

**MEMORANDUM OF UNDERSTANDING FOR PROVISION OF  
ANNUAL TECHNICAL SERVICES**

**SANTA CLARA COUNTY OFFICE OF EDUCATION  
AND  
MILPITAS USD**

By this agreement made and entered into on the 1<sup>st</sup> day of July 2017, between the Santa Clara County Office of Education (hereinafter referred to as SCCOE), and MILPITAS USD (hereinafter referred to as DISTRICT), for consideration of their mutual covenants, the parties hereto agree as follows:

**I. Technical Services Provided by SCCOE**

**A. QSS Services**

1. Provide access for authorized district employees to the QSS Enterprise Resource Planning (ERP) system 7:00 AM – 9:00 PM Monday through Sunday. Planned outages may be required. Provide payroll and commercial warrant processing and electronic access to related reports.
2. Provide system monitoring and support Monday-Friday, 7:00 AM to 5:00 PM, except SCCOE designated holidays.
3. Provide facilitation with QSS for system and software error reporting.
4. Provide project management for mandated and requested enhancements.
5. Provide payroll and commercial warrant processing based on a schedule determined by Technology Services Branch (TSB) and District Business and Advisory Services (DBAS).
6. Provide secure web access to Employee Self Service for those active and retired employees who receive or have received payroll warrants through QSS payroll hosted with TSB.
7. Provide W2, 1099, PERS/STRS, bank transaction processing and electronic

file transmittal to pre-authorized entities.

8. Provide back up and disaster recovery services for QSS hosted data.
9. Provide a secure network connection to access the QSS system, and follow all standard industry security practices and procedures to ensure protection of the District's data at all times.
10. Provide end user technical support and system management for **standard QSS functionality in the current released version of QSS**. Services include system configuration at the county and district level, release management, and system and user security management.
11. Provide scheduled training hosted at SCCOE and digital documentation distributed through AccessPoint and the QSS Control Center.
12. Provide web portal, <https://accesspoint.sccoe.org>, for service request submission and access to bulletins and online announcements.
13. Provide Help Desk support for mission critical QSS applications Monday-Friday, 7:00 AM to 5:00 PM, except for SCCOE designated holidays.
14. Provide historical access to the document management repository, <https://vault.sccoe.org> for key payroll documents. Provide access to payroll and accounts payable production reports through QSS district print manager for up to 30 days after the processing date.
15. Additional for-fee services **based on resource availability**:
  - a) Data manipulation, data mass correction due to user error  
Customized queries, scripting and data transfer  
Design work: \$80/hour  
Data transfer: \$200 per transfer
  - b) Customized on-site training: \$80 per hour at site, plus \$40 per hour of planning time.  
Typical Example: 2 hour on site (\$160) + 4 hour planning (\$160) = \$320.00
  - c) One-on-One training: \$80/hour
  - d) Unscheduled customized Payroll or Accounts Payable runs  
\$500 per run and \$5 per printed warrant

## **B. Network Services**

1. Provide network connectivity and technical support for Internet access and wide area network connection between the user district and the SCCOE.
2. Provide Domain Name services (DNS).
3. Provide network performance monitoring.
4. Provide Help Desk support for network issues related to Internet access or the wide area network connection between the district and SCCOE between the hours of 7:00 AM to 5:00 PM on regular workdays (Monday through Friday), except for SCCOE designated holidays.
5. OPTIONAL: Provide content filtering (contact SCCOE's Network Services Team).

## **II. District Responsibilities**

- A. Participant district accepts responsibility to provide appropriate and adequate hardware resources and connectivity to enable access to SCCOE - QSS.
- B. Participant district accepts responsibility for maintaining and enforcing appropriate security practices within the purview of the district.
- C. Participant district accepts responsibility to ensure the integrity and the accuracy of the data that is input to the system.

## **III. Period of Agreement**

The period of this agreement shall be from July 1, 2017 through June 30, 2018.

#### IV. Charges

The annual cost to provide services as outlined in the Overview of Services are as follows:

QSS Services	\$	175,574.00
Bandwidth PTP 1-10 Gbps	\$	15,000.00
Firewall 1-2 Gbps	\$	5,000.00
Filtering	\$	5,000.00
Nimble Storage Replication	\$	N/A
<b>TOTAL</b>	<b>\$</b>	<b>200,574.00</b>

#### V. Payment

The district agrees by executing this agreement that the SCCOE is authorized to post a journal entry on or before August 31, 2017, executing payment of the agreed upon charges using the thirty-five digit account specified below by the district. The district further agrees that it will use the appropriate coding as defined in the California School Accounting Manual (CSAM).

Account String

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## **VI. Indemnification**

- A. The District agrees to defend, indemnify, and hold the SCCOE, its officers, employees, and agents harmless from and against any and all liability, loss, expense (including reasonable attorneys' fees), or claims for injury or damages arising out of the performance of this Agreement except such liability, loss, expense, attorneys' fees, or claims for injury or damages that are caused by or result from the sole negligence or intentional acts or omissions of SCCOE, its officers, employees or agents.
- B. The SCCOE agrees to defend, indemnify, and hold the District, its officers, employees, and agents harmless from and against any and all liability, loss, expense (including reasonable attorneys' fees), or claims for injury or damages arising out of the performance of this agreement except such liability, loss, expense, attorneys' fees, or claims for injury or damages that are caused by or result from the sole negligence or intentional acts or omissions of the District, its officers, employees or agents.

## **VII. Authorized Signatures**

In witness thereof, this \_\_\_\_\_ day of \_\_\_\_\_, 2017.

District: MILPITAS USD

Santa Clara County Office of Education:

By (signature) \_\_\_\_\_

By \_\_\_\_\_

Name (type) \_\_\_\_\_

Name Jon Gundry

Title (type) \_\_\_\_\_

Title County Superintendent of Schools

# ADDENDUM

## Santa Clara County Office of Education 2017-18 Network Access Fees

Connectivity Type	Bandwidth	E-rate	Non-E-rate
	(Mbps)	Consortium	Consortium
		Member	Member
Point-to-Point or Dark Fiber	1-10 Gbps	15,000	18,000
ATT Switched Ethernet (ASE)	< 1 Gbps	15,000	18,000
901 District or Single School (< 999 ADA)	Any	3,600	4,320
Indirect Connect for QSS	N/A	5,000	6,000

Bandwidth Usage	Firewall	Content	Both
		Filtering	
Below 1 Gbps	3,750	3,750	7,500
1-2 Gbps	5,000	5,000	10,000
2-3 Gbps	6,250	6,250	12,500
3-4 Gbps	7,500	7,500	15,000
4-5 Gbps	8,750	8,750	17,500
5-6 Gbps	10,000	10,000	20,000
6-7 Gbps	11,250	11,250	22,500
7-8 Gbps	12,500	12,500	25,000
8-9 Gbps	13,750	13,750	27,500
9-10 Gbps	15,000	15,000	30,000
901 District or Single School (<999 ADA)	1,500	1,500	3,000
Firewall service includes Threat Prevention, Anti-Virus, and VPN			

Effective July 1, 2017