SANTA CLARA COUNTY OFFICE OF EDUCATION

Memorandum of Agreement
between
Milpitas Unified School District
(MUSD)
and
Santa Clara County Office of Education
Technology Services Branch (TSB)

This is an agreement of services provided by SCCOE Technology Services Branch (TSB) to Milpitas Unified School District (Client).

This agreement is made and entered into in good faith between the SCCOE Technology Services Branch (TSB) and Milpitas Unified School District (Client). It defines the services provided involving web application hosting and support summarized as an annual subscription. Note that any deletions, additions, or modifications to this memorandum of agreement must be mutually acceptable to both parties.

Direct services are provided by the Web Services & Application Development team located in the Technology Programs & Instructional Support Department of the Technology Services Branch

This agreement shall be in effect from **July 1, 2017 to June 30, 2018**

1. Overview of Activities

The Client has identified a need for an Absence Request System with ongoing maintenance and hosting services. Support will include the following activities, and services:

- Web Application Support (Hosting, troubleshooting, online support, backups)
- Licensing and Support of Online Proprietary Software

Day to day support is provided on normal week days between 8am and 5pm. Excluding National, State and County mandated holidays. Office closure times can be found on the SCCOE website at www.sccoe.org.

First line support is provided by the helpdesk. If the issue cannot be resolved then the issue is researched and if needed escalated for further review and resolution. A service request can also be submitted by the user using our Customer Service application (Access point).

Under the terms of this agreement, TSB will maintain and host the web application and associated database during the above stated timeframe. Maintenance of application beyond the agreement period will be the subject of another MOA.

2. COSTS

The table below shows the estimated annual subscription cost associated with providing and maintaining the application. Use this MOA as the invoice.

Services	Hours	Total
Annual Absence Request System Subscription.		$10,000.00
		Total $10,000.00

3. License Agreement

Ownership of all applications, resides with Santa Clara County Office of Education, Technology Services Branch

This ownership excludes third-party code and components that are credited on copyright statements on the website that hosts the web application.

The client has full and exclusive ownership rights to their data contained in the database and information contained within web and application pages that is identified as their copyrighted material.

The client has the responsibility of clearly identifying copyrighted material.

TSB has ownership of its proprietary code, applications and intellectual property rights.

4. Agreement

As identified in the overview of activities, TSB will serve and maintain the web service / application and all of its contents for the duration of the fiscal year. Maintenance of the MUSD web site / application beyond the agreement period will be the subject of another MOA.

In witness whereof, this_____day of _____, 20_____.

SCCOE Technology Services Branch (TSB)	**Milpitas Unified School District (MUSD)**
By: _____	By: _____
Name: _____	Name: _____
Title: _____	Title: _____