



Education Support and Installation

Company No. 09876389

9 Ash Street

Bury

Lancashire

BL9 7BT

Email:

Jamie@esi-tech.co.uk

Telephone:

Office: 0161 914 7287

Mobile: 0797 910 6027

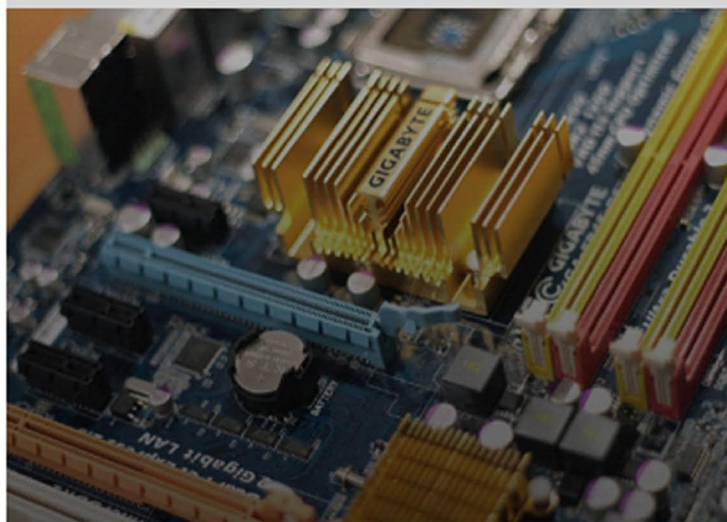


**IT Support**



**Hardware  
Sales**

**Service  
Level  
Agreement**



**Curriculum  
Support**

#### ICT SLA 2015 coverage level.

- Weekly visits based on 39 weeks
- Unlimited break fix call out 08:00 – 18:00 Mon – Fri
- Extra support during Ofsted inspections (1 HR visit per inspection day)
- Remote access support for servers and all computers and laptops
- Email and telephone support
- We do services call on the same day next day basis
- Access to our fault report and staff real time communication portal web portal <http://www.esi-tech.co.uk/helpdesk>

#### Equipment covered

Any hardware connected to the school ICT or admin network

- Desktop PCs
- Monitors
- Printers
- Laptops
- Tablets
- Digital Cameras + Video Cameras
- Interactive Whiteboards + Projectors + Interactive TVs
- Server (Curriculum and Admin) also all Backup Devices
- Switches, Routers and Wireless Equipment
- All Cabling Structures (Cat 6, Cat 5)

#### Software and online services included in your SLA

- Pupil management and monitoring software, see what each pupil is doing in real time from any computer in the school.
- Cloud storage for all staff users
- Moodle design build and management, with a domain name and email addresses included. Training is also provided.
- Apple and android device management system with app role out facility.

#### Staff training and class room support

- With notice your technician can provide training on any software package or online service or system.
- All our technicians are aware that we need to provide staff support in class with ICT hardware and software.

#### Contributions

ESI Tech Ltd keep a small budget for contributions to the schools in the form of small electronic items such as cameras to be used as raffle or fund raising prizes that are not to be retained by the school.

You should provide at least 2 weeks notice to your technician of an upcoming event to ensure we have enough time to provide the items.

### After School Clubs

ESI Tech Ltd have launched Code club, this will consist of an after school club for 1 HR per week over 3 terms. We provide this service free of charge to our SLA customers only, this course cannot be purchased separately. Please contact your representative for further information.

### Insurances, DBS checks and ID Badges

ESI Tech Ltd DBS check all staff every 3 years at the expense of the company, copies of these can be obtained by calling Jamie on 07979106027. All our technicians have ID badges supplied please do not let anyone into your building that claims they are from ESI Tech Ltd without an ID badge. Adequate insurances are held by the company and copies are available on request.

### Regular Management Meetings.

Communication and regular face to face meeting are very important for us to provide the best service possible.

Meeting can be arranged with your representative (as and when you require them). We feel we should not have more than a 3 month gap between meetings and will keep trying to arrange a meeting to ensure the communication is good between the company and schools staff.

### Not Included in the SLA

The following will be chargeable @ £120.00 Call out then £60.00 per hour per technician onsite.

- Removal of Viruses that have been introduced to the school network by staff members.
- Repair and recovery of a network due to a 3<sup>rd</sup> party technician given access to the computer system by the school whilst under our SLA.
- Damage to the system by any contractor allowed access to the system by the school without prior notice this includes hardware and wiring/wireless systems

### Termination of Contract

Termination of this agreement can be made by either party through a written letter giving one full term's notice. Upon termination of the SLA by either party, the School shall remain liable to pay ESI Tech Ltd all sums which have accrued and are owing. If ESI Tech Ltd has been paid for services beyond the date of termination, ESI Tech Ltd shall refund the overpayment to the School.

### Prices and Coverage Levels

1 x 3 hour visit every other week  
£2000 per annum payable termly:  
Summer Term - £670  
Autumn Term - £665  
Spring Term - £665

2 x 3 hour visit every week  
£7540 per annum payable termly:  
Summer Term - £2520  
Autumn Term - £2510  
Spring Term - £2510

1 x 3 hour visit every week  
£3940 per annum payable termly:  
Summer Term - £1316  
Autumn Term - £1312  
Spring Term - £1312

3 x 3 hour visit every week  
£11000 per annum payable termly:  
Summer Term - £3668  
Autumn Term - £3666  
Spring Term - £3666