable from which deductions will be made and an aggregated statement will be supplied)

The contract will cover a period of twelve months.

School: \_\_\_\_\_

Address: \_\_\_\_\_

Signed: \_\_\_\_\_ Position: \_\_\_\_\_

Date: \_\_\_\_\_ **TOTAL COST:** \_\_\_\_\_ (ex VAT)