

Bursary Guidance Notes

Introduction

These notes are intended to assist you in the completion of the application form and to detail the service that Essex Online will offer to you should you be successful in your application towards an ICT Contract for 12 months of ICT Support.

Section 1 – The Bursary

The Bursary

Should you be successful in your application, you will receive £300 towards the cost of a 12 month ICT Support contract (on either our Silver or Gold packages) with Essex Online. If the £300 is equal to or more than the cost of a 12 month contract that is based on the level of support chosen and the amount of computers you have, you will be awarded the full cost of the package. If the package chosen is more than the £300 bursary then you will be expected to fund the remainder of the package price.

To be eligible for a bursary, you will be required to meet 3 minimum criteria:-

- Is a registered charity
- Has 12 or less active computers (including servers)
- Can supply the latest set of annual accounts

Essex Online Products

	Bronze	Silver	Gold
Telephone Support & Remote Diagnostics (1-30 PC's)	Yes – 1 hour per month	Yes – 3 hours per month	Yes - Unlimited
Free Healthcheck (1 site only)	No	Yes	Yes
On-site Hourly rate	£48.00	£42.00	£36.00
Prices per month			
1-5 PCs	£17.63	£23.50	£29.38
6-15 PCs	£29.38	£35.25	£41.13
16-30 PCs	£41.13	£47.00	£52.88
Pay as you use IT Support is available - £55.00 per hour (inc. VAT) plus travel & expenses			

Application Form Help

If you are unsure of what to put in any section please contact Shelley Labbett on 01376 574330 or shelley.labbett@essexrcc.org.uk. If you are unable to provide answers or the necessary documentation to any parts of the form please provide as much as you can, with notes on why the required answers / documentation can't be provided.

Bursary Application Process

Application packs are available to download from www.essexonline.net or from the RCCE website www.essexrcc.org.uk

We will endeavour to notify applicants of the outcome within four weeks of receiving the completed application. As there are a limited number of bursaries available early application is advised. To find out more or check availability of bursaries please contact Shelley Labbett at RCCE on 01376 574330

Completed Application Forms

Please complete, sign and send your bursary application form to the following address.

Shelley Labbett

Development Manager

Rural Community Council of Essex

Threshelfords Business Park

Inworth Road

Feering

Essex CO5 9SE

Bursary Evaluation Process

The evaluation of your criteria will be carried by at least 2 persons employed by RCCE and Suffolk ACRE (the organisations who are operating the Essex Online service). The minimum criteria listed above must be met. Should this criteria be met, the application as a whole will be evaluated on its merits, with the core notion that bursaries will be granted on a first come, first served basis and to organisations who will receive the most benefit from it. Decisions are final and there is no appeal process; however we are happy to discuss your application form with you as to why you may not have been successful.

Section 2 – The Essex Online Service

The Service

Essex Online offers a suite of ICT services to Third Sector organisations. These include ICT support, broadband, website hosting, email hosting and website design. At the heart of the bursary application is the ICT Support service.

The service is designed to be a cost effective ICT solution to Third Sector organisations that either have no current formal ICT support arrangements or insufficient current provision. Essex Online believes passionately that effective ICT support can bring a number of benefits to an organisation

1. Increased life span on computer and server systems as a result of annual health checks
2. Improved day to day efficiency within the organisation following regular maintenance and support
3. Better procurement advice, reducing wasted money on non essential items
4. Better ICT strategic advice, reducing wasted money and improving ICT infrastructure
5. Discounted procurement through existing supplier agreements, saving organisations money on purchases.

Central to the service is the dedicated helpdesk function. Three knowledgeable professionals are waiting to take your query and through this can offer telephone support, remote support via advanced tools and an on-site presence if you need it.

Within the package that you sign up to you will get an allowance of telephone and remote support time. Our experience is that at least 80% of your support needs are fulfilled by this and only in an emergency will we suggest an on-site visit. On site visits are charged extra at the hourly rate linked to the product you sign up to plus any travel expenses.

Another key feature of the service is the annual health-check that you get free as part of the Silver and Gold packages. This health check is performed on all machines covered under the agreement that you sign up to. A formal checklist of activities is performed on each computer, server or piece of equipment and a report sheet is provided to you at the end to show the current state of your IT infrastructure. The health-check isn't just about reporting though, it's about essential maintenance to systems that will hopefully extend their life.

The final key strand of the package that we offer is strategic and procurement advice. Bad decisions on ICT purchases and not understanding where you want to go with your infrastructure can be very costly for your organisation. We give you strategic advice on what you should be purchasing for your organisation, and because of the supplier agreements we have, we can get the best pricing possible for you.

If you have any ICT procurement query or an ICT query of any nature, please call us – the more you use the service the more you will get out of it.

Terms and Conditions

1. Service

- 1.1 The support desk is operated from 9am to 5pm Monday – Friday excluding public holidays and the days between Christmas Day and New Years Day. Telephone calls will be answered straight away subject to an engineer being available.
- 1.2 The registered business address for the service provider is Essex Online, Brightspace, 160 Hadleigh Road, Ipswich, Suffolk, IP2 0HH.
- 1.3 Clients can send in their issues both via email to support@essexonline.net or by phone on the main number 01473 345305.
- 1.4 A voicemail system will be provided so should all engineers be busy, messages should be left on our voicemail system and we will aim to respond to your voicemail within a 60 minute period.

2. Products

- 2.1 Telephone support and remote diagnostics is limited to the amount of hours in the Products and Pricing table above. This allowance DOES NOT include any on-site support.
- 2.2 Remote diagnostics includes all time spent by Essex Online ICT engineers remotely trying to fix or diagnose a problem.
- 2.3 All organisations on any of the Silver or Gold packages will get one free health check for the main site of the organisation. Satellite sites within the organisation wanting a health-check will be charged at the hourly call-out rate. Included in the health-check will be a physical check on each machine and diagnosis for any current or future system problems. General security, anti-virus and anti spy-ware software will also be checked on each system. The main file server (if present) will also be checked in all these areas and further network checks will also be performed. A report following the health-check will be provided outlining any potential improvements to the network/pc infrastructure.
- 2.4 Health-checks will not exceed more than 1 day of work including any travel time.
- 2.5 Health-checks for organisations with more than 30 PC's will be completed on as many pc's as possible within the 1 day period and then health check guides will be given so an employee of the organisation can replicate this across the rest of the PC's. Health-checks on all PC's can be arranged, the relevant hourly rate will be charged for this work.
- 2.6 These monthly charges do not include any day-to-day system maintenance, such as ensuring backups are working, Windows updates, disk clean-up, disk defragmenter etc.

2.7 Procurement advice is given with best intentions and with the knowledge that is available at the time of the request for advice.

3. Our Promise to you

- 3.1 In the unlikely event that a problem is unable to be resolved and additional help is required, then any costs involved may be forwarded on to the client. Authorisation will be obtained before proceeding.
- 3.2 There will be a minimum charge of one hour for all on-site work. Travel expenses will be charged at the rate of 45 pence per mile. The time period starts when the engineer leaves his base.
- 3.3 For faults that cannot be repaired remotely we will aim to be on-site the next working day or earlier if possible. For server faults affecting the whole organisation we will attempt to be on-site the same working day if resources are available.
- 3.4 If on-site work is required, an estimate detailing appropriate costs and times for the work will be sent to the customer and authorisation (either by email or letter) will be obtained before commencement of the work.
- 3.5 Time spent either providing telephone support or remote diagnostics will be recorded on our call logging/fault reporting system from the time the activity starts to the time it ends. Users will be advised of the time recorded at the time of the call. Organisations will also be advised when they are approaching their monthly limits. Any overruns will be charged at the appropriate hourly rate in 15 minute minimum units.
- 3.6 If additional materials and/or time are required to complete a job, we will seek authority to go ahead with these additional items or time before this section of work is performed. Only when we have authority will we go ahead with the work.

4. Disclaimers

- 4.1 Whilst every effort should be made to complete any work undertaken to the satisfaction of the client, Essex Online does not guarantee the client that it can fix every problem with which it is presented.
- 4.2 Essex Online, RCCE, Suffolk ACRE and other associated projects, directors, employees and agents cannot be held responsible for any loss or damage of any equipment, software and/or data however incurred.

5. Contracts & Payments

- 5.1 Service agreements are subject to a minimum term of 12 months.
- 5.2 The monthly service charge can be paid by Direct Debit, Standing Order or other acceptable arrangements to both parties. Additional charges will be invoiced monthly in arrears and should be paid within 31 days unless you wish to pay these charges on your direct debit. In this situation these additional charges will be billed on your next monthly payment date.

- 5.3 Essex Online reserves the right at any time to perform a review of its IT support charges as detailed in the Third Sector Products section and any changes in payment, subject to your authorisation, will be made with immediate effect on your next payment date. Any changes to Essex Online product pricing will not affect those organisations in the first 12 months of their contract.
- 5.4 If further computers are bought and implemented into the organisation or charities system that take the amount of computers into the next "pricing banding" then Essex Online will require a re-negotiation of the contract with the customer to take into account the new level of computers.
- 5.5 Any break in the 12 month service agreement term will result in the client having to pay the value of the remainder of their contract in full.
- 5.6 After the initial 12 month agreement, the Customer has the right to cancel at any time, ensuring that 30 days notice is given. Payments will continue to be taken 30 days after the initial cancellation notice. This notice must be sent to support@essexonline.net and authorised by a helpdesk representative or the business address detailed above in clause 1.2.
- 5.7 All on site support usage includes any travel time to the location and you will be notified after the completion of the fix the time taken to perform the fix and any associated travel time.

6. Customer Obligations

- 6.1 The customer will allow Essex Online access to the system that requires maintenance or a repair for remote support purposes and if an on-site visit is required, physical access to the system itself. The customer will also co-operate in the diagnosis of equipment malfunction or issues where required.
- 6.2 The customer will make freely available any documentation and software for the efficient resolution or maintenance of the system in question.

Working in Partnership



suffolk
online.net

