RIVERSIDE COUNTY OFFICE OF EDUCATION
3939 Thirteenth Street/P.O. Box 868
Riverside, California 92502

AGREEMENT FOR INFORMATION SYSTEMS SUPPORT

This Agreement made and entered, by and between **Riverside County Superintendent of Schools**, hereinafter referred to as the "SUPERINTENDENT," and the **Palo Verde Community College**, hereinafter referred to as the "DISTRICT";

W I T N E S S E T H :

The SUPERINTENDENT agrees to provide **Information Systems Support** services for the DISTRICT as follows:

Standard Galaxy Support

- Service Desk Support
  - Process Galaxy Access Form, to add, change and delete screens and users: Certification of special process to authorize Board Approved users the Approval for Claims Payment and Approve Final Payroll screens.
  - Software Installation Support
  - Incident & Request for Change processing:
    - Mass updates requests
    - Special DB query requests
    - Special request reports
  - Ongoing production reports support:
    - Notification of new reports and changes/enhancements to existing reports
    - Responsible for the distribution of the district's daily, weekly, payroll, monthly, quarterly, yearly and year end reports based on established schedules.
    - Create and distribute PDF and/or Excel report files for any requested financial reports and the scheduled Monthly Ledgers and Electronic versions of Payroll Reports.
    - Scheduling of Actuate Reports and district report requests.
    - Requests for New Report Development.
    - Deployment of New Reports
    - Requests for replacement W2, pay stub and direct deposits.
    - Request for the Retro Pay Calculation Reports, coordinate with the MicroStratgey reports developer.
    - Request for the Pay Frequency/Mismatch Payroll Periods query, coordinate with the Development Staff.
    - Request for the Accrual Reconciliation & Accrual Exception Reports, coordinate with the MicroStrategy reports developer.
    - Request for the Classified Service Seniority List
- Special File Transfer Processing:
  - Process Batch Claim Files
  - Payroll direct deposit file processing
  - Credit Union File Transfer Processing
- Galaxy Maintenance, standard bug fixes, and minor enhancements.
- Galaxy Support website and User Group Meetings

- Unless explicitly stated the Galaxy maintenance window is Sunday, 12 noon to 10 p.m. Service may be interrupted during those hours. Advance notice of downtime is given wherever possible.

Report Processing and Distribution

- Maintenance of Actuate & MicroStrategy Reports (including converted Crystal Reports)
- Development of new countywide MicroStrategy Reports
- Maintenance of servers, software and licensing as related to reports
- Printing and distribution of reports, via electronic mode (pdf, excel, etc) or paper
- Processing and Printing of Payroll & Commercial Warrants, Direct Deposit Stubs, W-2, 1099 Processing and Warrant Registers

Standard RCOE Training Support

- Galaxy Training
- Specialized training upon request
    - Executive style
    - One-on-one End User training
- Provide End User Documentation for Galaxy
    - System Manuals
    - System Enhancement Training Documents
- Deployment of new system modules for all supported applications
- Office Automation training

Standard Retirement Reporting and Support

- STRS Monthly
- PERS Monthly

Optional Services

Optional/Additional services and/or products may be purchased at the discretion of the DISTRICT on a time and material basis according to this chart to be invoiced separately:

Custom/Advanced Reports Development	$90.00/Hour
Custom/Advanced Data Extracts (Time Duration more than one hour)	$90.00/Hour
Custom Advanced Mass Data Updates (Time Duration more than one hour)	$90.00/Hour
Direct Deposit	$.04/transaction
Training Only (Galaxy)	Included
Office Automation Training with Certification (1 to 9 participants)	$100.00/participant
Office Automation Training without Certification (1 to 9 participants)	$65.00/participant
Group (10 or more participants) Office Automation Training with Certification	$90.00/participant
Group (10 or more participants) Office Automation Training without Certification	$55.00/participant
VPN Access (per user account/per year)*	$25.00/per user

1. The SUPERINTENDENT determines the rates for providing service by assessing the actual cost of providing the service to the DISTRICT. The rates are intended to offset and do not exceed the cost of providing specified services. These rates are stated below:

2. The SUPERINTENDENT further agrees to assign a proper staff member or members to render the services, and such staff member(s) shall hold the proper credentials authorizing such services.

3. The SUPERINTENDENT strives for high system availability; however the SUPERINTENDENT reserves the right to bring systems down for maintenance, upgrades or emergency fixes with fair notice to the DISTRICT.

4. The DISTRICT agrees to pay the SUPERINTENDENT the amount of $4.00 times the District's enrollment reported on the FY 2014-15 First Period Apportionment Attendance report in January 2015 for Galaxy System Support.

5. The DISTRICT agrees to pay the SUPERINTENDENT the amount of $.40 times the District's enrollment reported on the FY 2014-15 First Period Apportionment Attendance report in January 2015 for Report Processing and Distribution.

6. The DISTRICT agrees to pay the SUPERINTENDENT the amount of $480.00 for Standard Retirement Reporting and Support.

7. GALAXY DEVELOPMENT: Request for Change/Enhancement Request(s) should be submitted to the Service Desk. The Prioritization Committee is to review all project requests and will place in work order for the Development Team. A project request is defined as 2 or more months of staff time. Galaxy modifications and enhancements cost estimates and release schedules will be presented annually by March 31st to the Galaxy Development Council. The budget and the assessment for each release shall be voted upon by the membership. By majority rule the members shall be bound by the outcome of the vote.

   The DISTRICT agrees to pay the cost as determined by Galaxy Development Council:

   a. The DISTRICT agrees to pay the SUPERINTENDENT the amount of $1.25 times the District's enrollment reported on the FY 2014-15 First Period Apportionment Attendance report in January 2015 for the **End User Reporting Project (Galaxy Business Intelligence).**

8. The term of this agreement shall be from **July 1, 2014** to and including **June 30, 2015**. The SUPERINTENDENT will provide a rate letter for a successor agreement in April of 2014. The DISTRICT shall notify the SUPERINTENDENT by May 1, 2015 in writing if the DISTRICT does not intend to participate in the 2015-16 fiscal year.

9. The SUPERINTENDENT shall invoice the DISTRICT in March 2015 for the annual charges. Semiannual or usage charges shall be invoiced in March 2015 and July 2015. The DISTRICT agrees to make payment within 30 days.

10. The SUPERINTENDENT at his discretion may reduce the rate should increased participation warrant a reduction.

11. INDEPENDENT CONTRACTOR: The SUPERINTENDENT, while engaged in the performance of this contract, is an independent contractor, and is not an officer, agent or employee of the DISTRICT.

12. ASSIGNMENT OF CONTRACT: The SUPERINTENDENT shall not assign the whole or any part of this agreement or any payment due or to become due hereunder, without the written consent of the

DISTRICT and all sureties who have executed bonds on behalf of the SUPERINTENDENT in connection with this contract.

13. HOLD HARMLESS: The parties hereto, and each of them, do hereby mutually agree to indemnify, defend, save and hold harmless each other, and their respective officers, agents, servants and employees, of and from any and all liability, claims demands, debts, suits, actions and causes of action, including wrongful death and reasonable attorneys fees for the defense thereof, arising out of or in any manner connected with the performance of any act or deed under or pursuant to the terms and provisions of this Agreement by such indemnifying party, or its officers, agents, servants and employees.

14. CHANGES: This agreement may only be amended in writing by the mutual consent of the parties hereto, except that the SUPERINTENDENT may amend the contract to accomplish the below-listed changes:

    a. Administrative changes.
    b. Changes as required by law.
    c. Reduction of rates authorized by the SUPERINTENDENT.

IN WITNESS WHEREOF, the parties hereto have executed this agreement on the day and year first above written.

Riverside County
Superintendent of Schools

Signed _____
Authorized Signature

Richard D'Souza, Executive Director
Information Technology Services
Typed Name and Title

Date _____

Palo Verde Community College
One College Drive
Blythe, California 92225

Signed _____
Authorized Signature

Donald G. Wallace
Superintendent/President
Typed Name and Title

Date _____