

- 1. Is there really no cost to access the sandbox and documentation?**

All prospective integrators including SIMS schools, are free to register and access the services at no charge following basic validation of the company or individual requesting access. We want to ensure our development environment is great place to integrate. Documentation to assist you in your integration is available free of charge, this is available - SIMS Cloud API Documentation: <https://www.sims-partners.com/> and Guidance.
- 2. What about integrating with the SIMS ID Data Exchange Web APIs?**

All prospective integrators including SIMS schools are free to register and access the SIMS ID Data Exchange Web APIs at no charge following basic validation of the company or individual requesting access. Documentation to assist you in your integration is available free of charge, this is available SIMS ID Web API documentation: <https://www.sims-partners.com/Product/DEX/LandingPage>
- 3. I want more control over my development environment, is there an option other than the Freemium?**

Private instances are available, the cost for these is given in Step 3 of the Technical Integrator Programme document.
- 4. I don't want to develop using my live data, is there sample data I can develop against.**

Developing against live data is likely to be a breach of the Data Protection Act and or GDPR. We would strongly advise Data Controllers to seek advice before permitting the use of live data for any novel purpose. Test systems and/or test data are available as per the price list in Step 3 of this document.
- 5. As a school or academy can I integrate other sites from my MAT?**

A school or academy can integrate additional sites at the per site charge. Outside of your legal entity (MAT) or where you sell your product, you may need to move to a different partner tier.
- 6. Do I need a copy of SIMS?**

This will very much depend on what your integration requirements are. If you are undertaking early exploration of integration activities on the Freemium sandbox or you are implementing a light weight SIMS ID Data Exchange WEB API or SIMS Partner API integration, you may be able to do this without a copy of SIMS. However, if your integration is more complex we would always recommend having access to a copy of SIMS to aid your integration and thoroughly test it. There may be a time during your integration or subsequent operation that we may not be able to assist you adequately if you do not have access to a copy of SIMS. Your account manager will discuss options if this should happen.
- 7. As a school, academy or start up, I see there is no requirement for me to take a support service. Is this correct and can I add this in later if needed?**

We want schools and start-ups to integrate with SIMS at little or no cost. We only require you to take a support package when you start to integrate with a larger number of sites. A degree of self service support documentation is provided for organisations who do not require a support package. A support package is required to gain and retain Accreditation. Services can be added at any stage but are subject to termination rules.
- 8. What integration is right for me?**

You are free to integrate with SIMS ID Data Exchange Web APIs and/or the SIMS Partner APIs. Which is right for you depends on a number of factors.

- The SIMS Partner APIs are feature rich and data rich providing access to all the data elements within SIMS that the school add and allow access too.
- The SIMS ID Web API is a lesser data set, focussing mainly on person and group data with some additional elements thrown in. This data is sufficient for a good proportion of integrators, but it is not designed to be a replacement for the SIMS Partner APIs.
- The SIMS ID Web API also contains data from SIMS 7 customers, making a good starting point for integrators who want to move to web API based integrations and need to serve a mixed economy of SIMS 7 and SIMS Primary.

**9. I develop more than one product - will I pay twice if I integrate multiple products to a single school?**

No, the per site charge is only a charge levied for each site you integrate with.

**10. If both SIMS ID and SIMS Primary APIs are used for a single site will I have to pay twice?**

No. Where more than one Web API is used (SIMS ID or SIMS Primary), only the greater of the per site charges will apply once per site.

**11. How does the per site pricing work?**

The more sites you have the greater the incremental discount. You always pay the whole price for the first site, but price per site reduces as the number of sites increases so does the discount on each additional site you add. Please see our spreadsheet for details

**12. Can I have access to a copy of a SIMS Product with training data to enable me to comply with DPA/GDPR during development??**

Yes. Prices are included in Step 3 of this pricing document.

**13. Is taking support a mandatory requirement?**

Standard support or increased hours support is mandatory for integrators with more than 100 sites. It is optional for schools/academies and start-ups. It is also mandatory if you require your product or service to become Accredited.

**14. What is a SIMS Primary SaaS Dataset license and why would I need one?**

A SaaS Dataset is a dedicated development environment within the Partner Portal. This instance is personal to your company and will help you integrate to SIMS away from the free to use shared environment. Chances are as a school, academy or start-up with basic read only requirements you will not need access to an additional SaaS dataset.

**15. I currently integrate to SIMS 7 but want to integrate to SIMS Primary. What is the best option for me?**

There are transitional options available for current partners. Please speak with your Account Manager who will be happy to guide you.

**16. I am a current SIMS 7 Technical Partner how can I best transition and what will be the costs?**

There are transitional options available for current partners. Please speak with your Account Manager who will be happy to guide you.

**17. What if I only wish to integrate with SIMS 7 as a new partner?**

This is still possible. The cost is now based on leased license agreement. However, consideration should be given to future growth and transition of services like support.

**18. I currently use SIMS Reporting for read only data. What are my options for the next generation of SIMS?**

There is no automated reporting option for integrating to SIMS Primary. Customers should consider using the SIMS ID Web API services for basic/core data or the SIMS Primary Partner APIs where richer data is required.

**19. What are writeback charges for SIMS Primary?**

There is no writeback charge under the 2019 Technical Integrator Programme both read and write is included in the one charge.

**20. At which point can I call myself a SIMS Technical Integrator?**

A 'live' integration must be available, and a current signed Integration Agreement must be in place. For some larger integrations a support agreement must also be in place. When these conditions are met you may refer to yourselves as a SIMS Technical Integrator use any associated logos and 'text artefacts' subject to the use rights detailed in the Brand Guidelines Document.

**21. At which point can I call myself an Accredited SIMS Technical Integrator?**

Accreditation is based on our ability to fully support both our partners and SIMS customers. To be an Accredited SIMS Technical Partner a support option must be contracted, a 'live' integration must be available, and a current signed Integration Agreement must be in place. For some developments a code review will be required prior to accreditation. When these conditions are met you may refer to yourselves as a SIMS Technical Integrator use any associated logos and 'text artefacts' subject to the use rights detailed in the Brand Guidelines Document.

**22. At which point can I call myself a Partner?**

The term Partner is reserved for organisations that have a commercial or strategic partnership with Capita. This will often, but not necessarily include a technical integration

**23. Is there a requirement to sign a contract and at which point?**

GDPR requires that a clear contract is in place before data processing can take place. It is therefore necessary to have a contract in place before live data is accessed. We also require a form of agreement to be in place before you can access the Freemium sandbox environment to ensure fair use. Please see: <https://www.sims-partners.com/General-Docs/Terms-and-Conditions>. Where you purchase services from Capita these will understandably be covered by contractual terms and conditions.

**24. What happens to the current pricing/partner model?**

For existing partners who are due to renew prior to 01/06/19 they may renew 12 months on the old model after this period all renewals will be on the 2019 integrator programme. If we were to set a date reasonable notice would be provided. The new partner programme encompasses all of the elements of SIMS 7. Partners may wish to move to the new programme at point of annual renewal or sooner. Your Partner Account Manager would be happy to discuss migration options. The existing SIMS7 Partner programme is now closed to new entries.

**25. Will the prices change?**

We plan to undertake an annual price review. Dependent on the review there could be changes to the pricing.