



Heartland COG/North Central Ohio Computer Cooperative (NCOCC) Information Technology Center

LAN Management Contract

This agreement ("Agreement") for the provisions of Technical Services is entered into on this 11TH day of June, 2018 between the Heartland COG/North Central Ohio Computer Cooperative ("Provider") and Pioneer Career & Technology Center ("Customer"), as verified by the signatures on the signature page of this Agreement.

WHEREAS, Provider is an information technology center organized as a regional council of governments under Ohio law to provide communications and other technology services; and

WHEREAS, Customer is a public school district, community school, education service center, or other user entity authorized to utilize the services of an information technology center such as Provider; and

WHEREAS, Provider through its information technology center desires to provide to Customer and Customer desires to secure from Provider the Technical Services detailed in this Agreement;

NOW THEREFORE, in consideration of the mutual agreements hereinafter set forth and for other good and valuable consideration, the parties hereto, intending to be legally bound, agree as follows:

I. TERM OF AGREEMENT

This Agreement shall be for the period of 1 year(s) beginning July 1, 2018 and ending June 30, 2019

II. DEFINITIONS:

A. The following terms shall be defined as follows:

1. "*Customer*" shall mean the undersigned entity that has agreed to the terms and conditions of this Agreement.
2. "*Provider*" shall mean the Heartland COG/North Central Ohio Computer Cooperative (NCOCC).
3. "*Services*" shall mean all of the duties and ministrations in accordance with the items specified on Exhibits, attached.
4. "*User*" shall mean an organization or person accessing the technical services or equipment secured by Customer from Provider under this Agreement.
5. "*Third-Party Agreement*" shall mean an agreement between Provider and a third party, including Cisco, Northwest Regional Systems, or others, to obtain

services and otherwise facilitate the provisions of Providers' ("Services") to be provided to Customer under this ("Agreement").

III. PROVIDER'S GENERAL RIGHTS AND RESPONSIBILITIES

- A. Provider shall furnish Customer such Services as are described in the attached Exhibits. Provider will plan and coordinate all activities incidental to the implementation and provision of the Services
- B. Provider will be the point of contact for all service issues experienced by Customer related to the provision of Services.
- C. To comply with a change in federal, state, or local law or regulatory requirements, E-Rate requirements, or changes to any applicable Third-Party Agreement, Provider may discontinue or limit Services upon thirty (30) day's written notice to Customer.
- D. Unless special arrangements are made and appended to this Agreement, Provider does not have a duty to monitor Customer or its User's usage of the Services. However, Provider shall not be prohibited from monitoring such usage.
 - 1. Any filters or screening devices are limited to those in existence at the date of this Agreement or which Provider subsequently installs.
 - 2. Provider is not under any duty to install or modify filters or screening programs except as may be required for Customer to maintain E-Rate eligibility.
- E. Provider reserves the right to discontinue Customer's access to Provider's Services and/or seek other legal or equitable relief for use of the Services by Customer or by its Users if Customer has knowledge of such use and fails to address it, that Provider deems to be in violation of the rules and regulations of the State Board of Education; or in violation of this Agreement; or in violation of any applicable Third-Party Agreement; or violate state or federal law; or are uncivil. For purposes of this Agreement, uncivil conduct includes: 1) knowingly transmitting offensive or harassing statements; 2) developing and/or knowingly transmitting offensive or unlawful graphics; 3) knowingly transmitting sexual or ethnic slurs explicitly or as part of a joke; 4) soliciting or encouraging others to engage in sexual, offensive or unlawful acts; or 5) knowingly permitting or encouraging unauthorized access to Provider's network and public networks, including access to the Provider's Services.

I. CUSTOMER'S GENERAL RIGHTS AND RESPONSIBILITIES

- A. Customer shall undertake its obligations set forth in the attached Exhibits.
- B. Customer shall assume all responsibilities for all equipment connected to the Local Area Network ("LAN") via the Provider's Services. These responsibilities include Customer-owned communications equipment, cabling, uninterrupted power supply ("UPS"), telecommunication racks, vendor maintenance agreements, LAN software, and LAN hardware.
- C. Customer shall make its personnel and records available to the extent necessary to facilitate the planning, training, and installation of the Technical Services.
- D. Customer shall not resell any Services provided by Provider.
- E. Customer may utilize the Provider's Services provided hereunder only for educational and educational administrative-related activities.
- F. Customer acknowledges that Services are provided by Provider subject to and pursuant to the terms of a Third-Party Agreement. Customer has had an opportunity to review any applicable Third-Party Agreement(s) as are applicable now or may be applicable during the term of this Agreement.
- G. Customer shall not upload, post, transmit or otherwise make available on or via the Services provided under this Agreement any material (including any message or series of messages) that violates or infringes in any way upon the rights of others, that is unlawful, threatening, abusive, obstructive, harassing, libelous, invasive or privacy or publicity rights, that in the circumstances would be obscene or indecent, that constitutes hate speech, that is otherwise offensive or objectionable, or that encourages conduct that would constitute a criminal offense, give rise to civil liability or otherwise violate any law or regulation.
- H. Customer is responsible for maintaining its eligibility for the Schools and Libraries Program of the Universal Service Fund (known as "E-Rate"), if such eligibility applies and is desired.

I. CUSTOMER PAYMENTS

- A. Customer agrees to be solely responsible to Provider for all charges invoiced by Provider for Services provided to Customer under this Agreement. Charges for the Services provided under this Agreement are set forth on attached Schedules. Charges for the Services provided under this Agreement will be billed to Customer on an annual basis. Payment of all invoices sent shall be due within thirty (30) days of the invoice date on the Customer's invoice.
- B. Customer agrees to pay all taxes, fees, charges, surcharges, and other similar amounts due in regards to the Technical Services provided by this Agreement.
- C. Customer agrees to pay all costs incurred by Provider on behalf of Customer to provide Services through any applicable Third-Party Agreements, including increased charges, fees, collection costs, late fees, service charges, termination charges, and any other costs imposed on the Provider under the Third-Party Agreement that relate to the provision of Internet Services to Customer, and which are a result of Customer's actions.
- D. Customer agrees to pay for any installation costs if any such costs are incurred as a result of providing Services to Customer.
- E. Provider may at its sole discretion terminate or suspend the Services to Customer if any invoice payments are in arrears by more than sixty (60) days. Such termination or suspension shall not be deemed a waiver of other legal or equitable rights Provider may have for full payment. If Customer's Technical Services are suspended, there may be fees to cover the administrative cost of restarting the Services. These fees shall be in addition to amounts due for unpaid balances and/or the above-described charges due by way of any Third-Party Agreement.
- F. Provider may at its sole discretion terminate or suspend the Services to Customer if at any time the Customer's member status changes. Such termination or suspension shall not be deemed a waiver of other legal or equitable rights Provider may have for full payment. If Customer's Technical Services are suspended, there may be fees to cover the administrative cost of restarting the Services. These fees shall be in addition to amounts due for unpaid balances and/or the above-described charges due by way of any Third-Party Agreement.

II. FAILURE TO APPROPRIATE OR PAY FUNDS

- A. In the event the Customer shall fail to appropriate sufficient funds or to pay any or all obligations under this Agreement when due, then Customer agrees to be responsible for the following current and future charges:
 - 1. The contracted annual amount in full for the balance of the current fiscal year (July 1 – June 30), less the amount already paid by Customer for such fiscal year; and
 - 2. 100 percent (100%) of the monthly charges to Provider by any Third-Party Agreement on account of this Agreement for all remaining months and years of this Agreement.

I. WARRANTIES AND LIMITATIONS ON LIABILITY AND INDEMNIFICATION

- A. CUSTOMER EXPRESSLY AGREES THAT USE OF PROVIDER'S SERVICES UNDER THIS AGREEMENT IS AT CUSTOMER'S SOLE RISK. THESE SERVICES ARE PROVIDED ON AN "AS IS," "AS AVAILABLE" BASIS WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO MERCHANTABILITY, NONINFRINGEMENT, OR WARRANTIES ARISING FROM ANY COURSE OF DEALING OR USAGE OF TRADE. NO ADVICE GIVE BY PROVIDER'S EMPLOYEES OR PROVIDER'S AGENTS OR INDEPENDENT CONTRACTORS, SHALL CREATE ANY WARRANTY OF ANY KIND. PROVIDER ASSUMES NO LIABILITY FOR SPYWARE, MALWARE, OR OTHER HARMFUL COMPONENTS THAT MAY BE ACCESSBILE THROUGH ITS SERVICES. UPLOADING, DOWNLOADING, STORING, TRANSMITTING, AND OTHERWISE ACCESSING OR DISTRIBUTING INFORMATION VIA THE SERVICES BY CUSTOMER AND/OR ITS USERS IS AT CUSTOMER'S OWN RISK.
- B. PROVIDER DOES NOT WARRANT THAT THE FUNCTIONS OF THE SERVICES WILL MEET ANY SPECIFIC CUSTOMER OR USER REQUIREMENTS, OR THAT SERVICE PROVIDED WILL BE ERROR FREE OR UNINTERRUPTED: NOR SHALL PROVIDER BE LIABLE FOR ANY ACTUAL DAMAGES OR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES (INCLUDING, A RESULT OF LOSS OF DATA OR MISINFORMATION) SUSTAINED IN CONNECTION WITH THE USE, OPERATION, OR INABILITY TO USE PROVIDER'S SERVICES BY CUSTOMER OR ITS USERS. THE CONTRACT, TORT (INCLUDING NEGLIGENCE AND PRODUCTS LIABILITY) SHALL BE LIMITED TO THE FEES PAID BY CUSTOMER IN THE SIX (6) MONTSH PRECEDING THE DATE THE CLAIM ARISES.
- C. Customer understands and agrees that Provider will exercise no control over the information that Customer and its Users may transmit and receive as a result of the provision of Services by Provider. Customer will make no claim against Provider regarding the use of Services, including transmission, downloading or uploading of information that is offensive, a violation of the law, or the actionable violation of others' rights. Customer assumes full responsibility for any and all access to, transmission and usage of information accessed or sent by its Users on the network.
- D. Customer understands and agrees that Provider shall have no responsibility for Customer's or its Users' accessing or transmitting offensive or unlawful information, interference or unlawful access to others' information or networks, or other offensive or unlawful activity for which Provider's Services are used.
- E. Customer agrees that Provider shall not be liable for failure to provide Services if such failure is caused by acts of God, epidemics, lightning, winds, fires, landslides, floods, earthquakes, droughts, famines, acts of public enemies, explosions, insurrection, military action, sabotage, riots, civil disturbances, failure of a utility or utility-type services which is essential for Provider to provide the Services, or other event(s) not reasonable within the control of Provider.
- F. Customer agrees that Provider shall not be liable as a result of the actions, errors, omissions, or negligence of Customer or its personnel, employees, agents, or Users.
- G. Customer agrees that Provider shall not be liable with regards to Third-Parties for any action, error, omission, or negligence of Customer and/or its Users.

- H. CUSTOMER AGREES TO INDEMNIFY AND HOLD PROVIDER, ITS GOVERNING BOARD MEMBERS, OFFICERS, MEMBERS, EMPLOYEES AND/OR AGENTS HARMLESS FROM ANY CLAIMS, SUITS, LIABILITY, LOSS, EXPENSE AND/OR DAMAGES, INCLUDING ALLEGED COPYRIGHT AND OTHER INTELLECTUAL PROPERTY CLAIMS, SUSTAINED BY ANY PERSON OF ANY ACT OF CUSTOMER OR ITS USERS IN THEIR ACTIVITIES INVOLVING USE OF PROVIDER'S TECHNICAL SERVICES.

II. PROPERTY

- A. Any hardware loaned by Provider, including but not limited to routers, switches and/or access points necessary for the provision of Services to the Customer and all related software and documentation remain the property of the Provider.
- B. Any hardware loaned by a Third-Party, including but not limited to routers, switches and/or access points necessary for the provision of Services to the Customer and all related software and documentation remain the property of the Third-Party.
- C. Any hardware owned by Customer, including but not limited to routers, switches and/or access points necessary for the provision of Services to the Customer and all related software and documentation remain the property of the Customer.

III. CONFIDENTIALITY OF INFORMATION

- A. Provider shall exercise ordinary care in preserving and protecting the confidentiality of information and materials furnished by Customer, to the extent required by law.
- B. Except as required by law, Provider agrees not to disclose any materials, documentation, information, or other data relating to Customer's operations to other individuals, corporate entities, districts, or governmental agencies, without prior written consent from Customer.
- C. Except as required by law, Customer agrees not to disclose any materials, documentation, information, or other data relating to Provider's operations to other individuals, corporate entities, districts, governmental agencies, without prior written consent from Provider.

IV. NOTICES

- A. All notices permitted or required to be given to either of the parties to this Agreement shall be in writing and shall be deemed given or delivered when: (a) delivered by hand or (b) mailed, if sent by regular mail or other express delivery service (receipt requested), in each case to the appropriate address set forth below (or to such other addresses as the party may designate by notice to the other party hereto):

1. If to Provider:

Name: Heartland COG/North Central Ohio Cooperative (NCOCC)
Brent Winand, ITC Director
Address: 1495 W Longview Ave.
Suite 100
City/ST/ZIP: Mansfield, OH 44906

2. If to Customer:

Name: Pioneer Career & Technology Center
Address: 27 Ryan Rd
City/ST/ZIP: Shelby, OH 44875

I. GENERAL PROVISIONS

- A. **Successors.** This Agreement shall be binding upon and shall inure the benefit of parties hereto and their respective successors.
- B. **Assignments.** This Agreement and the rights, duties, and/or responsibilities herein may not be assigned to another individual or entity without the written consent of the non-assigning party to this Agreement.
- C. **Modification, Waiver, Discharge, etc.** This Agreement may not be discharged, changed or modified in any manner, except by an instrument in writing signed by both parties. The failure of either party to enforce at any time any of the provision(s) of this Agreement shall not be construed to be a waiver of any provision(s), nor in any way to affect the validity of this Agreement or any part hereof or the right of either party hereto to enforce each and every such provision. No waiver or any breach of this Agreement shall be held to be a waiver of any other subsequent breach. Furthermore, the term of any purchase order, invoice or like document issued in conjunction with the Service to be provided herein shall not serve to add to or modify the terms of this Agreement.
- D. **Captions.** The captions in the Agreement are inserted only as a matter of convenience and as a reference, and in no way define, limit or describe the scope of intent of this Agreement or any of the provisions hereof.
- E. **Rights of Persons Not Parties.** Nothing contained in this Agreement shall be deemed to create rights in persons not parties hereto, including Users as defined by this Agreement.
- F. **Severability.** If any provision of this Agreement or the application thereof to any persons or circumstances shall, for any reason or to any extent, be held invalid or unenforceable, the remainder of this Agreement and the application of such provision to such other persons or circumstances shall not be affected thereby, but rather shall be enforced to the greatest extent permitted by law.
- G. **Entire Agreement.** This Agreement, together with the documents referred to herein, shall constitute the entire agreement between the parties with respect to the subject matter hereof and shall supersede all previous negotiations, commitments and writings with respect to such subject matter.
- H. **Counterparts.** This Agreement may be executed in several counterparts, all of which taken together shall constitute one single agreement between the parties hereto.
- I. **Construction.** This Agreement and its validity, interpretation and effect shall be construed in accordance with and governed by the laws of the State of Ohio, without regard to conflict of laws and provisions. The parties have participated jointly in the negotiation and drafting of this Agreement. If any ambiguity or question of intent or interpretation arises, this Agreement shall be construed as if drafted jointly by the parties and no presumption or burden of proof shall arise favoring any party by virtue of authorship of any specific provisions of the Agreement. When used in this Agreement, the terms "include" or "including" shall mean including without limitation. Unless the context requires otherwise, any reference to the masculine, feminine and neuter genders include one another.

- J. **Compliance with Law.** Each party agrees to comply with all governmental laws and regulations applicable to the Technical Services. Customer agrees to provide such written evidence of the approval of this Agreement as may be required by law.
- K. **Fully Understand and Freely Enter.** The undersigned hereby acknowledge that they have read and understand the foregoing, including the sections regarding warranties and limitations on liability. The parties to this Agreement also acknowledge that the execution of this Agreement is a free and voluntary act, done in belief that the Agreement is fair and reasonable. Finally, the parties acknowledge that they have had the right and opportunity to consult with and obtain the advice of independent legal counsel of the parties' own choosing in the negotiation and execution of this Agreement.

By signing this Agreement, the individuals indicate all of the following:

1. They are authorized to sign on behalf of their respective entities; and
2. They are not affiliated with the Heartland COG/North Central Ohio Computer Cooperative in any capacity including the position of NCOCC Board Member; and
3. That they have read, understand and agree to the terms of this Agreement, including the provisions of the attached Exhibits which are hereby incorporated into this Agreement by reference, on behalf of their respective entities; and
4. All information provided in connection with this Agreement is true and accurate.

IN WITNESS WHEREOF, the parties have executed this Agreement to be effective on the date first set forth above.

FOR CUSTOMER:

Printed name of Customer

Signature of Authorized Customer Representative

Date

Printed name of Authorized Customer Representative

FOR PROVIDER:

Heartland COG/North Central Ohio Computer Cooperative

Printed name of Provider



Signature of Authorized Provider Representative

June 11, 2018

Date

Brent Winand

Printed name of Authorized Provider Representative



**Heartland COG/North Central Ohio Computer Cooperative (NCOCC)
Information Technology Center**

**Exhibit A
LAN Management Contract**

This Exhibit is hereby made part of the LAN Management Contract ("Agreement") entered into between the Provider and the Customer, as these defined in the Agreement. The following additional terms and conditions apply to the Agreement. Entered into on this 11TH day of June, 2018.

1. SERVICES

a. The Provider will provide LAN Management Services for the following locations:

Pioneer CTC Kehoe Center	
Pioneer Performing Arts	
Pioneer Ryan Rd	

b. Additional locations may be added at the discretion of the Customer and mutually agreed upon by the Provider.

2. SERVICE LEVELS

a. Provider shall provide the following service levels and acknowledgement thresholds:

Level	Criteria	Acknowledgement
1 (Support)	Involves more than 24 individuals. Impact has a critical effect on the educational or administrative process. No work around is available. i.e. building network is down.	4 business hours
2 (Support)	Involves up to 24 individuals. Impact has a limited effect on the educational or administrative process. No work around is available. i.e. 1 switch fails to work.	4 business hours
3 (Support)	Involves less than 24 individuals. Impact has no effect on educational or administrative process. Work around is available. i.e. 1 switch reboots every morning.	8 business hours
4 (Request)	Configuration change. Impact has no effect on educational or administrative process. No work around is needed. i.e. change port configuration.	8 business hours
5 (Request)	Project. Impact has no effect on educational or administrative process. No work around is needed. i.e. Change IP subnets.	16 business hours

b. Customer shall use the initiation method along the following service levels criteria:

Level	Criteria	Initiation Method
1 (Support)	Involves more than 24 individuals. Impact has a critical effect on the educational or administrative process. No work around is available. i.e. building network is down.	Voice call to 419-747-8660 or 419-747-8676. Provider's helpdesk website or email to Provider's helpdesk website.
2 (Support)	Involves up to 24 individuals. Impact has a limited effect on the educational or administrative process. No work around is available. i.e. 1 switch fails to work.	Provider's helpdesk website or email to Provider's helpdesk website.
3 (Support)	Involves less than 24 individuals. Impact has no effect on educational or administrative process. Work around is available. i.e. 1 switch reboots every morning.	Provider's helpdesk website or email to Provider's helpdesk website.
4 (Request)	Configuration change. Impact has no effect on educational or administrative process. No work around is needed. i.e. change port configuration.	Provider's helpdesk website or email to Provider's helpdesk website.
5 (Request)	Project. Impact has no effect on educational or administrative process. No work around is needed. i.e. Change IP subnets.	Schedule project work in advance. Provider's helpdesk website or email to Provider's helpdesk website.

3. PROVIDER'S OBLIGATIONS

- a. Provider shall provide Technical Services during Provider's established business hours.
- b. Provider shall provide the integration of voice, video and data using established connectivity standards.
- c. Provider shall provide design and consulting services for LAN upgrades.
- d. Provider shall provide VLAN management.
- e. Provider shall coordinate IP Address/Subnet structure.
- f. Provider shall provide authentication, authorization and accounting access control to LAN equipment using established network standards.

- g. Provider shall provide network monitoring of core LAN equipment and building links.
- h. Provider shall provide support for LAN connectivity issues.
- i. Provider shall provide coordination of LAN hardware replacement from hardware failures or acts of God.
- j. Provider shall install and configure LAN hardware replacement from hardware failures or acts of God.
- k. Provider shall provide configuration changes as requested.
- l. Provider shall provide off-site backup of LAN equipment configurations.
- m. Provider shall maintain a LAN equipment inventory.

4. CUSTOMER'S OBLIGATIONS

- a. Customer shall provide Provider with appropriate and sufficient rack space, climate control and electrical power to facilitate the installation and operation of the LAN equipment.
- b. Customer shall provide surge suppression for all devices either directly or indirectly connected to the LAN equipment.
- c. Customer shall not connect any LAN equipment to the managed LAN without prior written approval of Provider.
- d. Customer shall provide physical access to locations and telecommunication closets as needed by Provider.
- e. Customer shall bear the financial responsibility for the cost of replacement LAN equipment in the event of a hardware failure or acts of God.



Heartland COG/North Central Ohio Computer Cooperative (NCOCC) Information Technology Center

Schedule 1 LAN Management Contract

This Schedule is hereby made part of the LAN Management Contract ("Agreement") entered into between the Provider and the Customer, as these terms are defined in the Agreement. Charges will be incurred for only those Services for which a charge is shown below. Service will be rendered for the period of the Agreement, unless otherwise stated below. Entered into on this 11TH day of June, 2018.

1. LAN MANAGEMENT CHARGES

a. Annual charges:

LAN Management	\$5,620.00
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Core Service Discount	<u>\$5,620.00</u>
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Total	\$0.00
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b. Additional locations will be charged at the annually established cost.

c. Service charges will be determined annually and adjusted via Schedules added to the Agreement through the contract period.

2. OPTIONAL CHARGES

a. Below is a schedule of additional/optional charges billed as described. Additional services may be added at the discretion of the Customer and mutually agreed upon by the Provider. Separate quotes and invoices will be generated for these additional/optional services and due in accordance with the terms contained in this Agreement. Additional/optional charges will be determined annually and adjusted via Schedules added to the Agreement through the contract period.

Option	Cost
New equipment installation (onsite)	\$80.00 per hour
New equipment installation (remote)	50.00 per hour
After business hours work	\$125.00 per hour
Network certification	\$75.00 per hour
Structured cabling	TBD time and materials
Patch cables	TDB time and materials