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|  C:\Andy\ANA\Education\Marketing\SOS Main logo green 09 19.png **Order Form, Supply Contract, Charter & Terms and Conditions****Contract details****Contract between:** **School Omega Solutions (SOS)** **&** **The Customer (school/company name):****Address:** **Postcode:****Contact name (Lead user):****Contact name position:****Contact Postal address (if different from above):****Contact email address (Lead user):****Contact telephone number:****Additional users (see ‘licence & user log ins’ section below to define who becomes a user)**Note:1. For ART Log in please provide user name, email address & preferred Password (which will be confirmed by email upon set up).
2. For Knowledge Base/Forum please provide, user name & email address, a randomly generated password will be sent by email to you on setting up, this password can be changed to one that suits the user before confirming.

**ART user details:****Knowledge Base user details:****Forum user authority level:**Note: each User can be set to ‘Blocked, no access’, ‘Participant’ or ‘Spectator only’**Contract Start date:** for the period of 1 year. Confirm **monthly** or **annual** payment (delete as appropriate)**Information disclosure** As a part of our service you can if you wish disclose any of your information to any other subscriber of this Service a number of different ways. This will be useful to you if for example you have a ‘red’ item on your ART and you would like to speak with another Subscriber who has the same item as ‘green’, this way you can have quick and easy access to lots of best practice. You can of course also help others when you are ‘green’ and others ‘red’. Please also see the GDPR section in our Charter below, we do not share information with any other company, we are independent and won’t sell your information to anybody else. 1. Please indicate if you are willing to disclose your information of name, contact details and ART results to other subscribers if requested. All other subscribers will be in feeling the same as you as you are all looking to be better at offering a first class education. We will not disclose any information to any third parties outside of our control.
	1. **Yes (please initial) :**
	2. **No (please initial) :**
2. We will be providing a dedicated Forum within the Password protected Subscriber area of our web-site so leaders can help each other and discuss best practice whilst remaining in a ‘user only’ environment. It’s up to you if you just read the posts without taking part or actively post your views and engage with others in the same position as you. You don’t need to give your permission in advance. You will always have access to the Forum (you can control which users get access) to read/use whether you tick yes or no, we are just asking if you are likely to use it:
	1. **Yes, I’m likely to take part and post on the forum (tick):**
	2. **No, I’m likely just to read posts without making any myself (tick):**
3. In some cases you may want to share your information with your Multi-Academy Trust (MAT), another school/s or Cluster, Local Council, Diocese or another organisation you work with. This could be in the form of an additional user name and log-in details or as sharing ART Report information when requested. Please indicate below the details of any organisation you wish to have either as an ART log in/user name and/or sharing of your ART results as a report or any other information sharing form you wish to indicate (who the exact user is will also need to be completed in the Additional user section above).
	1. **Insert here:**

**Licence & user log ins**SOS will provide the Customer (normally a School) paying the Subscription with a ‘licence’ to access and use all parts of the SOS Quality First Education System which is made up of the Knowledge Base, Audit and Reporting Tool (ART) and Forum. This will include the whole school reporting function, updates and changes to all school guidelines ongoing (Ofsted, Siams, Public Health etc.), Curriculum building information, Blogs and Forums, and all other relevant information provided by SOS. Any training, consultancy and meeting facilitation is available at extra cost on an ‘as needed’ basis which can be tailored to suit.The Customer will be provided with the necessary user log-in’s to the SOS Web Portal and if needed additional user log-ins for any SLT, Governors, higher level users at MAT, CEO, Executive Team Hub level, County, Church Dioses as required. **There is no additional fee for additional users, as it’s based on ‘1 School - 1 Fee’.**We recommend that your Senior Leadership Team have access to Knowledge Base & Forum and the Headteacher & Governors access to ART, Knowledge Base & Forum but we can alter that to suit each Customer individually. We can set up any MAT, County, Church, Cluster or higher level authority to have access to ART across a number of schools, so for example if a MAT Leader has 10 Schools and wants to see each ART and allow each individual Headteacher to see their own School only then we can set each user to suit.The Customer will ensure that their use of the SOS Service and log in details are correctly used and that they will ensure anybody accessing the SOS Services are correctly trained to use it and only access and use the system for its intended purpose. The Customer is responsible for ensuring the user information is up to date and any users leaving are removed.**Who is SOS ?**SOS was initially developed by an Executive Headteacher, Julie Norman who is based in Somerset, UK for her own use in her Schools. When Julie started to use SOS she was then encouraged by various Education bodies to make it available widely available for anybody to use as all who saw it in action recognised what a great system it is and how it makes people’s lives so much easier. Making this available has cost in both investment and development, so a fee has to be charged in order to keep it sustainable, supported and updated. Julie continues to work in her Executive Head Teacher role so Andy Norman runs the business on a daily basis in order to keep costs to a minimum whilst also providing a full admin, consultancy and IT supported service on a daily basis, so advice and a Helpline are available during working hours. In addition our development partners, Benchmark Services Ltd, a locally based IT Company provide all of the Web-site Development and IT Helpline Support to customers. As SOS was born through an idea which grew rather than a company launching a product to make a profit, SOS has and will continue to be provided at a very cost effective and personal level. We don’t have large expensive offices, a big corporate structure and any Shareholders to satisfy so we can keep costs down. We do have a passion to make Education better and People working within Educations life’s easier and more effective, so we ask our customers to subscribe, spread the word and also help us to be the best we can be with feedback.**The company details are:**Andy Norman Associates Ltd. T/A School Omega Solutions.Registered Office: Bishopbrook House, Cathedral Avenue, Wells, Somerset, UK. BA5 1FDVAT Number 978 2482 68. & Company Registration: 6942 786**Costs****Intro offer effective from 1st Jan 2020:** The cost of this service initially for a limited time is £1,500 + VAT per year for schools up to 350 pupils and £2,000 + VAT above 350. It’s either payable monthly in advance or annually in advance to suit. This is an introductory offer in order for SOS to gain new Customers as it introduces its new online functionality and for these Customers to provide a reference to others so we can spread the word more quickly (if you feel our services warrant it of course). This cost is frankly very cost effective for what you get so is not guaranteed to be held for any future additional Customers or in future years and this offer may finish at any time.**Payment**Payments for the Service fees are in advance, either monthly or annually. We are not in a position to grant access to our Services before payment. However Training and Consultancy can be provided with a payment time of 14 days after the event if needed. Invoices will be sent electronically (unless agreed otherwise) and you can pay by BACS (preferred), Cheque or shortly via Go-Cardless online. We are a VAT registered company so all figures quoted will be plus VAT.**Payment of annual service fee, amount:****To pay monthly or annually:****Payment method:****Any other comments/instructions:****Customer Charter & Terms & Conditions** |  |
| 1. The SOS Service has been developed by Educators for Educators in order to make Education Leader’s roles easier and more effective. Its existence is due to an Executive Headteacher developing the services for her own schools and then being asked by many others to provide the same services for them. Therefore we promise there will be no corporate fat cats, share prices to chase, large expensive offices, large expense accounts, offshore call centres who don’t resolve your problems or huge marketing budgets to pay for. SOS’s main focus is to keep the cost of its services as low as possible whilst being as up to date as possible and as effective as possible using experts currently in Education to ensure that it also remains as relevant to its Customers as possible.
2. What SOS needs in return from its Customers is for them to be fair and buy a licence for each school or educational centre and not to copy, disclose, distribute or otherwise plagiarise any part of the SOS Services or its functions or documentation. SOS and its contents are formally copyrighted and the licence provided in this contract applies to one school or educational centre and cannot be shared, duplicated or used by any other school, educational centre, organisation or any other entity other than the one customer stated in this contract. A good relationship between us will ensure we can sustain our low fees and great service. We never want to get to the stage of removing a Customer from our Services or apply a copyright infringement through legal action unless we have to, but we reserve the right to do that if necessary.
3. We want to be a good supplier and for you to come back to us with repeat business, so if you ever feel that we are not meeting your expectations please tell us so we can discuss it. We are here to provide you with a service and we want to be the best we can be. We are happy to tailor things to suit your way of working whenever we can so please ask us if you need something different. We of course will always welcome any feedback about what we do, how we do it and how we can be better.
4. We will not be liable under any circumstances for any loss, expense or damage suffered or incurred by you or anybody else that arises in any way from any part of our services, products, training or consultancy. We will update information to the best of our knowledge but can’t be held accountable for anything which is not accurate. We provide help & information and reporting for the information you input, so it’s up to you how you act upon it. We will always try to ensure that the information we give is the most up to date available but we cannot be held liable if this is not the case for any reason.
5. We have a GDPR process which is available to view upon request (andy@schoolomegasolutions.co.uk or call 07590 487885) and we will ensure that all of your information remains within SOS’s systems which are hosted within the UK to the best of our ability. We will not sell or otherwise share your information with any other organisation (other than our IT Partners who host the database) and as an independent company we do not need to pass your information on to any other large organisation or parent company for any purpose. However, we cannot be held liable if any information you give, either to us or directly to any other party through this Service, its forums or meetings is disclosed to any other third parties by you or your users.
6. All documents provided as any part of the SOS Service are copy written and remain the property of SOS, a licence allows a subscriber to use them for the intended purpose whilst they continue to subscribe to SOS services only.

**Signed on behalf of SOS:****Title:****Dated:****Signed of behalf of the Customer:****Title:** **Dated:** SOS admin contact details:Andy NormanTel: 07590 487885.Email: andy@schoolomegasolutions.co.uk.Web: [www.schoolomegasolutions.co.uk](http://www.schoolomegasolutions.co.uk).  |
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Andy Norman v3 28 01 2020