Annual Q SIS Hosting Service Level Agreement

This document identifies the terms of the Annual Q Hosting Service Level Agreement. This Service Level agreement is for the period beginning July 1,2021 and ending June 30, 2022.

LEA: University Preparation at CSUCI　　　　　**ADA: 674.64**

Service	Cost per ADA	Total Cost
SIS	$ 5.63	$ 3,798
Food Service	$ 1.30	$ 877
Q Communication	$ 3.75	$ 0
Hosting Fee	$ 4.20	$ 2,833
SIS LDAP Integration	$ 0	$
Total Invoice		$ 7,509

VCOE Annual Q Hosting Service Level Agreement includes the following:

1. **Point of contact calls and e-mails to VCOE Service Center**
   - The LEA will designate a **point person(s)** to communicate with VCOE Service Center and in turn relay information to their respective staff.
   - VCOE Service Center is open between the hours of 8:00 a.m. and 5:00 p.m. M-F.
   - A reasonable expectation for response time, either by phone or e-mail, is 2 hours.
   - A timely resolution to the service request depends on the nature of the problem. *LEA determined Emergency Requests will be billed at prevailing VCOE rates.*

2. **VCOE makes all reasonable efforts to assure security and integrity of the Q server(s) including:**

   - All server infrastructure regularly patched and monitored
   - Database backups performed nightly
   - Database administration and monitoring
   - Servers are located behind VCOE firewall
   - VCOE data center has secure key access
   - VCOE data center has filtered UPS power and a diesel generator
   - VCOE assures that servers have up to date SSL certificates

3. **Review and deploy software enhancements and hot fixes**
   - All Q software releases will be reviewed prior to deployment by VCOE staff.
   - Reasonable efforts will be made to schedule deployment so as not to negatively impact LEA

4. **Confidentiality.** From time to time, VCOE and/or VCOE's staff shall have access to confidential documents of the client such as tentative agreements, potential bargaining terms, employee social security data etc. (collectively "Confidential Information"). It is not the intent of the Parties to waive any confidentiality rights that pertain to any document or personal information not otherwise disclosable under the California Public Records Act (Government Code §§ 6250, et. seq.), including but not limited to, confidential personnel matters, educational records as defined under the Family Educational Rights and Privacy Act ("FERPA") (34 C.F.R. § 99.3), social security numbers (Cal. Civ. Code §§ 1798.85-1798.86.), and any other personal information or records protected from disclosure by any other laws pertaining to privacy and confidentiality, as well as under the attorney-client privilege, the attorney work-product doctrine, and all other applicable privileges and protections. VCOE agrees to ensure the handling of such information so as not to compromise the confidential nature of the data. VCOE shall use the Confidential Information solely in connection with performance by VCOE of the Services provided to the Client and shall not use the Confidential Information for any other purpose. VCOE shall not disclose, distribute, or disseminate any Confidential Information to any other person or entity. VCOE shall hold the Confidential Information in trust for the Client's benefit and shall utilize the utmost care at all times to adopt and follow practices and procedures to prevent the unauthorized disclosure of any Confidential Information. If Confidential Information in the possession of VCOE is accessed without authorization, or if a system maintained by the VCOE containing Confidential Information is breached, VCOE shall notify the Client in writing without delay.

5. **Hosting services include:**
   - SQL Administration and management including the creation and maintenance of*:
     - Stored Procedures
     - Execution hooks
     - Views

   *VCOE is not responsible for errors and omissions of data entered by LEA staff. It is the responsibility of the LEA to assure that integrity of data is maintained.

6. **VCOE requires the LEA to do the following:**

   - Institute a password change policy of no greater than 90 days
   - Require all users to sign an "acceptance of responsibility form" that they understand the criticality of account name/password security. An "acceptance of responsibility form" includes:

   *Account names and passwords should **never** be written out and available to other's access.*

7. **LEA's responsibilities include the following**:

   - Maintain account creation, deletion, password change, and general maintenance of accounts
   - Point of contact person responsible for communicating to LEA staff information regarding software releases, hot fixes, and system availability
   - Provide in house user training and support
   - Communicate the importance of password security to their respective staff
   - Maintain connectivity infrastructure between LEA and VCOE

Annual Q Hosting Service Level Agreement

This Annual Q Hosting Service Level Agreement is by and between VCOE and LEA. Notification of non-renewal of this agreement must be submitted in writing no less than 180 days prior to expiration.

The annual fee is calculated from the LEA's P-2 ADA as of June 1 of the prior fiscal year and rounded to the nearest whole dollar. Payment of the attached invoice and return of the signed agreement are due net 30 days upon receipt.

VCOE:

CUSTOMER:

LEA: _____

By: _____
                Authorized Signature

By: _____
                Authorized Signature

Name: _____Lisa Cline_____

Name: _____

Title: _____Director, Internal Business_____

Title: _____

Date: _____July 1, 2021_____

Date: _____

Point Person Contact Information: **LEA PLEASE UPDATE**

Name: _____ Phone: _____ Email: _____

Name: _____ Phone: _____ Email: _____

Name: _____ Phone: _____ Email: _____