SERRC
ALASKA'S EDUCATIONAL RESOURCE CENTER

SERRC SERVICES CONTRACT FY22

Contract Number: DCTECH 22-18-001
District/Client: Hoonah School District
Preparation Date: June 11, 2021
Amended Date:

TERMS:

No less than 50% of agreed amount shall be due by December 31, 2021; 25% due by February 28, 2022; 25% due by April 31, 2022.

SERVICES: Inclusive School District IT Department

Including the administration, maintenance, design, support, and training for infrastructure and end-user technology equipment, services, and usage techniques used for the academic mission of the Hoonah School District. See the proposal attachment for details.

100	Personnel Services	$0.00
	Office/Travel	$0.00
200	Travel & Lodging	$0.00
	Per Diem	$0.00
300	Contractual Services	$42,159.00
400	Supplies/Testing Materials	$0.00
500	Equipment	$0.00
	Total:	$42,159.00

Sheryl Weinberg

6/11/21

SERRC Officer Date

Client Officer Date

CONTRACT PROVISIONS

See reverse side for SERRC Standard Provisions.

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STANDARD PROVISIONS

1.) SERRC shall not be held responsible for delay or failure to perform hereunder when such delay or failure is due to fire, flood, epidemic, strikes, act of God or the public enemy, unusually severe weather, legal act of public authority, or delays or defaults caused by public carrier, which cannot reasonably be forecast or provided against.

2.) Each party shall perform any services under this agreement as an independent contractor. Each party shall be responsible exclusively with respect to its respective employees. Each party shall provide for employment-related benefits and deductions that are required by law, including but not limited to federal income tax deductions, workers' compensation coverage, and retirement system contributions, as applicable.

3.) Each party shall be responsible, to the extent required by law, only for the act, omissions, and/or negligence of its own officers, employees, or agents. Each party shall indemnify and hold harmless the other party, its officers, employees, and agents only from and against any and all claims, damages, and expenses resulting from the sole negligence of that party. Otherwise, each party is responsible for its own percentage of fault. Each party should maintain its own Commercial General Liability insurance policy to cover services incorporated herein.

4.) Except as otherwise expressly provided in this agreement, SERRC disclaims any and all promises, representation and warranties, express or implied, with respect to the Supported Systems, corrections and the services provided hereunder, including promises, representations and warranties as to condition, the existence of any latent or patent defects, merchantability or fitness for any particular purpose, non-infringement, or any implied warranty of information content or system integration. Without limiting the generality of the foregoing disclaimer, SERRC does not warrant that its advice, systems configuration, or programming on behalf of the Customer will be error free.

5). For a period on 1 (one) month following delivery of the hereunder listed Service, SERRC shall have an obligation to correct demonstrated errors in the operation of the Supported Systems which may appear as a result of incorrect provision of Service.

6.) SERRC shall not have any obligation to correct errors in the operation of the Supported Systems if the programming code, configuration, or wiring has been modified by Customer or by any other party.

7.) SERRC disclaims all liability whatsoever to Customer or any other party for any act or omission that may result in consequential, indirect, incidental, special, or such other damages including but not limited to, any loss of performance, functionality, or data resulting from equipment, software, malware, configuration, or overall systems component interaction.

8.) This agreement constitutes the entire agreement between the parties. No waiver, consent, modification or change of terms or provisions of this agreement shall bind the parties unless in writing and signed by SERRC and DISTRICT. Such waiver, consent, modification, or change, if made, shall be effective only in the specific instance and for the specific purpose given. There are no understandings, agreements, or representations, oral or written, not specified herein regarding this agreement.

Revised 6/2019

FY22 TechOps Services Proposal for Hoonah School District

Prepared by: Ryan Stanley, Technology Director. May, 2021

About SERRC
SERRC--Alaska's Educational Resource Center—is a statewide non-profit formed in 1975 to assist schools with educational and operational needs.

About TechOps
Since 2002 the SERRC Technology Operations team has served school districts statewide, implementing and managing solutions that meet the particular needs of rural Alaskan schools. Our mission is to relieve teachers and staff from the burden of technology configuration and maintenance so they may focus on the more important matter of building academic relationships with students and colleagues.

For more information about SERRC and TechOps, visit us online: www.serrc.org/techops.

Scope of Service
We are pleased to provide this proposal for support of the Hoonah School District, for the service(s):

Inclusive School District IT Department;

including the administration, maintenance, design, support, and training for all infrastructure and end-user technology equipment, services, and usage techniques used for the academic mission of the Hoonah School District.

The following components are representative, not exhaustive, of the service provided.

Core Network
The Hoonah school network consists of a core Internet connection via microwave to a network room in the high school. From there fiber connects the middle school and elementary buildings. The Internet connection passes through a firewall on its way to the Internet. The firewall is owned by the district and administered by TechOps.

Local Network
There are two physical local networks--one for phones and another for devices. The local network extends from core fiber to switches and wireless infrastructure in the instructional buildings and pool. All networks and components are managed by TechOps.

Systems Infrastructure
TechOps configures and maintains district-owned physical infrastructure technology equipment and leased cloud-hosted resources to provide a modern and robust technology platform that meets current and future educational and operational needs of the Hoonah students, teachers, and staff.

Systems Administration
District network and technology systems are administered by TechOps at the direction of the Superintendent or designee. These include all technology systems not noted under *caveats* below, and range from core network functionality to end-user device configurations, applications and cloud-hosted services like Google, Powerschool, and the district website. Administration includes the overall setup, usage, backup, and support of a system. Design and modification is done according to observed statewide and industry best-practice, understanding of the school's instructional program, and in consultation with relevant district staff.

Wired & Wireless Network Devices
Network devices throughout the school are configured and maintained by TechOps, using existing district systems wherever appropriate. These devices include iPads, laptops, desktop computers, printers and copiers, classroom displays, network components, and a variety of educational and operational technology.

Planning & Coordination
TechOps provides planning and coordination, leveraging statewide educational technology experience and relationships, for technology purchasing, classroom use, approach and application, as well as assisting the district in making strategic decisions around the curricular integration of technology.

Support & Training
TechOps provides a "just-in-time" support and training helpdesk, allowing district personnel to email, call, or instant message at their convenience and receive near-immediate response. Support is provided for all district educational technology systems and related topics and is not limited to technology managed by TechOps. Outside of regular school hours (7am-4:30pm Mon-Fri) TechOps is available on an on-call basis.

In the interest of growing local capacity, staff and teachers are encouraged to schedule training sessions with TechOps to advance their understanding of the technology tools at their disposal.

TechOps Onsite
TechOps Onsite Visits are available throughout the year for continued systems maintenance, updates, and improvements.

Caveats & Exclusions
The following list indicates areas TechOps does not provide direct responsibility, but may work in coordination with other specialists to ensure district systems remain functional:
• HVAC and related physical plant
• Legacy (non-IP) camera system
• New systems not designed in consultation with TechOps
• Systems for which passwords/documentation haven't been shared
• Service covered by third-party warranty or sub-contract
• Equipment, software, licensing, or online account costs.

Budget

Inclusive School District IT Department • Single-Site Small Alaskan School District	$ 42,159

Acceptance
This proposal can be accepted verbally or by replying to the email it was attached. Once accepted, a SERRC contract will follow.