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**Access & Inclusion****Service Level Agreement**

Behaviour Support (Primary Maintained - up to 250 pupils)	S	1,000.00	NB	1,000.00	0.00%	01-Apr-11	01-Apr-12
Behaviour Support (Primary Maintained - 251 to 500 pupils)	S	2,000.00	NB	2,000.00	0.00%	01-Apr-11	01-Apr-12
Behaviour Support (Primary Maintained - over 500 pupils)	S	3,000.00	NB	3,000.00	0.00%	01-Apr-11	01-Apr-12
Behaviour Support (Primary Acadmies - up to 250 pupils)	S		STD	1,320.00		01-Apr-11	01-Apr-12
Behaviour Support (Primary Acadmies - 251 to 500 pupils)	S		STD	2,640.00		01-Apr-11	01-Apr-12
Behaviour Support (Primary Acadmies - over 500 pupils)	S		STD	3,960.00		01-Apr-11	01-Apr-12
Behaviour Support (Secondary Maintained - per 3 hour session)	S	210.00	NB	210.00	0.00%	01-Apr-11	01-Apr-12
Behaviour Support (Secondary Academies - per 3 hour session)	S		STD	288.00		01-Apr-11	01-Apr-12

**Corporate Landlord**

Hillingdon Learning & Development Centre (Primary Schools)	S	171.00	EXP				Queens walk
Hillingdon Learning & Development Centre (Secondary Schools)	S	368.00	EXP				to close as
Hillingdon Learning & Development Centre (Special Schools)	S	114.00	EXP				approved by

**School Improvement Service**

Governor Support Service (small governing body)	S	625.45	NB			01-Apr-11	01-Apr-12
Governor Support Service (medium-sized governing body)	S	971.15	NB			01-Apr-11	01-Apr-12
Governor Support Service (large governing body)	S	1,245.45	NB			01-Apr-11	01-Apr-12
Governor Support Service (Maintained Nursery School)	S		NB	£500 + £2.25 per FTE pupil		01-Apr-11	01-Apr-12
Governor Support Service (Maintained Primary School)	S		NB	£500 + £2.25 per FTE pupil		01-Apr-11	01-Apr-12
Governor Support Service (Maintained Secondary School)	S		NB	£500 + £2 per FTE pupil		01-Apr-11	01-Apr-12
Governor Support Service (Maintained Special School)	S		NB	£500 + £4.50 per FTE pupil		01-Apr-11	01-Apr-12
Attendance at individual Governor Support courses	S	110.00	NB	120.00	9.09%	01-Apr-11	01-Apr-12
Governing body training session	S	395.00	NB	by individual quotation		01-Apr-11	01-Apr-12

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<b>Libraries</b>							
Schools Library Service - Primary Schools Package (per pupil)	S	8.65	NB	8.65	0.00%	01-Apr-11	01-Apr-12
Schools Library Service - Secondary Schools Package	S	775.00	NB	775.00	0.00%	01-Apr-11	01-Apr-12
Maintained Secondary Library Staff Support & Training (package of 3 meetings)	S	135.00	NB	126.00	-6.67%	01-Apr-11	01-Apr-12
Maintained Secondary Library Staff Support & Training (individual meeting)	S	42.00	NB	42.00	0.00%	01-Apr-11	01-Apr-12
Secondary Academies Library Staff Support & Training (package of 3 meetings)	S		STD	151.20		01-Apr-11	01-Apr-12
Secondary Academies Library Staff Support & Training (individual meeting)	S		STD	50.40		01-Apr-11	01-Apr-12
Secondary Fiction Book Loan (per 100 books)	S	175.00	NB	350.00	100.00%	01-Apr-11	01-Apr-12
Secondary Non-fiction Book Loan Service (per 100 books)	S	270.00	NB	300.00	11.11%	01-Apr-11	01-Apr-12
Secondary Artefact Boxes (per half-term loan)	S	40.00	NB	40.00	0.00%	01-Apr-11	01-Apr-12
Secondary Project Boxes / Loan (10 boxes for one term)	S	435.00	NB	n/a		01-Apr-11	01-Apr-12
Secondary Project Boxes / Loan (additional boxes)	S	55.00	NB	40.00	-27.27%	01-Apr-11	01-Apr-12
Schools Library Service - Special Schools Package	S	902.00	NB	902.00	0.00%	01-Apr-11	01-Apr-12
<b>Human Resources</b>							
Leadership, Management and Succession Development SLA (Primary & Special Maintained Schools)	S	1,300.00	NB	1,200.00	-7.69%	01-Apr-11	01-Apr-12
Leadership, Management and Succession Development SLA (Secondary Maintained Schools)	S	1,600.00	NB	1,400.00	-12.50%	01-Apr-11	01-Apr-12
Leadership, Management and Succession Development SLA (Primary & Special Acadmies)	S		STD	1,440.00		01-Apr-11	01-Apr-12
Leadership, Management and Succession Development SLA (Secondary Academies)	S		STD	1,680.00		01-Apr-11	01-Apr-12
Leadership Team Residential	S	225.00	NB				No demand for these services in 2011/12
Leadership Coaching	S	350.00	NB				
New Heads	S	125.00	NB				
HLTA Networks	S	100.00	NB				
CPD Leaders Networks	S	100.00	NB				
Second Life Networks	S	100.00	NB				
General Development Sessions (full day)	S	125.00	NB				
General Development Sessions (half day)	S	95.00	NB				
General Development Sessions (twilight)	S	75.00	NB				

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**School Improvement Service**

NQT induction programme	S	495.00	NB			01-Apr-11	01-Apr-12
NQT induction assessment and verification service	S		NB	275.00		01-Apr-11	01-Apr-12
NQT training and development programme (core)	S		EXP	200.00		01-Apr-11	01-Apr-12
NQT training and development programme (primary)	S		EXP	300.00		01-Apr-11	01-Apr-12
NQT induction programme (Pay as you go - full day)	S	140.00	EXP	150.00	7.14%	01-Apr-11	01-Apr-12
NQT induction programme (Pay as you go - half day)	S	90.00	EXP	65.00	-27.78%	01-Apr-11	01-Apr-12
NQT induction programme (Pay as you go - twilight)	S	55.00	EXP	40.00	-27.27%	01-Apr-11	01-Apr-12
Primary Advisory Service (Maintained Schools)	S	2,500.00	NB	2,500.00	0.00%	01-Apr-11	01-Apr-12
Primary Advisory Service (Academies)	S		STD	3,000.00		01-Apr-11	01-Apr-12

**Access & Inclusion**

Education Welfare (Academies) (per 3 hour session)	S	90.00	S			01-Sep-11	01-Apr-12
Education Welfare (Academies) (per hour)	S		S	42.00		01-Apr-11	01-Apr-12
Educational Psychology Gold Package (Maintained Schools) (per day)	S		NB	500.00		01-Apr-11	01-Apr-12
Educational Psychology Silver Package (Maintained Schools) (per day)	S		NB	600.00		01-Apr-11	01-Apr-12
Educational Psychology Bronze (Maintained Schools) (per day)	S		NB	650.00		01-Apr-11	01-Apr-12
Educational Psychology ad hoc (Maintained Schools) (per day)	S		NB	700.00		01-Apr-11	01-Apr-12
Educational Psychology Gold Package (Academies) (per day)	S		STD	600.00		01-Apr-11	01-Apr-12
Educational Psychology Silver Package (Academies) (per day)	S		STD	720.00		01-Apr-11	01-Apr-12
Educational Psychology Bronze (Academies) (per day)	S		STD	780.00		01-Apr-11	01-Apr-12
Educational Psychology ad hoc (Academies) (per day)	S		STD	840.00		01-Apr-11	01-Apr-12

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ICT

Hillingdon Grid for Learning

Core - Filtered 20Mbps broadband, email and anti-virus - Fixed element (Primary Schools)	S	16,000.00	NB	4,000.00	-75.00%	01-Apr-11	01-Apr-12
Core - Filtered 20Mbps broadband, email and anti-virus - Fixed element (Secondary Schools)	S	17,000.00	NB	4,000.00	-76.47%	01-Apr-11	01-Apr-12
Core - Filtered 20Mbps broadband, email and anti-virus - Fixed element (Academies & Private Schools)	S		STD	17,400.00		01-Apr-11	01-Apr-12
Core - Filtered 20Mbps broadband, email and anti-virus - per pupil element (Primary Schools)	S	5.00	NB	8.00	60.00%	01-Apr-11	01-Apr-12
Core - Filtered 20Mbps broadband, email and anti-virus - per pupil element (Secondary Schools)	S	8.00	NB	8.00	0.00%	01-Apr-11	01-Apr-12
Core - Filtered 20Mbps broadband, email and anti-virus - per pupil element (Academies & Private Schools)	S		STD	7.20		01-Apr-11	01-Apr-12
Remote Access (Primary Schools)	S		NB	3,000.00		01-Apr-11	01-Apr-12
Secure Remote Access from home for school staff (Primary Schools)	S		NB	600.00		01-Apr-11	01-Apr-12
Secure Remote Access from home for school staff (Secondary Schools)	S		NB	900.00		01-Apr-11	01-Apr-12
RBS - Remote Backup Solution (off-site) - Fixed element (Maintained Schools)	S		NB	1,093.75		01-Apr-11	01-Apr-12
RBS - Remote Backup Solution (off-site) - Fixed element (Academies & Private Schools)	S		STD	960.00		01-Apr-11	01-Apr-12
MIS package including SIMS licenses Fixed element [SIMS Licenses, Support & SIMS / FMS Training] (Primary Schools)	S	3,000.00	NB	3,000.00	0.00%	01-Apr-11	01-Apr-12
MIS package including SIMS licenses Fixed element [SIMS Licenses, Support & SIMS / FMS Training] (Secondary Schools)	S	5,000.00	NB	3,000.00	-40.00%	01-Apr-11	01-Apr-12
MIS package including SIMS licenses Per pupil (FTE) cost [SIMS Licenses & Support] (Primary Schools)	S	3.79	NB	3.79	0.00%	01-Apr-11	01-Apr-12
MIS package including SIMS licenses Per pupil (FTE) cost [SIMS Licenses & Support] (Secondary Schools)	S	4.48	NB	4.48	0.00%	01-Apr-11	01-Apr-12
MIS package excluding SIMS licenses Fixed element [Support & SIMS / FMS Training only] (Primary Schools)	S	1,200.00	NB	3,200.00	166.67%	01-Apr-11	01-Apr-12

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MIS package excluding SIMS licenses Fixed element [Support & SIMS / FMS Training only] (Secondary Schools)	S	3,400.00	NB	2,200.00	-35.29%	01-Apr-11	01-Apr-12
MIS package excluding SIMS licenses Fixed element [Support & SIMS / FMS Training only] (Academies & Private Schools)	S		STD	2,640.00		01-Apr-11	01-Apr-12
MIS package excluding SIMS licenses Per pupil (FTE) cost [Support only] (Primary Schools)	S	3.79	NB	3.00	-20.84%	01-Apr-11	01-Apr-12
MIS package excluding SIMS licenses Per pupil (FTE) cost [Support only] (Secondary Schools)	S	4.48	NB	1.00	-77.68%	01-Apr-11	01-Apr-12
MIS package excluding SIMS licenses Per pupil (FTE) cost [Support only] (Academies & Private Schools)	S		STD	1.80		01-Apr-11	01-Apr-12
Administration System Technical Support (ADSTS) Fixed element per administration server (Primary Schools)	S		NB	500.00		01-Apr-11	01-Apr-12
Administration System Technical Support (ADSTS) Fixed element per administration server (Secondary Schools)	S		NB	800.00		01-Apr-11	01-Apr-12
Administration System Technical Support (ADSTS) Fixed element per administration workstation (Primary & Secondary Schools)	S		NB	150.00		01-Apr-11	01-Apr-12
Curriculum System Remote Support (CSRS) Fixed element per curriculum server (Primary Schools)	S		NB	500.00		01-Apr-11	01-Apr-12
Curriculum System Remote Support (CSRS) Fixed element per curriculum server (Secondary Schools)	S		NB	800.00		01-Apr-11	01-Apr-12
Curriculum System Remote Support (CSRS) Per pupil (FTE) cost (Primary Schools)	S		NB	2.00		01-Apr-11	01-Apr-12
Curriculum System Remote Support (CSRS) Per pupil (FTE) cost (Secondary Schools)	S		NB	10.00		01-Apr-11	01-Apr-12
Apple Technology Consultancy (ATC) Fixed element	S		NB	175.00		01-Apr-11	01-Apr-12
Apple Technology Consultancy (ATC) Per pupil (FTE) cost	S		NB	0.25		01-Apr-11	01-Apr-12
My Schools IT Team (MyST) - remote based team with on-site escalation Fixed element (Primary Schools only)	S	20,000.00	NB	3,650.40	-81.75%	01-Apr-11	01-Apr-12
My Schools IT Team (MyST) - remote based team with on-site escalation Per pupil (FTE) cost (Primary Schools only)	S	8.00	NB	7.00	-12.50%	01-Apr-11	01-Apr-12
On-site - Traditional on-site support engineer including Remote technical support 1st half day (Maintained Schools)	S	4,867.20	NB	4,867.20	0.00%	01-Apr-11	01-Apr-12

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On-site - Traditional on-site support engineer including Remote technical support 1st half day (Academies & Private Schools)	S		STD	5,840.64		01-Apr-11	01-Apr-12
On-site - Traditional on-site support engineer including Remote technical support 2nd half day (Maintained Schools)	S	3,650.40	NB	3,650.40	0.00%	01-Apr-11	01-Apr-12
On-site - Traditional on-site support engineer including Remote technical support 2nd half day (Academies & Private Schools)	S		STD	4,380.48		01-Apr-11	01-Apr-12
Fronter - MIS Integration and Management Support (Maintained Schools)	S		NB	247.00		01-Apr-11	01-Apr-12
Fronter - MIS Integration and Management Support (Academies & Private Schools)	S		STD	296.40		01-Apr-11	01-Apr-12
Sophos Hardware Device encryption - Hardware encryption for all devices within your school (Maintained Schools)	S		NB	175.00		01-Apr-11	01-Apr-12
Sophos Hardware Device encryption - Hardware encryption for all devices within your school (Academies & Private Schools)	S		STD	210.00		01-Apr-11	01-Apr-12
Managed Wireless Per Access Point (Maintained Schools)	S		NB	20.00		01-Apr-11	01-Apr-12
Managed Wireless Per Access Point (Academies & Private Schools)	S		STD	24.00		01-Apr-11	01-Apr-12
IP Telephony support (per handset) (Maintained Schools)	S	32.00	NB	32.00	0.00%	01-Apr-11	01-Apr-12
IP Telephony support (per handset) (Academies & Private Schools)	S		STD	38.40		01-Apr-11	01-Apr-12
Voicemail (Maintained Schools)	S	28.00	NB	28.00	0.00%	01-Apr-11	01-Apr-12
Voicemail (Academies & Private Schools)	S		STD	33.60		01-Apr-11	01-Apr-12
IP Telephony Channel (Maintained Schools)	S	290.00	NB	290.00	0.00%	01-Apr-11	01-Apr-12
IP Telephony Channel (Academies & Private Schools)	S		STD	348.00		01-Apr-11	01-Apr-12
HGfL Content Management System based website hosting (Maintained Schools)	S		NB	100.00		01-Apr-11	01-Apr-12
HGfL Content Management System based website hosting (Academies & Private Schools)	S		STD	120.00		01-Apr-11	01-Apr-12
Microsoft Enrollment for Education Solutions (ESS) Microsoft Core CAL Suite per staff (FTE) cost (Maintained Schools)	S		NB	35.00		01-Apr-11	01-Apr-12
Microsoft Enrollment for Education Solutions (ESS) Microsoft Core CAL Suite per staff (FTE) cost (Academies & Private Schools)	S		STD	42.00		01-Apr-11	01-Apr-12

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Microsoft Enrollment for Education Solutions (ESS) Microsoft Enterprise CAL Suite per staff (FTE) cost (Maintained Schools)	S		NB	45.00		01-Apr-11	01-Apr-12
Microsoft Enrollment for Education Solutions (ESS) Microsoft Enterprise CAL Suite per staff (FTE) cost (Academies & Private Schools)	S		STD	54.00		01-Apr-11	01-Apr-12
Projects and ad-hoc support - Services provided by Service Engineer / System Engineer / SIMS Support Officer / Consult / PM (per hour) (Maintained Schools)	S	various	NB	45.00		01-Apr-11	01-Apr-12
Projects and ad-hoc support - Services provided by Service Engineer / System Engineer / SIMS Support Officer / Consult / PM (per hour) (Academies & Private Schools)	S		STD	54.00		01-Apr-11	01-Apr-12
Projects and ad-hoc support - Services provided by Service Engineer / System Engineer / SIMS Support Officer / Consult / PM (per day) (Maintained Schools)	S	various	NB	270.00		01-Apr-11	01-Apr-12
Projects and ad-hoc support - Services provided by Service Engineer / System Engineer / SIMS Support Officer / Consult / PM (per day) (Academies & Private Schools)	S		STD	324.00		01-Apr-11	01-Apr-12
Projects and ad-hoc support - Services provided by HGfL to third party support companies (per hour)	S		STD	180.00		01-Apr-11	01-Apr-12
Projects and ad-hoc support - Services provided by HGfL to third party support companies (per day)	S		STD	1,080.00		01-Apr-11	01-Apr-12

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