

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

**DOCUMENT MANAGEMENT SERVICES**

This is an agreement for services provided by Santa Clara County Office of Education (SCCOE) to (District).

This agreement defines the services provided involving basic document management using a third party software, LaserFiche, as a hosted solution. 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 Technology Resource Advisors Team located in the Technology Programs & Instructional Support Department of the Technology Services Branch.

Fees include cost recovery for the LaserFiche license and LaserFiche annual maintenance, cost recovery for the disk space used in the repository and support fees.

This agreement shall be in effect from **date to date (FY)**

**1. Overview of Services and Resources**

TSB will provide support for LaserFiche at a **Basic level** as described in attachment A. Base level includes an individual LaserFiche repository located on a secure SCCOE server; infrastructure software for network, database and LaserFiche server.

Disk space will be provided to support the repository. Fees for disk space will be based on the amount of storage space used for this repository per fee schedule.

TSB will provide a standard structure which includes:

Standard folder structure within the repository - User managed subfolders may be added to the standard structure.

Standard Index fields

Standard naming conventions

Should District wish to upgrade service, TSB will facilitate the purchase of appropriate client licenses based on fee schedule in Attachment A below.

Content will be added to the client repository via an FTP configured, client supplied printer or through the web interface.

## **2. Support**

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](http://www.sccoe.org). System maintenance will be performed during non-support hours whenever possible.

First line support is provided by the SCCOE 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 via SCCOE's Service application (Access Point).

District will have access to training resources published on AccessPoint; in-seat or online.

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

District maintains responsibility for all internal data governance for District.

### 3. COSTS

The table below shows the estimated annual subscription cost associated with providing and maintaining the application. Disk space is billed in units of 500GB (for example, use of 600GB would be billed as two units).

<b>First Year Costs (Basic Package)</b>	<b>Software</b>	<b>Maintenance</b>	<b>Service\Support</b>	<b>Total</b>
<b>Repository</b>		No additional cost	No additional cost	
<b>LaserFiche RIO license <i>per license</i></b>	\$660 First year only	\$132 annual		\$792.00
\$150/500GB/Month billed quarterly				TBD

<b>Annual Costs (Basic Package)</b>	<b>Software</b>	<b>Maintenance</b>	<b>Service\Support</b>	<b>Total</b>
<b>Repository</b>		No additional cost	No additional cost	
<b>LaserFiche RIO license per license</b>		\$132 annual		\$264
<b>Disk Space</b> \$150/500GB/Month billed quarterly				TBD

#### 4. License Agreement

District 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 District copyrighted material.

District has the responsibility of clearly identifying copyrighted material.

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

#### 5. Agreement

As identified in the overview of activities, TSB will serve and maintain the application and all of its contents for the duration of the agreement. Maintenance of District's data beyond the agreement period will be the subject of another MOA.

In witness whereof, this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

**SCCOE Technology Services Branch  
(TSB)**

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

**Client School District**

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

## Attachment A

In addition to the Basic Package, District may add any of the following packages or services.

Basic Package	Comments	Costs
Web Interface	Customers will access LaserFiche via a web portal provided SCCOE.	Included in base costs, see section 3
Customer supplied FTP Printer	Onsite printers will be configured and managed by local IT resources. Documents will be scanned to LaserFiche via FTP	Included in base costs, see section 3
Index Fields	Standard index fields will be provided to the customer	Included in base costs, see section 3
Folder Structure	Standard folder structure will be established	Included in base costs, see section 3
Naming Conventions	Standard naming conventions will be established	Included in base costs, see section 3
User Managed Sub-folders	Customer may add additional subfolders to the standard folder structure.	Included in base costs, see section 3

Quickfields Package	Comments	Additional Costs
Virtual Desktop	Virtual desktop will be provided to enable district to share access to Quickfields internally	Cost recovery for virtual desktop, including support TBD
Quick Fields	QuickFields will be installed and configured	QuickFields software from LaserFiche -\$5,000 initial purchase and \$1,200 annual maintenance, cost recovery for infrastructure and support
Coversheet indexing	Indexing using a coversheet and QuickFields will be supported	Cost recovery for additional support associated with this level of functionality

QSS Integration Package	Comments	Additional Costs
QSS integrated lookup	Customers will be able to use QSS data to lookup documents in LaserFiche	Cost recovery for additional support associated with this level of functionality
QSS integration output to LaserFiche via Quick Fields	Customers will be able to stream QSS output such as purchase orders from QSS into Laserfiche with indexing.	Cost recovery for additional support associated with this level of functionality JetPCL license, third party software (up to 3 concurrent users:\$1,8500)

<b>Workflow Consultation Services</b>	<b>Comments</b>	<b>Additional Costs</b>
Work Flow integration	Licensing for work flow integration is included in the basic package.	Cost recovery for additional support associated with this level of functionality. Contact us for a quote.