



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
 - Remote support (3rd / 4th line)
 - Managed service
 - Ad Hoc onsite days

If no:

- Do you have any approved partners that you use to provide IT support services?
 - If so, please confirm who your approved partners are?
 - 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

- >£1000
- £1000 - £3000
- £3000 - £5000
- £5000 - £10,000
- £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
- Do you provide a support service for this MIS? Yes
- Do you provide a hosted MIS Solution? Yes
- 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
- In the next financial year - Schools sign up annually via SLA
- In the next 3 years
- In the next 3 – 5 years