

This matter is being dealt with by: Traded Services  
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Date January 2018

Dear Head Teacher

### **Services for Schools – Changes to the ICT Services Offer**

I am writing to clarify the position with regard to the ICT Services for Schools Offer for 2018

Some of you may have received a marketing email from other engineering service providers suggesting that Nottinghamshire County Council will 'no longer be offering ICT support to schools as of April 1<sup>st</sup> 2018. A copy of the email is attached for your information. ***This information is misleading and should not be believed or trusted.***

As per our previous communication of Friday 19<sup>th</sup> Jan 2018, we are withdrawing the service as it currently exists from of 31<sup>st</sup> March 2018 but we have thought carefully about the implications of our actions to ensure there is a replacement and improved service for your ongoing support requirements.

Think IT were appointed by ICT Services because they are an EU Procured Framework and they provide a very wide choice of services and support for schools. This includes the Engineering Support services for schools. Every supplier on the framework has had to go through a procurement due diligence in order to be accepted. This for schools provides confidence that they are procuring with a DfE compliant supplier and are covered by the Frameworks Terms and Conditions, which includes a 90 day termination clause for poor service!

You can access these and many more services via our Think-IT portal which you can find on the following link:

<http://ictservicesquotes.nottinghamshire.gov.uk/> or by emailing [oliver.pearson@think-it.org.uk](mailto:oliver.pearson@think-it.org.uk)

The Framework will be able to expand our existing relationships that we already have with suppliers such as Microsoft, Google, Capita ESS, ScholarPack, HP, SMART and Virgin Media Business Ltd as well as almost 50 other framework providers

The education technology market is changing rapidly as schools embrace more innovative approaches to their technology provision. In order to respond to these changes more effectively we have recently entered into a partnership arrangement with the Think-IT Framework extending significantly the products and services that can be purchased via ICT Services.

These include cloud based and on premise solutions, Microsoft Licensing for Education (both OVSES and Office 365) Google for Education, virtual desktop solutions, all types of hardware and AV equipment direct from manufacturers including SMART, Promethean etc, specialist education software, WAN and LAN solutions and on-site engineering.

We continue to be the largest MIS Support Provider in Nottinghamshire offering comprehensive high quality support for both SIMS and ScholarPack MIS products.

In addition to the above, we are working with VMB to review their Broadband provision through the emCloud Framework exploring a range of options including alternative products that may be more attractive/cost effective for some customers. We expect to conclude the review in the next couple of weeks and will be writing to you with more information on what services will be available shortly after.

We look forward to continuing to work with and support schools in Nottinghamshire and beyond with our significantly extended range of education technology focused products and services sourced from the best providers in the market place.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Ivor Nicholson', written in a cursive style.

Ivor Nicholson  
ICT Service Director