Student Administration System

by SunRaye Enterprises

www.sasystem.org

6438 Gilley Ave., Burnaby, B.C. V5H 3W7
Ph: 604-299-6467   Fax: 604-299-4409
Toll-free: 1-877-713-1272
sales@sasystem.org

Pricing for License Purchase Option of SAS

Pricing for the Student Administration System is designed to accommodate schools of all sizes and of differing needs.

1. The base price is $50,000 to which is added…

2. $80 per student based on the estimated enrollment for the upcoming year.

3. There is also an implementation fee for setup, training and basic customization. The fee starts at $3,000 and is adjusted for each school's specific training and customization needs. The $3,000 includes:

    a. setup on our servers or remote assistance in setting up the system on your servers

    b. eight hours of training from our staff, in person or via telephone conferencing

    c. eight hours of customization, which is typically for transcripts, contracts, letters of acceptance, etc.

4. If additional work is required, we will provide firm quotes at our normal hourly rate.

5. After the FREE initial 30 days of unlimited staff support, there is a staff support plan so we can address concerns promptly.

6. There is also an optional subscription for fixes and patches to existing features of $10,000 for two years.

7. In the future, campuses can be added at a one-time cost of $80 per estimated annual FTE for the first year of the new campus.

8. Web hosting is available for $360 per quarter and includes data backup and periodic compression of the Access file. SQL Server hosting is $700 per quarter.

Staff Support Plan for License Purchase Option

- Schools pay $3,000, which is drawn upon for support until the balance falls below $500, at which time schools will be invoiced to top up to $3,000.

- Support time will be tracked and charged against the support plan. A statement can be requested at any time.

- Support includes phone calls, emails, in-person meetings, time to research and resolve issues, and time to develop customization quotes (will later be reversed if the quote is approved within 30 days).

- The funds are non-refundable, but unlike most software, the funds do not expire. Schools may use the funds for other purposes such as customization and training.

- Schools that require assistance faster than our regular service guidelines will be billed at double the normal hourly rate.

Warranty

The basic system is warranted to be free of errors for 180 days after the go-live date. Customization is warranted for 180 days from the time the client confirms that the routine is working properly. After the warranty period, the normal programming rate will apply unless the school has a Fixes & Patches subscription.

We can also provide an evaluation of your business procedures, software and hardware needs for an agreed fee to assist you in making your decision. If you proceed to implement SAS, half the cost of the evaluation will be credited to your account.

Contact: Seann Lyncaster

sales@sasystem.org

Last Updated April, 2008
Subject to change without notice

2K3
Student Administration System
by SunRaye Enterprises
www.sasystem.org

2076 E. 61ˢᵗ Ave., Vancouver, B.C. V5P 2K3
Ph: 604-299-6467   Fax: 604-299-4409
Toll-free: 1-877-713-1272
sales@sasystem.org

Customer Support Options

1. The basic SAS system is warranted for 180 days after activation. Each customization is warranted for 180 days from the date of delivery. Anything that is not functioning as per the specifications will be fixed without charge. It is important that clients check the customizations when they are delivered to ensure they do what is intended.

2. For any other interactions, we now offer two support plans.

    1. **2 Year Fixes & Patches Subscription** - This protects you beyond the warranty period and is essentially an extended warranty for programming in the basic system and customizations that are beyond the warranty period. The subscription is $10,000.

    2. **Staff Support Plan** - This covers all inquiries and requests from staff.

        1. Clients pay $3,000, which is drawn upon until the balance falls below $500, at which time clients will be informed and given the option of topping up their account.
        2. Support time will be tracked and charged against the support plan. A statement can be requested at any time.
        3. Support will include phone calls, emails, in-person meetings, time to research and resolve issues, and time to develop customization quotes.
        4. Time to develop quotes will later be reversed if the quote is approved within 30 days.
        5. If an issue is later identified as under warranty or subscription, the time will be credited.
        6. The funds do not expire and are not refundable, but the clients may use the funds for other purposes such as customization and training.
        7. Clients who require assistance faster than the service guidelines below will be billed at double the normal hourly rate of $150.
        8. Time is recorded in 15 minute increments, e.g. .25 hour, 1.75 hours

3. Service Standards

    1. Telephone and email inquiries will be acknowledged within one business day. Issues will be prioritized and the most urgent ones will be addressed first, regardless of when they are received. Issues that seriously affect operations ("critical issues") will be addressed immediately and generally are resolved within four hours if we have the necessary details. All issues will be addressed within two business days unless the client is notified of any delay, in which case an estimated time will be provided.

    2. Clients are encouraged to email the details of the problem, including sample data. In most cases, such information is adequate for us to resolve the issue without further questions, thus it is the most efficient method.

    3. Clients that require assistance faster than these service guidelines will be billed at double the normal hourly rate.

    4. If you are hosting your system with us, we will deal with server issues promptly. Some situations are outside our control, but we will keep you informed.

    5. If you are hosting elsewhere, we can assist you in dealing with web hosting companies or in setting up and maintaining your own Windows web server. Normal support fees apply.

    6. To minimize support costs, it is recommended that one or more staff members become "experts" who can provide the first level of support for staff. When things arise that they cannot handle, they will contact SunRaye Enterprises.