



PACIFIC EDUCATION TECHNOLOGY INCORPORATED
(DBA **BONSAI**)
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CONTRACT ISSUE DATE: Dec 14, 2018 | CONTRACT # 7130-18-1

I. Client:

Name: East Bay Innovation Academy (EBIA)
Address: 3800 Mountain Blvd
Oakland CA 94619

This agreement represents a CONTRACT for services between PACIFIC EDUCATION TECHNOLOGY INCORPORATED (DBA **BONSAI**) and CLIENT.

II. Bonsai Technology Services

1. Bonsai Foundational IT Services

- a. Ongoing school-wide technology consulting, planning including client management meetings and plan revisions throughout the year.
- b. Ongoing network and infrastructure management. Establish architecture, improvement plans, and maintain all aspects of school network infrastructure including internet services, wireless, wired network, security policies, and firewall.
- c. Provides remote support for monitoring, management, preventative maintenance, and troubleshooting with regular and emergency-response based onsite visits when needed.
- d. Tracking of school-wide technology assets and planning for replacements of equipment
- e. Implementing and management of Google Suite for Education, including setup of user accounts, cloud storage, and backup strategy.
- f. Support for management of vendors and partners related to IT at the school, including subcontracted IT services.

2. Bonsai Student Device Support

- a. Device level support including maintenance, software upgrades, and establishing management strategies.
- b. Unlimited remote based tech support. The school agrees to maximize and facilitate remote support and remote planning as much as possible.

3. Exclusions - items not included in this contract that can be provided at an additional cost:

- a. Specific one-time project-based work, including hardware upgrades and implementation is not included. Examples include major Wi-Fi network upgrades and classroom A/V display projects.
- b. Any hardware or software technology, including servers, phones, or any other product or solution not specifically listed below.
- c. Does not include services for A/V projector maintenance, cleaning, or repairs.

III. Pricing

Bonsai Technology Services	Pricing
Bonsai Foundational IT Services (inc Network Management) Bonsai Student Device Support	\$1,500/month
Bonsai One-time Setup Fee for Technology Services	\$3,000
TOTAL	\$1,500/month + \$3,000 Setup Fee

IV. Terms & Conditions

- Student Devices Covered** - Student devices are defined as laptops, tablets, iPads, Chromebooks, or lab computers used by students. Currently the number of devices included in this CONTRACT is **Up to 800 Devices**. Should the number of student devices increase by more than 5% during the service term, the monthly costs may increase. Such an increase would require Client approval of a new CONTRACT. All devices older than 5 years are supported on a “best effort” basis.
- Printers** - Support for 8 major printers/copiers are included. Additional printers/copiers can be supported for an additional cost.
- CONTRACT Service Term** - The CONTRACT Service Term will be from **Jan 1, 2019 to July 31, 2019**.
- Billing Terms**
 - The school will be invoiced for this CONTRACT in **quarterly payments** (3 X the monthly payment), due at the beginning of each quarter (Jan 1, Apr 1, July 1, Oct 1).
 - The initial payment (pro-rated for the initial quarter) and the one-time “Setup Fee” are due and payable on the day the contract is initiated.
- Expiration** - This CONTRACT will expire 90 days after the “Contract Issue Date” listed at the top of this agreement unless signed prior to 90 days. If the contract expires a new contract will need to be issued.
- Terms of Service** - All other Terms of Service for this CONTRACT are bound fully within and controlled by the CLIENT’s MASTER SERVICES AGREEMENT (MSA) with BONSAI. Should any terms of this CONTRACT conflict with those of the MSA, the terms of the MSA shall prevail.

V. Services Agreement

Client acknowledges having read these terms and conditions and agrees to this services agreement.

Client Agreed and Accepted

CLIENT Signature:

Printed Name:

Title:

Date:

BONSAI Signature:

Printed Name:

Title:

Date:
