

Reference: RFI 1802020

Request:

1. Do you provide in house technical IT support services to the schools in your local authority? Yes

If yes:

- How many primary schools do you provide IT support services to? 34
- How many secondary schools do you provide IT support services to ? 3
- What's the length of the standard contract that schools sign up to ? one year
- When will the schools next review their IT support contract with you? 1st April 2018
- Which of the below IT support services do you provide to schools? -All
 - o Remote support (3rd / 4th line)
 - Managed service
 - Ad Hoc onsite days

If no:

- o Do you have any approved partners that you use to provide IT support services?
 - o If so, please confirm who your approved partners are?
 - o When does your current contract with each of the approved partners expire?
- 2. How much does each school pay for their IT support service, per annum ? £1,000 £4,000
 - o >£1000
 - o £1000 £3000
 - o £3000 £5000
 - o £5000 £10,000
 - o £10,000 +
- 3. Do you purchase a central MIS licence for your schools? Yes

If no:

- How do schools in your Local Authority procure their MIS?
 If yes:
 - To how many schools do you provide an MIS? 73
 - o Do you provide a support service for this MIS? Yes
 - Do you provide a hosted MIS Solution? Yes
 - o What's the standard length of the contract that schools sign up to ? Annual
 - When would you next expect a review of this contract? Schools sign up annually via SLA
 - o In the next financial year Schools sign up annually via SLA
 - In the next 3 years
 - In the next 3 5 years

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