

MEMORANDUM OF UNDERSTANDING
BETWEEN
THE DISTRICT OF COLUMBIA OFFICE OF THE CHIEF TECHNOLOGY OFFICER
AND
THE DISTRICT OF COLUMBIA PUBLIC SCHOOLS

I. INTRODUCTION

This Memorandum of Understanding ("MOU") is entered into between the District of Columbia Public Schools ("DCPS" or "Buyer"), the buyer agency and the District of Columbia Office of the Chief Technology Officer, the seller agency ("OCTO" or "Seller") collectively referred to herein as the "Parties."

DCPS would like to engage OCTO in modifying aspects, via new development, of the existing layout of the School Profile and Scorecard websites to accommodate additional and changed metrics per the attached Statement of Work (Attachment A).

II. LEGAL AUTHORITY FOR MOU

D.C. Official Code § 1-301.01(k) (2010 Supp.).

III. PROGRAM GOALS AND OBJECTIVES

DCPS would like to engage OCTO to modify aspects of the existing layout of the School Profile and Scorecard websites to accommodate additions and changes according to the detailed Statement of Work attached.

IV. SCOPE OF SERVICES

Pursuant to the applicable authorities and in the furtherance of the shared goals of the Parties to carry out the purposes of this MOU expeditiously and economically, the Parties hereby agree as follows:

A. RESPONSIBILITIES OF DCPS

1. The Buyer agrees to the terms, projected cost, and fund availability associated with this MOU.
2. The Buyer agrees to identify and communicate a project prioritization and approval process through the DCPS Office of the Chief Operating Officer.
3. The Buyer agrees to provide OCTO with clearly defined priorities for competing projects through the above prioritization and approval process.
4. The Buyer shall review and sign-off on acceptable effort estimates for tasks identified.
5. The Buyer agrees to sign-off on requirements specification documents that will be used as the basis for software development once Buyer finds such documents to be acceptable.
6. The Buyer agrees to provide access to subject matter experts and DCPS program staff as needed for the purposes of requirements clarification, business process definition, and test case generation.
7. The Buyer agrees to process an advance of the projected costs (as stated in Section VI.A below) to the Seller immediately after execution of this MOU.

B. RESPONSIBILITIES OF OCTO

1. Provide the cost quote for development and quality assurance testing work based on the requirements outlined in the attached Statement of work.
2. Upon approval of this MOU, OCTO will work with DCPS to develop/create schedule for and complete development and testing work within specified and agreed timeline.
3. Schedule Software Quality Assurance and User Acceptance Testing, providing reports where applicable.
4. Launch new development into production following clients' signoff and approval.
5. Provide the services outlined in the Statement of Work.

V. DURATION OF MOU

- A. The term of this MOU shall be from date signed by both parties, through September 30th, 2014, unless terminated in writing by the Parties prior to the expiration.
- B. The Parties may extend the term of this MOU by exercising option periods. Option periods may consist of a year, a fraction thereof, or multiple successive fractions of a year. DCPS shall provide notice of its intent to renew an option period, prior to the expiration of the term of this MOU.
 - 1. The exercise of an option period is subject to the availability of funds at the time of the exercise of the option.

VI. FUNDING PROVISIONS

A. COST OF SERVICES

- 1. Total and actual cost for services under this MOU shall not exceed \$7,796.38 and shall include Development, Quality Assurance, and Project Management services. Funding for goods and/or services shall not exceed the actual cost of the goods and/or services provided.
- 2. DCPS may increase the total number of service hours covered by this MOU (and by extension increase the total cost for services under this MOU) by executing an addendum any time prior to the expiration of the term of this MOU.
- 3. The cost for services was estimated by a review of the functional requirements and is only an estimate. Although Seller represents that it will endeavor to complete all requested services efficiently and expeditiously, should the actual effort exceed the cost estimate, Seller will notify Buyer as soon as this overrun is known in order to give the Buyer the option to both proceed and authorize additional funds pursuant to Section VI.A.2 of this MOU or to terminate the project.
- 4. Should the cost for services be less than the estimated costs, the Seller will return the excess funds to the Buyer.
- 5. In the event of termination of the MOU, payment to Seller shall be held in abeyance until all required fiscal reconciliation, but not longer than September 30 of the current fiscal year.

B. PAYMENT

1. Payment for all of the services shall be made through an Intra-District advance by DCPS to OCTO, based on the total and actual cost of services of this MOU.
2. OCTO shall provide reconciliations explaining the total hours expended against the advance at the rates stated in Section VI.A.3 of this MOU upon request.
3. Advances to OCTO for the services to be performed shall not exceed the total and actual amount of this MOU.
4. OCTO shall receive the advance and bill DCPS through the Intra-District process only for those services actually provided pursuant to the terms of this MOU. OCTO shall notify DCPS within forty-five (45) days of the current fiscal year if it has reason to believe that all of the advance will not be billed during the current fiscal year. OCTO will return any excess advance funds to DCPS by September 30 of the current fiscal year.
5. The Parties' Directors or their designees shall use their best efforts to resolve all adjustments and disputes arising from services performed under this MOU. In the event that the Parties are unable to resolve a financial issue, the matter shall be referred to the D.C. Office of Financial Operations and Systems.

C. ANTI-DEFICIENCY CONSIDERATIONS

The Parties acknowledge and agree that their respective obligations to fulfill financial obligations of any kind pursuant to any and all provisions of this MOU, or any subsequent agreement entered into by the parties pursuant to this MOU, are and shall remain subject to the provisions of (i) the federal Anti-Deficiency Act, 31 U.S.C. §§1341, 1342, 1349, 1351, (ii) the District of Columbia Anti-Deficiency Act, D.C. Official Code §§ 47-355.01-355.08 (2001), (iii) D.C. Official Code § 47-105 (2001), and (iv) D.C. Official Code § 1-204.46 (2006 Supp.), as the foregoing statutes may be amended from time to time, regardless of whether a particular obligation has been expressly so conditioned.

VII. COMPLIANCE AND MONITORING

As this MOU is funded by District of Columbia funds, the seller agency will be subject to scheduled and unscheduled monitoring reviews to ensure compliance with all applicable requirements.

VIII. RECORDS AND REPORTS

OCTO shall maintain records and receipts for the expenditure of all funds provided for a period of no less than three years from the date of expiration or termination of the MOU and, upon the District of Columbia's request, make these documents available for inspection by duly authorized representatives of the buyer agency and other officials as may be specified by the District of Columbia at its sole discretion.

IX. CONFIDENTIAL INFORMATION

The Parties to this MOU will use, restrict, safeguard and dispose of all information related to services provided by this MOU, in accordance with all relevant federal and local statutes, regulations, policies. Information received by either Party in the performance of responsibilities associated with the performance of this MOU shall remain the property of the buyer agency.

X. TERMINATION

Either Party may terminate this MOU in whole or in part by giving fifteen (15) calendar days advance written notice to the other Party. In the event of termination of this MOU, payment to the Seller Agency shall be held in abeyance until all required fiscal reconciliation, but not later than September 30 of the then current fiscal year.

XI. NOTICE

The following individuals are the contact points for each Party under this MOU:

For DCPS:

Chelsea Rock
Director of Operations
Office of the Chief Operating Officer
District of Columbia Public Schools
1200 First Street, NE
Washington, DC 20002 Office: 202-442-5125
Chelsea.rock@dc.gov

For OCTO:

Shanti Sale
Application Implementation Program Manager
Office of the Chief Technology Officer
District of Columbia Government
200 I St. SE Rm. 5216
Washington, DC 20003 Office: 202-724-4092
shanti.sale@dc.gov

XII. MODIFICATIONS

The terms and conditions of this MOU may be modified only upon written agreement by the Parties.

XIII. MISCELLANEOUS

The Parties shall comply with all applicable laws, rules and regulations whether now in force or hereafter enacted or promulgated.

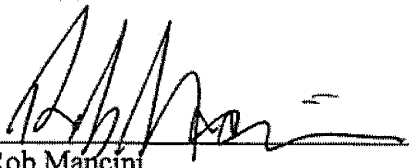
IN WITNESS WHEREOF, the Parties hereto have executed this MOU as follows:

DCPS:

Kaya Henderson
Chancellor, DCPS

Date: _____

OCTO:



Rob Mancini
Chief Technology Officer, OCTO

Date: 11/14/13

INTRA-DISTRICT STANDARD REQUEST FORM

Government of the District of Columbia

PART I**GENERAL**MOU NUMBER: OCTO-DCPS-2014-001BHDATE OF MOU: 9/30/2013**SELLER INFORMATION**AGENCY: Office of the Chief Technology OfficerAGENCY CODE: TOONAME OF CONTACT: Phil PengADDRESS : 200 I Street SE, 5th FloorWashington, D.C. 20024TELEPHONE # : 202-741-0825FAX # : 202-727-1216

AUTHORIZING OFFICER _____

DATE: _____

BUYER INFORMATIONAGENCY: DC Public Schools

AGENCY CODE: _____

NAME OF CONTACT: George DinesADDRESS : 1200 First St NEWashington DC

TELEPHONE # : _____

FAX # : _____

AUTHORIZING OFFICER _____

DATE: ____/____/____

PLEASE SEE NEXT PAGE FOR GOODS/ SERVICES DESCRIPTION AND FUNDING INFORMATION

Revised 9/15/98

PART II

MOU NUMBER: OCTO-DCPS-2014-001BH

2 OF 2

SERVICE INFORMATION AND FINDING CODES

GOOD/ SERVICE:

DATE:

TOTAL: \$7,796.38

[illegible]

GOOD/ SERVICE:

DATE: 11/11/11

TOTAL:

[illegible]

GOOD/ SERVICE:

DATE: 1 / 1 /

TOTAL:

[illegible]

STATEMENT OF WORK (Attachment A)

DCPS would like to engage OCTO in maintenance of and modifying aspects of the existing layout of the School Profile and Scorecard websites to accommodate additions and changes according to the detailed descriptions below. All changes and updates should be ready to go live on <http://profiles.dcps.dc.gov> by November 6, 2013 with the exception of updating the PDF links to PDF versions of scorecards and Equity Reports which should be live on <http://profiles.dcps.dc.gov> one week after PDFs are provided to OCTO.

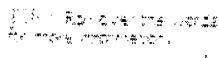
The following describes the changes requested for the SY13-14 School Overviews and Scorecard:

SCHOOL OVERVIEW

1. Special Education Programs

- a. Add a new category of programs under the "PROGRAMS" section titled "Special Education". This section should fall below the current programs (under "Academic Enrichment").
- b. Corresponding fields in QB application to populate this section are:
 - i. SPED_1
 - ii. SPED_2
 - iii. SPED_3
 - iv. SPED_4
 - v. SPED_5
 - vi. SPED_6
 - vii. SPED_7
 - viii. SPED_8
 - ix. SPED_9
 - x. SPED_10
- c. Display of this section should be able to be turned on/off using field SPED_Display in QB application.

2. Move the "TIP>>Roll over the words for more information" box to just above the "Tell us what you think" button in the upper right-hand corner:

- a. 

3. "Download a PDF of the 2012-13 School Scorecard"

- a. Make this link look similar to the "Tell us what you think" button (just text, no image of a PDF). Text should read "Download the 2012-13 School Scorecard PDF"
- b. Move the new button to the white space where the "TIP>>Roll over the words for more information" box used to be.
- c. Replace 2012-13 PDFs with 2013-14 PDFs

- i. DCPS will change PDF titles in the "Scorecard_Pdf_Name" field to reflect names of all new PDFs and share a zip file with 2013-14 PDFs when files are ready
- d. Replace "2012-13" with "2013-14" when 2013-14 PDFs are live on website

4. Equity Reports

- a. Beside the "2012-13 School Scorecard PDF" icon add an identical icon titled "Download the 2013-14 Equity Report"
- b. DCPS will provide a zip file with each school's equity report
- c. The filename that should be linked to each school's profile page will be reflected in the "Equity_Pdf_Name" column in the QB app (should work just like the Scorecard PDFs work)

5. Gray Box with Links

- a. Add link to "Special Education Resource Guide": XXX (will update prior to launch date)

6. Footnotes

- a. For Incarcerated Youth Program, Youth Services Center and CHOICE pages, change the text on the bottom right-hand side that reads "Enrollment in this program fluctuates over the course of the year. These enrollment figures include students enrolled during the official enrollment audit." To "Enrollment in this program fluctuates over the course of the year. These figures include all admissions to this school over the course of the school year."

7. Update Capitalization under "FACILITIES" to read:

- a. Art Room
- b. Computer Lab
- c. Media Center
- d. Music Room
- e. Outdoor Recreation Space
- f. Science Lab

8. Dates

- a. Update dates according to the table below (main scorecard page and comparison scorecard page):

Page	Section	Current Text	Change	Notes
School Overview	Student Performance at a Glance (reading and math)	2013	2012-13	
School Overview	Median Length of Enrollment	2011 2012	2011-12 2012-13	This metric only on Incarcerated Youth Program, CHOICE and Youth Services Center

SCHOOL SCORECARD

1. User guide

- a. Move the user guide icon to above the "Tell us what you think" button (main scorecard page and comparison scorecard page)

Click to download the user guide
to learn more about the scores
and averages

i.

- b. Replace link with new user guide PDF (will be provided by DCPS) (main scorecard page and comparison scorecard page)

2. Scorecard and Equity Report PDFs

- a. The links to the Scorecard PDFs and Equity Report PDFs on the overview page (#3 and 4 in School Overview section) should also be on the school scorecard section

3. Updates to metric names and roll-over text (main scorecard page and comparison scorecard page):

a. Graduation rate

- i. Change rollover text to "The graduation rate calculated using the Adjusted Cohort Graduation Rate (ACGR) method. This method focuses on four year, on-time graduation for cohorts of first time 9th graders. "

b. Five-year graduation rate

- i. Change rollover text to "The graduation rate including students who graduated high school in five years."

c. College enrollment

- i. Change rollover text to "The percentage of students who graduated with a regular diploma within four years who enroll in an Institute of Higher Learning within 16 months of receiving their diploma."

d. In-Seat Attendance

- i. Change metric name to "In-seat attendance"
- ii. Change rollover text to "The average percent of students attending school daily. Business rules were updated in school year 13-14. These figures were calculated prior to that change."

e. School safety

- i. Change metric name to "Student safety"
- ii. Change rollover text to "A score that represents student perceptions of safety and order at this school. The scale is from 0 to 100, and the score is based on the results of a student survey."

f. Expulsions and suspensions

- i. Change metric name to "Out-of school suspensions"
- ii. Change rollover text to "The percentage of students who received at least one out of school suspension."

g. Serious student behavior

- i. Change metric name to "Long-term suspensions"
 - ii. Change rollover text to "The percentage of students who received at least one long-term suspension (11+ days)."
 - h. Student engagement
 - i. Change metric name to "Student satisfaction"
 - ii. Change rollover text to "A score that signals students' overall satisfaction with their school. The scale is from 0 to 100, and the score is based on the results of a student survey."
 - i. Truancy
 - i. Change rollover text to "Percentage of students regarded as truant. Business rules were updated in school year 13-14. These figures were calculated prior to that change."
 - j. Truant student attendance
 - i. Change rollover text to "The average daily attendance of truant students after they've been identified as truant."
 - k. Reorder the metrics in the "Safe and Effective Schools" section to:
 - i. In-seat attendance
 - ii. Truancy
 - iii. Out of school suspensions
 - iv. Long-term suspensions
 - v. Student safety
 - vi. Student satisfaction
 - vii. Student re-enrollment
 - viii. Retention of effective and highly effective teachers
4. Dates (main scorecard page and comparison scorecard page):

Page	Section	Current Text	Change	Notes	Completed?
School Scorecard	Student Performance – Math and Reading Student Proficiency Levels (for all subgroups as well)	2011 2012	2011-12 2012-13		
School Scorecard	Student Performance – Graduation rate	2011 2012	2011-12 2012-13		
School Scorecard	Student Performance – Five-year graduation rate	2010 2011	2010-11 2011-12		
School Scorecard	Student Performance – College enrollment	2010 2011	2008-09 2009-10		
School Scorecard	Student Performance – Advanced Placement	2011 2012	2011-12 2012-13		

	performance				
School Scorecard	Student Performance - Individual Graduation Plan completion	2011 2012	2011-12 2012-13	This is only on Luke C. Moore and Wash Met	
School Scorecard	Student Progress – Student growth in Math	2011 2012	2011-12 2012-13		
School Scorecard	Student Progress – Student growth in Reading	2011 2012	2011-12 2012-13		
School Scorecard	Student Progress – First-time 9 th grade completion	2011 2012	2011-12 2012-13		
School Scorecard	Student Progress – Credit accumulation	2011 2012	2011-12 2012-13		
School Scorecard	Safe and Effective Schools – In-seat attendance	2011 2012	2011-12 2012-13		
School Scorecard	Safe and Effective Schools – Student safety (used to be School safety)	2009 2011	2010-11 2012-13		
School Scorecard	Safe and Effective Schools – Suspensions (used to be expulsions and suspensions)	2011 2012	2011-12 2012-13		
School Scorecard	Safe and Effective Schools – Long-term suspensions (used to be serious student misbehavior)	2011 2012	2011-12 2012-13		
School Scorecard	Safe and Effective Schools – Student re-enrollment	2011 2012	2011-12 2012-13		
School Scorecard	Safe and Effective Schools – Student satisfaction (used to be student engagement)	2009 2011	2010-11 2012-13		
School Scorecard	Safe and Effective Schools – Retention of effective and highly effective teachers	2011 2012	2011-12 2012-13		

School Scorecard	Safe and Effective Schools – Truancy	2011 2012	2011-12 2012-13		
School Scorecard	Safe and Effective Schools – Evening program attendance	2011 2012	2011-12 2012-13		
School Scorecard	Safe and Effective Schools – Truant student attendance	2011 2012	2011-12 2012-13		
School Scorecard	Unique School Indicators – 1	2011 2012	2011-12 2012-13		
School Scorecard	Unique School Indicators – 2	2011 2012	2011-12 2012-13		

ATTACHMENT 2

Role	Hourly Rate
Project Manager	\$81.71
Developer	\$78.97
Quality Assurance	\$80.15

ENTERPRISE CLOUD & INFRASTRUCTURE SERVICES

DATACENTER MANAGED HOSTING VIRTUALIZATION CLOUD STORAGE DATABASE

**MEMORANDUM OF UNDERSTANDING
BETWEEN
OFFICE OF THE CHIEF TECHNOLOGY OFFICER (OCTO)
AND
DISTRICT OF COLUMBIA PUBLIC SCHOOL (DCPS)
FOR FISCAL YEAR 2014**

Last Updated:
April 30th, 2014
Prepared by: Shimul Saha
Office of the Chief Technology Officer
Enterprise Cloud and Infrastructure Services (ECIS)

**MEMORANDUM OF UNDERSTANDING
BETWEEN
OFFICE OF THE CHIEF TECHNOLOGY OFFICER (OCTO)
AND
DISTRICT OF COLUMBIA PUBLIC SCHOOL (DCPS)**

I. INTRODUCTION

This Memorandum of Understanding (“MOU”) is entered into between the District of Columbia Public Schools (“DCPS” or “Buyer”), the buyer agency and the District of Columbia Office of the Chief Technology Officer, the seller agency (“OCTO” or “Seller”) collectively referred to herein as the “Parties.”

II. LEGAL AUTHORITY FOR MOU

D.C. Official Code § 1-301.01(k) (2010 Supp.).

III. PROGRAM GOALS AND OBJECTIVES

DCPS has requested OCTO ECIS Managed Service to provide a multi-tiered database, Application and web environment to support the student information system operation. The hosting solution is to be provided at once of OCTO’s datacenter location to support the newSIS architecture design and functionality.

IV. SCOPE OF SERVICES

Pursuant to the applicable authorities and in the furtherance of the shared goals of the Parties to carry out the purposes of this MOU expeditiously and economically, the Parties hereby agree as follows. Please see the attached Service Level Agreement (SLA) for details.

A. RESPONSIBILITIES OF DCPS

DCPS or its representative on this MOU will be responsible for installing and configuring applications\systems on hosted servers’ and\or resources.

B. RESPONSIBILITIES OF OCTO

ECIS will provide the resources and managed support for the server implementation of the DCPS application (See Attachment A).ECIS will provide the resources below, as was specified and agreed to by both ECIS and DCPS.

- *Ten (10) VM with SQL 2012*
- *Sixteen (16) Standard VM with 1 CPU, 2GB RAM, 50GB disk OS, OS 2K 12R2*
- *Additional storage and backup*
- *Additional CPU*
- *Additional RAM*

See Attachment A for more detail.

V. DURATION OF MOU

The period of this MOU shall be from May 1, 2014 through Sept 30, 2014, unless terminated in writing by the Parties pursuant to Section XI of this MOU.

VI. FUNDING PROVISIONS

A. COST OF SERVICES

Total cost for services under this MOU shall be \$87,052.08 for Fiscal Year (FY) 2014. Funding for goods and/or services shall not exceed the actual cost of the goods and/or services as described in *Attachment A* pertaining to Fiscal year 2014. Any development services outside of the original scope of work must be requested in a separate MOU.

B. PAYMENT

1. Payment for all of the services shall be made through an Intra-District advance by DCPS to OCTO, based on the total cost of services of this MOU.
2. OCTO shall provide reconciliations of total hours expended at the rates stated in this MOU upon request.
3. Advances to OCTO for the services to be performed shall not exceed the total and actual amount of this MOU.
4. OCTO shall receive the advance and bill DCPS through the Intra-District process only for those services actually provided pursuant to the terms of this MOU. OCTO shall notify DCPS within forty-five (45) days of the current fiscal year if it has reason to believe that all of the advance will not be billed during the current fiscal year. OCTO will return any excess advance funds to DCPS by September 30 of the current fiscal year.

5. The Parties' Directors or their designees shall use their best efforts to resolve all adjustments and disputes arising from services performed under this MOU. In the event that the Parties are unable to resolve a financial issue, the matter shall be referred to the D.C. Office of Financial Operations and Systems.

C. ANTI-DEFICIENCY CONSIDERATIONS

The Parties acknowledge and agree that their respective obligations to fulfill financial obligations of any kind pursuant to any and all provisions of this MOU, or any subsequent agreement entered into by the parties pursuant to this MOU, are and shall remain subject to the provisions of (i) the federal Anti-Deficiency Act, 31 U.S.C. §§1341, 1342, 1349, 1351, (ii) the District of Columbia Anti-Deficiency Act, D.C. Official Code §§ 47-355.01-355.08 (2001), (iii) D.C. Official Code § 47-105 (2001), and (iv) D.C. Official Code § 1-204.46 (2006 Supp.), as the foregoing statutes may be amended from time to time, regardless of whether a particular obligation has been expressly so conditioned.

VII. COMPLIANCE AND MONITORING

As this MOU is funded by District of Columbia funds, the seller agency will be subject to scheduled and unscheduled monitoring reviews to ensure compliance with all applicable requirements.

VIII. RECORDS AND REPORTS

OCTO shall maintain records and receipts for the expenditure of all funds provided for a period of no less than three years from the date of expiration or termination of the MOU and, upon the District of Columbia's request, make these documents available for inspection by duly authorized representatives of the buyer agency and other officials as may be specified by the District of Columbia at its sole discretion.

IX. CONFIDENTIAL INFORMATION

The Parties to this MOU will use, restrict, safeguard and dispose of all information related to services provided by this MOU, in accordance with all relevant federal and local statutes, regulations, policies. Information received by either Party in the performance of responsibilities associated with the performance of this MOU shall remain the property of the buyer agency.

X. TERMINATION

Either Party may terminate this MOU in whole or in part by giving sixty (60) calendar days advance written notice to the other Party. In the event of termination of this MOU, payment to

the Seller Agency shall be held in abeyance until all required fiscal reconciliation, but not later than September 30 of the then current fiscal year.

XI. NOTICE

The following individuals are the contact points for each Party under this MOU:

For DCPS:

Andrew Patricio
Deputy Chief for Data Systems
District of Columbia Public Schools
1200 First Street, NE
Washington, DC 20002
Office: 202-442-5562
andrew.patricio@dc.gov

For OCTO:

Anthony Watkis
Director, Enterprise Cloud and Infrastructure Services
Office of the Chief Technology Officer
200 I ST SE, Washington, DC 20003
Office: 202-727-7498
Anthony.Watkis@dc.gov

XII. MODIFICATIONS

The terms and conditions of this MOU may be modified only upon written agreement by the Parties.

XIII. MISCELLANEOUS

The Parties shall comply with all applicable laws, rules and regulations whether now in force or hereafter enacted or promulgated.

IN WITNESS WHEREOF, the Parties hereto have executed this MOU as follows:

DISTRICT OF COLUMBIA PUBLIC SCHOOL (DCPS)

Kaya Henderson
Chancellor

Date

OFFICE OF THE CHIEF TECHNOLOGY OFFICER (OCTO)

Rob Mancini
CTO

Date

Attachment A

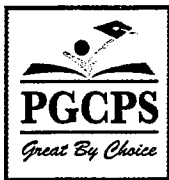
Item	Name	IP Address	Total Storage (GB)	Operating System	RAM(GB)	CPU	Env.	VM Unit Cost	Additional CPU	Additional CPU Cost (\$100/CPU)	Additional VCPU Cost for Database (\$1000/VCPU)	Additional RAM (GB)	Additional RAM cost (\$75/GB)	Additional Storage (GB)	Additional Storage Cost (\$4/GB)	Additional Backup cost (\$1.5/GB)	Total Yearly recurring Cost
Disaster Recovery																	
1	dqps-sidr-app1	Tbd	80	Linux Red Hat v6	64	2 min. (12-16 Core Total)	DR	\$ 3,600.00	1	\$ 100.00		62	\$ 4,650.00	30	\$ 120.00	\$ 45.00	\$ 8,515.00
2	dqps-sidr-app2	Tbd	80	Linux Red Hat v6	64	2 min. (12-16 Core Total)	DR	\$ 3,600.00	1	\$ 100.00		62	\$ 4,650.00	30	\$ 120.00	\$ 45.00	\$ 8,515.00
3	dqps-sidr-app3	Tbd	80	Linux Red Hat v6	64	2 min. (12-16 Core Total)	DR	\$ 3,600.00	1	\$ 100.00		62	\$ 4,650.00	30	\$ 120.00	\$ 45.00	\$ 8,515.00
4	DCPSSQLDR01	Tbd	80 (HD) + 300 (SAN)	SQL 2012	128	4 min. (24-32 Core Total)	DR	\$ 3,100.00	3		\$ 3,000.00	126	\$ 9,450.00	330	\$ 1,320.00	\$ 495.00	\$ 17,365.00
Production																	
5	dqps-sispr-app1	Tbd	80	Linux Red Hat v6	64	2 min. (12-16 Core Total)	Prod.	\$ 3,600.00	1	\$ 100.00		62	\$ 4,650.00	30	\$ 120.00	\$ 45.00	\$ 8,515.00
6	dqps-sispr-app2	Tbd	80	Linux Red Hat v6	64	2 min. (12-16 Core Total)	Prod.	\$ 3,600.00	1	\$ 100.00		62	\$ 4,650.00	30	\$ 120.00	\$ 45.00	\$ 8,515.00
7	dqps-sispr-app3	Tbd	80	Linux Red Hat v6	64	2 min. (12-16 Core Total)	Prod.	\$ 3,600.00	1	\$ 100.00		62	\$ 4,650.00	30	\$ 120.00	\$ 45.00	\$ 8,515.00
8	dqps-sispr-app4	Tbd	80	Linux Red Hat v6	64	2 min. (12-16 Core Total)	Prod.	\$ 3,600.00	1	\$ 100.00		62	\$ 4,650.00	30	\$ 120.00	\$ 45.00	\$ 8,515.00
9	dqps-sispr-rp1	Tbd	80	Linux Red Hat v6	64	2 min. (12-16 Core Total)	Prod.	\$ 3,600.00	1	\$ 100.00		62	\$ 4,650.00	30	\$ 120.00	\$ 45.00	\$ 8,515.00
10	dqps-sispr-rp2	Tbd	80	Linux Red Hat v6	64	2 min. (12-16 Core Total)	Prod.	\$ 3,600.00	1	\$ 100.00		62	\$ 4,650.00	30	\$ 120.00	\$ 45.00	\$ 8,515.00
11	DCPSSQLPR001	Tbd	80 (HD) + 1000(SAN)	SQL 2012	128	4 min. (24-32 Core Total)	Prod.	\$ 3,100.00	3		\$ 3,000.00	126	\$ 9,450.00	1030	\$ 4,120.00	\$ 1,545.00	\$ 21,215.00
Training																	
12	dqps-sistr-app1	Tbd	80	Linux Red Hat v6	32	2 min. (12-16 Core Total)	Training	\$ 3,600.00	1	\$ 100.00		30	\$ 2,250.00	30	\$ 120.00	\$ 45.00	\$ 6,115.00
13	DCPSSQLTR01	Tbd	80 (HD) + 300(SAN)	SQL 2012	64	4 min. (24-32 Core Total)	Training	\$ 3,100.00	3		\$ 3,000.00	62	\$ 4,650.00	330	\$ 1,320.00	\$ 495.00	\$ 12,565.00
Test																	
14	dqps-sistst-app1	Tbd	80	Linux Red Hat v6	8	2 min. (4-8 Core Total)	Test	\$ 3,600.00	1	\$ 100.00		6	\$ 450.00	30	\$ 120.00	\$ 45.00	\$ 4,315.00
15	dqps-sistst-app2	Tbd	80	Linux Red Hat v6	8	2 min. (4-8 Core Total)	Test	\$ 3,600.00	1	\$ 100.00		6	\$ 450.00	30	\$ 120.00	\$ 45.00	\$ 4,315.00
16	dqps-sistst-app3	Tbd	80	Linux Red Hat v6	8	2 min. (4-8 Core Total)	Test	\$ 3,600.00	1	\$ 100.00		6	\$ 450.00	30	\$ 120.00	\$ 45.00	\$ 4,315.00
17	DCPSSQLTST01	Tbd	80 (HD) + 300(SAN)	SQL 2012	8	2 min. (12-16 Core Total)	Test	\$ 3,100.00	1		\$ 1,000.00	6	\$ 450.00	330	\$ 1,320.00	\$ 495.00	\$ 6,365.00
18	DCPSSQLTST02	Tbd	80 (HD) + 300(SAN)	SQL 2012	8	2 min. (12-16 Core Total)	Test	\$ 3,100.00	1		\$ 1,000.00	6	\$ 450.00	330	\$ 1,320.00	\$ 495.00	\$ 6,365.00
19	DCPSSQLTST03	Tbd	80 (HD) + 300(SAN)	SQL 2012	8	2 min. (12-16 Core Total)	Test	\$ 3,100.00	1		\$ 1,000.00	6	\$ 450.00	330	\$ 1,320.00	\$ 495.00	\$ 6,365.00
Development																	
20	dqps-sisdev-app1	Tbd	80	Linux Red Hat v6	8	2 min. (4-8 Core Total)	Dev	\$ 3,600.00	1	\$ 100.00		6	\$ 450.00	30	\$ 120.00	\$ 45.00	\$ 4,315.00
21	DCPSSQLDEV02	Tbd	80 (HD) + 300(SAN)	SQL 2012	8	2 min. (12-16 Core Total)	Dev.	\$ 3,100.00	1		\$ 1,000.00	6	\$ 450.00	330	\$ 1,320.00	\$ 495.00	\$ 6,365.00
Development/Sandbox																	
22	dqps-sisdev-app01.de.gov		80	Linux Red Hat v6	8	2	Dev	\$ 3,600.00	1	\$ 100.00		6	\$ 450.00	30	\$ 120.00	\$ 45.00	\$ 4,315.00
Production/Datafeed																	
23	dqpsd001.de.gov		300	Linux Red Hat v6	4	2	Dev	\$ 3,600.00	1	\$ 100.00		2	\$ 150.00	250	\$ 1,000.00	\$ 375.00	\$ 5,225.00
Reporting																	
24	DCPSSQLRPT01	10.03.2.23	500(SAN)	SQL 2012	16	4	Dev	\$ 5,100.00	2		\$ 2,000.00	14	\$ 1,050.00	440	\$ 1,760.00	\$ 660.00	\$ 10,570.00
25	DCPSSRPTPRD01	10.03.2.24	150	SQL 2012	8	2	Dev.	\$ 5,100.00	0		\$ -	6	\$ 450.00	100	\$ 400.00	\$ 150.00	\$ 6,100.00
Dev/SandBox																	
26	DCPSSQLSSD	10.1.156.234	150	SQL 2012	8	2	Dev.	\$ 5,100.00	0		\$ -	6	\$ 450.00	100	\$ 400.00	\$ 150.00	\$ 6,100.00
															Total		\$ 208,925.00
															Prorated cost for May- Sept 2014		\$ 87,052.08

Responsibility	ECIS	*NOC	*CWITS	DCF	IT Servus	Client
Server Administration	√					
Enterprise Patch						
• OS	√					
• Application						√
Back and recovery	√					
Managed Storage	√					
Monitoring		√				
Issue reporting		√			√	
Security			√			
Power/Cooling/Datacenter access				√		
Database						
• Shared/Farm	√					
• Standalone						√
Application						√

*NOC – Network Operation service

*CWITS – Citywide IT security

*DCF – Data Center facilities1



Prince George's County Public Schools

14201 School Lane • Upper Marlboro, Maryland 20772 • www.pgcps.org

Kevin M. Maxwell, Ph.D.
Chief Executive Officer

September 1, 2014

Kaya Henderson
Chancellor
District of Columbia Public Schools
1200 First Street NE, Suite 1216
Washington, DC 20002

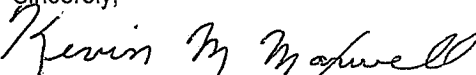
Dear Chancellor Henderson:

Under the provisions of the *No Child Left Behind Act of 2001 (NCLB)*, public school districts must provide services for out-of-district Title I eligible students who attend private schools in the school district and who participate in the Title I program. Thus, Prince George's County Public Schools (PGCPS) is responsible for providing services for Title I eligible students who reside in Prince George's County and attend private schools participating in the Title I program in District of Columbia Public Schools (DCPS). PGCPS is responsible for providing services for Title I eligible students who reside in the District of Columbia and attend private schools participating in the Title I program in Prince George's County.

Enclosed for your review and signature are two copies of the Memorandum of Understanding (MOU) between DCPS and PGCPS for Fiscal Year 2015 for reciprocal services for Title I eligible students. This MOU was completed after extensive consultation between Title I staff members and legal counsel in each district and is based upon a model provided by the Maryland State Department of Education (MSDE) in compliance with Title I of NCLB.

The transfer of Title I funds for Title I services for eligible students is necessary to comply with the provisions in NCLB. The MOU provides the fiscal structure required to transfer Title I funds between PGCPS and DCPS for Fiscal Year 2015. Please refer to the enclosed chart for an explanation of funds due to PGCPS. By no later than April 30, 2015, an invoice will be submitted for the total amount. The invoice must be paid within 30 days of receipt. Please return one signed copy of the MOU in the envelope provided and retain one copy of the MOU for your records.

If you have any questions, please contact Dr. Debra Mahone, Director, Department of State and Federal Programs, at 301-618-7340. Thank you.

Sincerely,

Kevin M. Maxwell, Ph.D.
Chief Executive Officer

Enclosures

C: Dr. Monique Davis
Dr. Debra Mahone
Ms. Tracey Adesegun
Ms. Kristine Malachi
Ms. Leslie Ingram-Johnson

MEMORANDUM OF UNDERSTANDING

between the

DISTRICT OF COLUMBIA PUBLIC SCHOOLS

and the

PRINCE GEORGE'S COUNTY PUBLIC SCHOOLS

This Memorandum of Understanding (MOU) as of this 1st day of September 2014, by and between District of Columbia Public Schools (DCPS) and Prince George's County Public Schools (PGCPS), hereafter collectively referred to as the "Parties."

WHEREAS, the Parties enter into a MOU dated September 1, 2014, for DCPS to provide Title I services to eligible students attending private school in the District of Columbia who reside in Prince George's County, Maryland; and PGCPS to provide Title I services to eligible students attending private school in Prince George's County, Maryland who reside in the District of Columbia.

WHEREAS, the Parties wish to enter the conditions, responsibilities, and provisions of the MOU effective September 1, 2014, and ending June 30, 2015.

NOW THEREFORE, the Parties hereby set forth this September 1, 2014, the MOU as follows:

Purpose

This MOU creates a process for the provision of Title I educational instructional services to certain eligible private school children who meet established eligibility and residency criteria. This agreement describes the services to be provided, the roles and responsibilities of each Party, and funding procedures. The determination of aforementioned Title I funds is pursuant to the requirements of the *No Child Left Behind Act of 2001*.

Term

The initial term of this Agreement will be for the 2014-15 school year. Thereafter, the Agreement may be renewed annually, beginning July 1, 2015. To renew this agreement, DCPS and PGCS must provide notice to the other of a request for renewal at least sixty (60) days prior to the end of the term. Such notice must be provided by the Superintendent of DCPS or PGCPS.

1. Consultation: Description of Services

- A. Decisions will be made regarding the delivery of services during the consultation meetings between the two Parties and will include the following components:
 - a. Funding, including per pupil allocation
 - b. Selection of students
 - c. Service delivery site
- B. The scope of services will include the following components:
 - a. The service delivery model adopted by each respective Local Education Agency.
 - b. The frequency and duration of weekly service instructional time.

2. Assessment

- A. The assessment of services will include the following:
 - a. Pre- and post-tests
 - b. Student progress
 - c. Attendance

3. Additional Support Services

- A. The support services will include the following components:
- a. Parent involvement activities and funding available.
 - b. Professional development for teachers for eligible students, if the school system reserves funds from the Title I allocation for Title I professional development activities.

4. Responsibilities

- A. The Parties' respective Title I offices will as follows:
- a. Designate a contact person for Title I services for eligible students attending private school(s).
 - b. Determine participating public school attendance areas and certify the number of eligible private school students.
 - c. Provide and review, annually, data regarding eligible students who attend private schools in the other Party's jurisdiction.
 - d. Provide sufficient and reliable data concerning the amount of Title I funding that is generated for services to eligible students.
 - e. Reserve the required amount of Title I funds for instructional services for identified students, parent involvement activities, and professional development activities, if applicable.
 - f. Annually consult with the designated contact person to determine the scope and nature of Title I services to eligible students who attend private schools in one local school system and reside in another.
 - g. Provide assessment data for eligible students receiving Title I services.

5. Transfer of Funds

By April 30th of the current school year, the amount of Title I funding that is owed to the other Party for Title I services will be determined. An invoice for the full amount shall be submitted no later than April 1st, accompanied by appropriate documentation for payment:

- Total number of students served
- List of students by grade level and school name
- Schedule of services provided
- Name(s) of service provider(s)
- Service delivery model
- Service to students and parent involvement activities

This invoice must be paid within 30 days of receipt.

6. Audit

Each Party shall retain, and, upon request, make available to the other Party, all accounts and records relating to this Agreement during the term of this Agreement and for five years after this Agreement ends. Each Party has the right, upon reasonable prior written notification, to audit and inspect all accounts and records maintained by the other Party in connection with this Agreement, and may do so at the other Party's offices during the Party's normal business hours.

7. Indemnification

Each Party shall defend, indemnify, and hold harmless the other Party against and from any and all claims, actions, damages, injuries, losses, expenses, and costs of every nature and description, including reasonable attorney's fees, litigation expenses, including the fees of expert witnesses, and court costs, up to the amount of each Board's statutory liability limits of \$100,000 per occurrence, to which the other Party may be subjected as a result of, arising from, or in connection with any wrongdoing, controversies, causes of action, suits, damages, misconduct, want of care, default, or willful or negligent acts of omissions of the other Party or of any of the other Party's board members, employees, agents, servants, assigns, department affiliates, or representatives in the execution or performance of this Agreement.

8. Civil Rights and Equal Employment Opportunity

Each Party agrees that it shall not lawfully discriminate on the basis of race, religion, age, ancestry or national origin, gender, physical or mental disability, marital status, or veteran's status with respect to employment opportunity or access to the program pursuant to this Agreement.

9. Modifications

Modifications to this Agreement may be made only in writing signed by authorized representatives of both Parties.

10. Governing Law

The Agreement is deemed to be made under, and shall be constructed in accordance with, the laws of the State of Maryland.

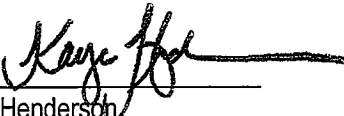
11. Counterparts

This Agreement may be executed on one or more counterparts; each of which shall be deemed an original and all of which, taken together, shall constitute one and the same instrument.

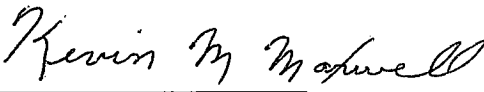

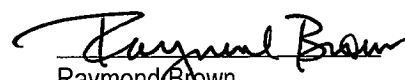
12. Approvals

The individuals designated below, by signing this Agreement, so indicate that they possess the necessary authority to bind the Parties to the obligations described herein.

DISTRICT OF COLUMBIA
PUBLIC SCHOOLS


Kaya Henderson
Chancellor
Date: _____

PRINCE GEORGE'S COUNTY
PUBLIC SCHOOLS


Kevin M. Maxwell, Ph.D.
Chief Executive Officer
Date: 11/5/14
Jaceyln Basley
Deputy Chief, Office of Federal Programs and Grants
Date: 11/17/14
Raymond Brown
Interim Chief Financial Officer
Date: 11/3/14

**SIGN
HERE**

NONPUBLIC SCHOOL ELIGIBILITY SY2014-2015: (DCPS)

Student's Last Name	Student's First Name	Nonpublic School	Student's Address Street, City, State, & Zip Code	DOB	Gender	Grade	School of Residence	PPA	PPA/PJ
Ennis	Stephen	Holy Redeemer	1220 42nd Street, Washington, DC 20019	5/8/2003	M	5	Houston	\$ 476.26	\$ 8.55
Rasheed	Anissa	Al Huda	3720 Roosevelt Place, N.E., Washington, DC 20019	10/21/2006	F	3	Thomas Elementary	\$ 476.26	\$ 8.55
							Total for TI Service	\$ 952.52	\$ 17.10
							Grand Total for TI Service	\$ 969.62	

Memorandum of Understanding - FY 2015

Prince George's County Private School	Student Grade	Address	City	Zip	School System	School Name	TITLE I ADDRESS ELIGIBLE	FTEs
Holy Redeemer	5	1220 42nd Street, NE	Washington, DC	20019	District of Columbia	Houston ES	Yes	1
Al Huda	3	3720 Roosevelt Place, NE	Washington, DC	20019	District of Columbia	Thomas ES	Yes	1
						TOTAL STUDENTS ELIGIBLE		2



DISTRICT OF COLUMBIA
PUBLIC SCHOOLS

Office of Federal Programs and Grants

INVOICE

Date: **November 18, 2014**

Contact: Tremika Smith

Name of Institution: **District of Columbia Public Schools**

Address: 1200 First Street NE, 8th Floor, Washington DC 20002

Phone: 202-442-6025

Email: equitable.services@dc.gov

Scope of Work: DCPS is mandated to provide Title I services to all DC resident students, including those attending private schools in the district and surrounding jurisdictions.

Description: The MOU executed November 18, 2015, documents the provision of services between the two school districts and provides the fiscal structure necessary to transfer Title I allocations from PGCPs to DCPS.

Breakdown of Services: Services include Title I instruction by certified teachers, materials, administration, and evaluation. Services will be rendered for School Year 2014-2015.

Dates of Service: School Year 2014-2015, November 2014 – June 2015

\$25,276.40 for 53 participating students

Please remit payment to:

District of Columbia Public Schools

Office of Federal Programs and Grants

1200 First Street, NE, 8th Floor, Washington DC 20002

equitable.services@dc.gov

202-442-6025

EIN# 53-6001131

**PGCPS Resident Students Attending DCPS Non-Public Schools
Student Eligibility Ranking**

St. Thomas More

Student Name	Grade Level	Address	Quadrant	Student Zip	Teacher Recommendation	Ranking	Selected for Title I	Public School	PPA	PI PPA
Jalil Young	K	1401 Sutter Terr	PG County	20745	Yes	PGCPS Approved	X	Barnaby Manor Elementary	\$ 500.00	\$ 8.20
Shanika Norwood	4	1401 Sutter Terr	PG County	20745	Yes	PGCPS Approved	X	Barnaby Manor Elementary	\$ 500.00	\$ 8.20
Eric Gray	6	1404 Iverson St	PG County	20745	Yes	PGCPS Approved	X	Benjamin Stoddert MS	\$ 500.00	\$ 8.20
Sherwood Armstrong	6	2105 Keating St	PG County	20748	Yes	PGCPS Approved	X	Benjamin Stoddert MS	\$ 500.00	\$ 8.20
									\$ 2,000.00	\$ 32.80

Bishop John T Walker SFB

Student Name	Grade Level	Address	Quadrant	Student Zip	Teacher Recommendation	Ranking	Selected for Title I	Public School	PPA	PI PPA
Akinbiyi	1	District Heights	PG County	20747	Yes	PGCPS Approved	X	Thomas Claggett ES	\$ 500.00	\$ 8.20
Kenneth Allen	1	Hvattsville	PG County	20785	Yes	PGCPS Approved	X	William Paca ES	\$ 500.00	\$ 8.20
Kevin Njuguna	1	Suitland	PG County	20746	Yes	PGCPS Approved	X	Suitland Elementary	\$ 300.00	\$ 8.20
Kavon Burke	3	District Heights	PG County	20747	Yes	PGCPS Approved	X	John H Bayne Elementary	\$ 500.00	\$ 8.20
Akintola	4	District Heights	PG County	20747	Yes	PGCPS Approved	X	Thomas Claggett ES	\$ 500.00	\$ 8.20
Jamel Swain	4	Mt Rainier	PG County	20782	Yes	PGCPS Approved	X	Mount Rainier ES	\$ 500.00	\$ 8.20
									\$ 2,800.00	\$ 49.20

Washington Jesuit Academy

Student Name	Grade Level	Address	Quadrant	Student Zip	Teacher Recommendation	Ranking	Selected for Title I	Public School	PPA	PI PPA
Julian Menjivar	6	5024 Townsendway	PG County	20710	Yes	PGCPS Approved	X	William Wirt MS	\$ 500.00	\$ 8.20
Daquan Dews	6	5114 Fable St	PG County	20743	Yes	PGCPS Approved	X	William W Hall Academy	\$ 500.00	\$ 8.20
Noah Mekonnen	6	1208 Parker Ave	PG County	20782	Yes	PGCPS Approved	X	Chillum Elementary	\$ 500.00	\$ 8.20
Dajuan Green	7	6505 Hill Mar Dr	PG County	20747	Yes	PGCPS Approved	X	Andrew Jackson Academy	\$ 500.00	\$ 8.20
Gabriel Pimble	7	2500 Easton St	PG County	20748	Yes	PGCPS Approved	X	Benjamin Stoddert MS	\$ 500.00	\$ 8.20
Rodney Jackson	7	6703 Atwood St	PG County	20747	Yes	PGCPS Approved	X	Drew-Freeman Middle	\$ 500.00	\$ 8.20
Donte Birckett	7	7601 23rd Ave	PG County	20783	Yes	PGCPS Approved	X	Nicholas Orem MS	\$ 500.00	\$ 8.20
									\$ 3,500.00	\$ 57.40

Washington Middle School for Girls - The Arc

Student Name	Grade Level	Address	Quadrant	Student Zip	Teacher Recommendation	Ranking	Selected for Title I	Public School	PPA	PI PPA
Jonnae Turner	8	5016 Silver Hill Ct	PG County	20747	Yes	PGCPS Approved	X	Francis Scott Key	\$ 500.00	\$ 8.20
Jaya Becton	7	5376 Haras Pl	PG County	20744	Yes	PGCPS Approved	X	J Frank Dent Elementary	\$ 500.00	\$ 8.20
									\$ 1,000.00	\$ 16.40

St. Anthony

Student Name	Grade Level	Address	Quadrant	Student Zip	Teacher Recommendation	Ranking	Selected for Title I	Public School	PPA	PI PPA
James Bradley	1	6912 18th Ave	PG County	20783	Yes	PGCPS Approved	X	Carole Highlands Elementary	\$ 500.00	\$ 8.20
									\$ 500.00	\$ 8.20

St. Francis Xavier

Student Name	Grade Level	Address	Quadrant	Student Zip	Teacher Recommendation	Ranking	Selected for Title I	Public School	PPA	PI PPA
Jabarri Kelly	8	5004 Kenilworth Avenue	PG County	20781	Yes	PGCPS Approved	X	William Wirt	\$ 500.00	\$ 8.20
									\$ 500.00	\$ 8.20

Muhammad University of Islam

Student Name	Grade Level	Address	Quadrant	Student Zip	Teacher Recommendation	Ranking	Selected for Title I	Public School	PPA	PI PPA
Shanika Hawkins		2019 Iverson St	PG County	20748	Yes	PGCPS Approved	X	Benjamin Stoddert MS	\$ 500.00	\$ 8.20
Lela Muhammad		1108 Carlington Ave	PG County	20743	Yes	PGCPS Approved	X	G. James Gholson	\$ 500.00	\$ 8.20
									\$ 1,000.00	\$ 16.40

DuPont Park Adventist

Student Name	Grade Level	Address	Quadrant	Student Zip	Teacher Recommendation	Ranking	Selected for Title I	Public School	PPA	PI PPA
Curtis Sledge	1	1100 Stratwood Ave	PG County	20745	Yes	PGCPS Approved	X	Flintstone Elementary	\$ 500.00	\$ 8.20
Nalija Quant	1	2309 Whitehall Street	PG County	20746	Yes	PGCPS Approved	X	Suitland Elementary	\$ 300.00	\$ 8.20
Tyla Perry	2	5522 Haras Place	PG County	20744	Yes	PGCPS Approved	X	J Frank Dent Elementary	\$ 500.00	\$ 8.20
Jamari Evans	3	1724 Addison Road South	PG County	20747	Yes	PGCPS Approved	X	Thomas Claggett ES	\$ 500.00	\$ 8.20
Maleah Watson	4	5416 Lubbock Road	PG County	20747	Yes	PGCPS Approved	X	Francis Scott Key ES	\$ 500.00	\$ 8.20
Gabrielle Johnson	6	5104 Linwood Drive	PG County	20745	Yes	PGCPS Approved	X	Benjamin Stoddert MS	\$ 500.00	\$ 8.20
Jeremiah Johnson	6	6006 Parkland Court	PG County	20747	Yes	PGCPS Approved	X	Drew-Freeman Middle	\$ 500.00	\$ 8.20

PGCPS Resident Students Attending DCPS Non-Public Schools
Student Eligibility Ranking

Beatrice Lawson	7	4112 Belt Road	PG County	20743	Yes	PGCPS Approved	X	Drew-Freeman Middle	\$	500.00	\$	8.20
Hassina Samuel	7	4262 Sultland Rd	PG County	20746	Yes	PGCPS Approved	X	Drew-Freeman Middle	\$	500.00	\$	8.20
Solomon Collins	7	4708 Davis Ave	PG County	20746	Yes	PGCPS Approved	X	Drew-Freeman Middle	\$	500.00	\$	8.20
Shaun Murphy	8	627 Hampton Drive	PG County	20745	Yes	PGCPS Approved	X	Oxon Hill Middle	\$	150.00	\$	8.20
Taylor Bailey	8	4135 Southern Ave	PG County	20743	Yes	PGCPS Approved	X	Drew-Freeman Middle	\$	500.00	\$	8.20
									\$	5,450.00	\$	98.40

San Miguel Middle School

Student Name	Grade Level	Address	Quadrant	Student Zip	Teacher Recommendation	Ranking	Selected for Title I	Public School	PPA	PI PPA
Jonathan Rivas	7	6206 87th Ave	PG County	20784	Yes	PGCPS Approved	X	Charles Carroll MS	\$ 500.00	\$ 8.20
Juan Venes	7	5303 50th Ave	PG County	20737	Yes	PGCPS Approved	X	Hyattsville Middle	\$ 500.00	\$ 8.20
Francisco Munoz	7	3712 34th St	PG County	20712	Yes	PGCPS Approved	X	Hyattsville Middle	\$ 500.00	\$ 8.20
Andrew Flores	8	8611 22nd Ave	PG County	20783	Yes	PGCPS Approved	X	Buck Lodge MS	\$ 500.00	\$ 8.20
									\$ 2,000.00	\$ 32.80

Calvary Christian Academy

Student Name	Grade Level	Address	Quadrant	Student Zip	Teacher Recommendation	Ranking	Selected for Title I	Public School	PPA	PI PPA
Hiyab Fitwi	K	3400 Upshur St	PG County	20722	Yes	PGCPS Approved	X	Mount Rainier ES	\$ 500.00	\$ 8.20
Anthony Honre	K	2716 Crest Ave	PG County	20785	Yes	PGCPS Approved	X	Gladys Noon Spellman	\$ 500.00	\$ 8.20
Xyonne Douglas	1	4019 Madison St	PG County	20782	Yes	PGCPS Approved	X	Hyattsville Elementary	\$ 300.00	\$ 8.20
									\$ 1,300.00	\$ 24.60

Sacred Heart

Student Name	Grade Level	Address	Quadrant	Student Zip	Teacher Recommendation	Ranking	Selected for Title I	Public School	PPA	PI PPA
Hector Amaya	1	2608 Lackawanna Ct	Hyattsville	MD	20783	PGCPS Approved	X	Cherokee Lane	\$ 500.00	\$ 8.20
Francisco Gonzalez	2	5790 Dade St	Capitol Heights	MD	20743	PGCPS Approved	X	Carmody Hills Elementary	\$ 500.00	\$ 8.20
Betsy Pacheco	3	12097 Beltsville	Beltsville	MD	20705	PGCPS Approved	X	Calverton	\$ 500.00	\$ 8.20
Ever Alvarez	3	12097 Beltsville	Beltsville	MD	20705	PGCPS Approved	X	Calverton	\$ 500.00	\$ 8.20
Ashley Ventura	4	3614 Hamilton St	Hyattsville	MD	20782	PGCPS Approved	X	Hyattsville Elementary	\$ 300.00	\$ 8.20
Miguel Guardado	4	5790 Dade St	Capitol Heights	MD	20743	PGCPS Approved	X	Carmody Hills Elementary	\$ 500.00	\$ 8.20
Catherine Amaya	5	4316 28th Pl	Mt Rainier	MD	20712	PGCPS Approved	X	Hyattsville Middle	\$ 500.00	\$ 8.20
Ricardo Trujillo	5	7608 Vicar Pl	New Carrollton	MD	20784	PGCPS Approved	X	Carrollton Elementary	\$ 500.00	\$ 8.20
Kevin Alvarez	6	7608 Vicar Pl	New Carrollton	MD	20784	PGCPS Approved	X	Carrollton Elementary	\$ 500.00	\$ 8.20
Christopher Ventura	8	4607 27th St	Mt Rainier	MD	20712	PGCPS Approved	X	Hyattsville Middle	\$ 500.00	\$ 8.20
Pedro Valladares	8	2608 Lackawanna Ct	Hyattsville	MD	20783	PGCPS Approved	X	Cherokee Lane	\$ 500.00	\$ 8.20

Total for T1 Service	\$	24,850.00	\$	426.40
Grand Total for T1 Service	\$	25,276.40		



Service Level Agreement (SLA)

Enterprise Cloud & Infrastructure Services (ECIS)
Office of the Chief Technology Officer

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Verify that this is the correct version before use.

Effective Date: October 1, 2012

Document Owner:	ECIS
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Version

Version	Date	Revision/Description	Author/Contributor
1.2	10/12/2012	New	Authors: Evans, Ortiz Troy (OCTO) Damilola, Alore (OCTO)
			Contributors: Lopatin, Michael (OCTO)

Approval

(By signing below, all Approvers agree to all terms and conditions outlined in this Agreement.)

Approver	Title	Signature	Date
	ECIS Director/ Operations Manager		
	Agency POC		

Agreement Termination

Approver	Title	Signature	Termination Date
	ECIS Director/ Operations Manager		
	Agency POC		

Other Agreement Ref:	Other Agreement Ref:

1 Contents

I. SCOPE.....	4
2 AGREEMENT OVERVIEW.....	4
3 AGREEMENT PERIOD	5
4 HOURS OF OPERATIONS	5
5 REQUESTING SUPPORT SERVICE	5
5.1 SERVICE ESCALATION AND RESPONSE MATRIX	6
5.2 SERVICE RESOLUTION CONTROL TABLE	7
6 OPERATIONAL MAINTENANCE WINDOW	8
6.1 SCHEDULED MAINTENANCE	8
6.2 EMERGENCY MAINTENANCE	8
7 ROLES AND RESPONSIBILITIES	9
7.1 ECIS SERVICES.....	9
7.2 CUSTOMER RESPONSIBILITIES.....	10
8 PRODUCT/SERVICE DELIVERY	13
8.1 PRODUCT DELIVERY PROCESS OVERVIEW	13
8.2 PRODUCT DELIVERY TIMELINE.....	13
9 SERVICE AVAILABILITY.....	15
10 SERVICE LEVEL AGREEMENT REVIEW AND AMENDMENTS	17
10.1 CHANGES	17
10.2 AMENDMENTS	17
11 APPENDIX.....	18
A. OCTO.....	18
B. OTHER SUPPORTING OCTO PROGRAMS.....	19

Service Level Agreement

I. Scope

The scope of this document is to outline a Service Level Agreement (“SLA” or “Agreement”) between OCTO ECIS (“ECIS”) and the Customer (“ECIS Customer”) as it pertains to the delivery of a service to the Customer by ECIS. It is to be used as a reference guide for all ECIS’ customers. The following are outlined in this document;

- Hours of Operations
- Procedures for customers to follow when requesting support services
- The Maintenance windows
- ECIS roles and responsibilities
- Customer responsibilities
- ECIS Product/Service Delivery
- Procedures for a customer to request new products or services and
- Changes and Amendments to the SLA.

2 Agreement Overview

This agreement represents a Service Level Agreement (“SLA”) between the Office of the Chief Technology Officer (OCTO), ECIS, and the customer for the provisioning of enterprise cloud IT services required to support and sustain the customers’ mission and goals. This agreement describes the IT services to be provided and commitments required to successfully meet customers’ technology related needs within mutually agreed upon time and resources and reflects the objective that ECIS will strive to partner with customers to achieve the highest level of affordable technology-enabled service delivery to the District of Columbia.

ECIS fully understands the customers’ need to improve its capabilities and services through modernization and its need to establish a sound technical infrastructure for operational and business processes. ECIS has a proven record of accomplishment in meeting and exceeding these requirements for District agencies and will continue to meet and exceed those service levels.

This document also applies to all IT resources provided to the customer by ECIS. All services provided to the customer are procured through the signing of a Memorandum of Understanding (MOU) for services. The MOU costs of services are charged at the time of service delivery, and recur once per fiscal year.

Service Level Agreement

3 Agreement Period

This agreement is effective as of the date signed by all parties. The initial SLA period is for a minimum of one year and will continue until either party terminates based upon the termination clause in this document.

Server Operations will be held responsible for the service levels defined in this agreement from the signing of the MOU through the end of the period of performance. This agreement remains in effect until terminated in writing by all parties, contract end date or whichever occurs first. These conditions exist to ensure that use of services under the AITS domain are supported in the most consistent, efficient and effective method as possible.

4 Hours of Operations

ECIS is fully staffed from 8am to 6 pm, Monday through Friday to assist with any reported incidents that may occur during normal business hours. Reported incidents will be classified according to criticality and impact. Remediation of all non-critical issues will occur during traditional business hours.

After hours is considered weekends, holidays, and Monday through Friday after 6:00pm. After hours support calls are directed to Network Operations Center (NOC). The NOC is available 7 days a week, 365 days a year, including holidays.

5 Requesting Support Service

ECIS Customers must request support service by adhering to the following policies and procedures to allow responsible parties to take action in an effective and efficient manner. Deviating outside of the procedure(s) that follow may prolong response time outside of the defined timetable.

ECIS customers can report any service problem to the OCTO Service Desk by calling (202) 671-1566 and/or email helpdesk.servus@dc.gov during normal business hours. OCTO Service Desk will automatically generate an Incident ticket for tracking.

After hours support calls are directed to Network Operations Center (NOC) by calling (202) 724 – 2028 and/or email noc@dc.gov. NOC Service Desk will automatically generate an Incident ticket for tracking, resolution and escalation.

Service Level Agreement

5.1 Service Escalation and Response Matrix

Impact Level	Impact Criteria	Response Time *	Contact
Level 1	<p>Multiple Agencies/District-wide All reported incidents on Production servers and databases that are critical to the customers' operations or services.</p> <p>A component, application or critical feature is down and, as a result, no work can be performed, affecting multiple agencies</p> <p>Impact: Extensive – Widespread Urgency: Critical</p>	<p>Business Hours: within 15 minutes</p> <p>After Hours: within 30 minutes</p>	Contact OCTO Service Desk at 202 671 1566 or NOC Service Desk at 202 724 2028 24 hours a day, 7 days a week for problem tracking and escalation.
Level 2	<p>Single Agency/Agency-wide All reported incidents on Production servers and databases that are critical to the customers' operations or services.</p> <p>A component, application or critical feature is down and, as a result, no work can be performed, affecting a single agency.</p> <p>Impact: Significant - Large Urgency: High</p>	<p>Business Hours: within 30 minutes</p> <p>After Hours: within 1 - 2 Hours</p>	Contact OCTO Service Desk at 202 671-1566 or NOC Service Desk at 202 724 2028 24 hours a day, 7 days a week for problem tracking and escalation.
Level 3	<p>All reported incidents on Production servers and databases that are not critical to the customers' operations or services.</p> <p>Impact: Moderate - Limited Urgency: Medium</p>	<p>Business Hours: 1 – 2 Hours</p> <p>After Hours: 2 - 4 Hours</p>	Contact OCTO Service Desk at 202-671-1566 or NOC Service Desk at 202 724 2028 for problem tracking.
Level 4	<p>All reported incidents on Development and Test servers and databases. **</p> <p>Impact: Minor – Localized Urgency: Low</p>	<p>Business Hours: 1 – 3 Days</p> <p>After Hours: No support without prior notification/approval by ECIS management.</p>	Contact OCTO Service Desk at 202-671-1566 for problem tracking during business hours.

* Response times are not indicative of the time it takes to troubleshoot and resolve the issue.

** Response time varies according to system environment i.e. Development, Test, and Production.

Service Level Agreement

5.2 Service Resolution Control Table

Severity	Response Window	Target Resolution	Status Call
Level 1	15 minutes	2 hours	Every 30 minutes
Level 2	30 minutes	2 - 4 hours	Every 30 minutes
Level 3	1 – 2 hours	4 - 8 hours	Every 30 minutes
Level 4	1 -3 business days	Per agreed project timeline and prior ECIS management approval.	Upon closure
New Product/Service Request	2 hours	Contact ecis.support@dc.gov for additional details.	Varies

Note: All timelines are during business hours.

If ECIS fails to respond within SLA timelines, our unsatisfactory in troubleshooting or resolution within the timelines described, please contact the OCTO Service Desk to communicate your concerns and/or inquire about the reported incident's status.

In the event of unresponsive and/or unsatisfactory service from the OCTO Service Desk/NOC Service Desk or ECIS Team member, please use the following escalation process:

1. First Level Escalation: Send email describing issue, including Remedy incident ticket number to ecis.support@dc.gov.
2. Second Level Escalation: Contact the ECIS Operations Manager, Ortiz T Evans, at 202 727-4067 or email troy.evans@dc.gov.
3. Third Level Escalation: Contact the ECIS Director, Anthony Watkis, at 202 727- 7498 or email anthony.watkis@dc.gov.

Service Level Agreement

6 Operational Maintenance Window

Periodically, ECIS infrastructure will require patches, upgrades and changes that must be applied which requires the hosted resources to be offline/unavailable during the maintenance window.

6.1 Scheduled Maintenance

ECIS has two (2) scheduled maintenance windows – weekly and monthly. The weekly maintenance window is on Friday beginning 8:00 PM to 12:00 midnight and the monthly maintenance window is Monday – Friday, 8:00pm – 4:00am, the third week of every month.

All maintenance events must be approved by the OCTO Change Control Board (CCB) that meets weekly on Wednesdays. Agency POCs will be notified prior to any scheduled maintenance. ECIS will endeavor to provide 48 hours notifications of any planned maintenance that could impact our customers.

6.2 Emergency Maintenance

Emergency maintenance is considered any remediation/break-fix efforts deemed critical to prevent widespread or extended downtime or loss of service to the customer. When required, ECIS will provide the greatest amount of reasonable lead-time and arrange, with customer management or IT contact, a solution that minimizes the impact on customers.

Maintenance Type	Action	Maintenance Window
Weekly	Break/Fix; Configuration Changes	Fridays, 8:00pm – 12 midnight
Monthly	Operating System Patches/Updates	Monday – Friday, 8:00pm – 4:00am (1 week every month)
Emergency	Unplanned Break/Fix; Outage Remediation	Immediate

Service Level Agreement

7 Roles and Responsibilities

This section describes the roles and responsibilities of both ECIS and the Customer in reference to monitoring and problem reporting within the enterprise cloud infrastructure affecting the services rendered to the customer. It briefly describes the interaction of both parties to this agreement.

7.1 ECIS Services

This is a description of the various categories of services hosted and managed by ECIS.

Engineering & Architecture

- Enterprise Infrastructure Assessment, Design and Installation Services
 - Database Cluster Design, Build and Operational Services
 - Business/Technology Collaboration Tool
 - High Availability Services
 - Virtualization and Cloud Services
- Active Directory Domain Services
 - Specialized AD Administration: User, Group and Policy administration
 - Design, implement and manage Active Directory architectures
 - Design, implement and manage Active Directory Domain Services

Migrations & Consolidations

- Server Virtualization and Migration
- Datacenter Migrations and Consolidations
- Server Installations and Configurations

Operations & Maintenance

- System Administration
 - Server provisioning and decommission

Service Level Agreement

- Server configuration changes/upgrades
- Hardware and Operating System Patch Management
- Specialized server role management: File, Print, Domain Controller services
- Enterprise Monitoring and Reporting
 - Daily, Weekly, Monthly proactive monitoring and review of server hardware logs and alerts
 - Performance management: Memory and processor utilization
 - Availability management: Resource Uptime/Downtime
- Disaster Recovery/Data Backup
 - Scheduling
 - Data Restoration
 - Tape Storage and Management
 - Archival

7.2 Customer Responsibilities

The Customer has a commitment to report service gaps utilizing a constructive approach to assist in solving technology issues. The Customer's responsibilities and/or requirements in support of this Agreement include:

The Customer will

- Maintain an up to date inventory of all systems hosted in the OCTO datacenter or customer site.
- Provide functional description of the physical/virtual infrastructure, software and application dependencies.
- Provide configuration/support documentation for identified systems.
- Provide contact information for the customer technical representative who will be responsible for all roles and access controls to the application.

Service Level Agreement

- Maintain current warranty and vendor support for all hosted application, and all hardware purchased and maintained by the customer at their site.
- Ensure all ECIS administrative accounts and privileges are not deleted or tampered with by the application owner. The ability of ECIS to access and manage the resources is dependent on not removing or deleting ECIS login credentials. The disabling or deletion of administrative privileges will void service and/or support troubleshooting and resolution timelines as agreed to in the service level agreement. This can lead to an extended period of time for support call troubleshooting and resolution

The Customer is

- Solely responsible for performing all software/application upgrade. Application and database updates and modifications are the responsibility of the customer and their respective third-party application vendor.
- Solely responsible for application patching/upgrade.
- Responsible for configuration of data dumps for any customer maintained database systems.
- Responsible for the submittal of a change ticket to the OCTO Change Control Board for approval before making configuration changes to any hosted system in the production environment.
- Responsible for assigning the appropriate priority to incidents and/or service requests.
- Responsible for the advanced scheduling of service related requests and other special services with ECIS.
- Responsible for the creation and maintenance of all required project documentation.
- Responsible for the payment for all service costs according to the agreed-upon Memorandum of Understanding (MOU).
- Responsible for the adherence to any policies, processes, and procedures outlined in the agreement.

Service Level Agreement

Type of Service	Responsibility	
	ECIS	Customer
Applications: Troubleshoot, Install, Upgrade/Patches, license etc.		✓
Server patching (ECIS will include servers in automatic patch rotation after agency/vendor verifies that applied patches will not affect application functionality)	✓	
User data management: Deletion and cleanup of data files		✓
Customer-Supported Database: Perform database dump for backup		✓
Customer-Supported Database: Maintain license and vendor support		✓
Customer-Supported Hardware: Maintain warranty and vendor support		✓
Customer-Supported Active Directory: Non-DCGOV Forest		✓
ECIS managed SQL and Oracle databases	✓	
Monitoring server: Availability, Capacity; Optimization	✓	
Application (custom) monitoring (agency will work with the NOC-NMS team to configure application alerts/monitors)		✓
ECIS managed physical and virtual servers	✓	
Enterprise Backup and Restore	✓	

Service Level Agreement

8 Product/Service Delivery

This section describes activities, products and services, and where applicable delivery timelines and performance used by ECIS to ensure accountability and uniformity of services. It also prescribes the standardized service level matrix that ECIS adheres to in order to achieve its overall goal of operational efficiency.

8.1 Product Delivery Process Overview

Customers requesting new products or services should start the process by contacting OCTO Service Desk at (202) 671-1566 and/or email helpdesk.servus@dc.gov during normal business hours. A ticket is required for all new products/services for tracking and future reference purposes. The ticket will be forwarded to the appropriate group within ECIS for review and assessment.

The Product/Service Delivery process goes through different phases, however the timeline specified in the table above begins after the management and change control approval phases have been completed.

Deviating outside of the procedure(s) that follow may prolong response time outside of the defined timetable.

8.2 Product Delivery Timeline

Product	Processes	Delivery Timeline
Virtual Servers	<ol style="list-style-type: none"> 1. Review and Assessment 2. Management Approval 3. Change Control * 4. Deployment 	2 - 3 Business Days
Physical Servers	<ol style="list-style-type: none"> 1. Review and Assessment 2. Management Approval 3. Procurement** 4. Datacenter Facility*** 5. Change Control * 6. Deployment 	5 - 7 Business Days

Service Level Agreement

Product	Processes	Delivery Timeline
Oracle Database	<ol style="list-style-type: none"> 1. Review and Assessment 2. Management Approval 3. Change Control * 4. Deployment 	1 - 2 Business Days
Microsoft SQL Database	<ol style="list-style-type: none"> 1. Review and Assessment 2. Management Approval 3. Change Control * 4. Deployment 	1 - 2 Business Days
SharePoint Portal	<ol style="list-style-type: none"> 1. Review and Assessment 2. Management Approval 3. Change Control * 4. Deployment 	1 - 2 Business Days
Load Balancing	<ol style="list-style-type: none"> 1. Review and Assessment 2. Management Approval 3. Change Control * 4. Deployment 	1 - 2 Business Days
Replication Services	<ol style="list-style-type: none"> 1. Review and Assessment 2. Management Approval 3. Change Control * 4. Deployment 	1 - 2 Business Days
Additional Server Component: Memory Processor Disk (Storage)	<ol style="list-style-type: none"> 1. Review and Assessment 2. Management Approval 3. Change Control * 4. Deployment 	1 - 2 Business Days

* The Process is dependent on OCTO's Change Control process.

** The Process is dependent on the District Government's Procurement process. It could take 4 to 12 weeks.

*** Process is dependent on the Datacenter Facility requirement, availability and approval.

Service Level Agreement

9 Service Availability

“Service Availability” is the percentage of uptime in a year. The following table shows the downtime that will be allowed for a particular percentage of availability, presuming that the system is required to operate continuously. It shows the given availability percentage to the corresponding amount of time a system would be unavailable per year, month, or week.

“Service Availability” is all encompassing for the purpose of the “ECIS SLA”, there is a distinct delineation between infrastructure availability and application availability, and how “Uptime” and “Availability” is calculated. “Uptime” and “Availability” are not synonymous. A system can be up, but not available, as in the case of a network outage or application failure which is considered outside the control and management of ECIS.

OCTO continuously strives to achieve 99.999% availability and uptime of its “Cloud Infrastructure”, and servers hosted on this computing platform (infrastructure availability). In order to achieve 99.99% (“four nines”) or 99.999% (“five nines”) application availability, the agency will need to ensure that the applications are designed to take advantage of high availability features such as:

- Multi-datacenter application presence (ACTIVE/ACTIVE architecture)
- Active load balancing within and across multiple datacenters
- High availability (HA) within and across multiple datacenters
- Active load balancing within and across multiple datacenters
- All-tier synchronous replication within and across datacenters (web, app, database)

ECIS will calculate “Service Availability” as the average availability of both the infrastructure and application (scheduled and emergency maintenance will not be factored into the calculations).

Service Level Agreement

Availability %	Downtime per year	Downtime per month	Downtime per week	System Design
90% ("one nine")	36.5 days	72 hours	16.8 hours	<ul style="list-style-type: none"> Single-homed application (Active/No DR) High availability (HA) within a single datacenter
99% ("two nines")	3.65 days	7.20 hours	1.68 hours	<ul style="list-style-type: none"> Multi-homed application (Active/Cold-DR) High availability (HA) within a single datacenter Load balancing within a single datacenter
99.9% ("three nines")	8.76 hours	43.8 minutes	10.1 minutes	<ul style="list-style-type: none"> Multi-homed application (Active/Passive) High availability (HA) within a single datacenter Active load balancing within and across multiple datacenters Passive-redundancy at all tiers within a datacenter (web, app, database)
99.99% ("four nines")	52.56 minutes	4.32 minutes	1.01 minutes	<ul style="list-style-type: none"> Multi-homed application (Active/Hot-Standby) High availability (HA) within and across multiple datacenters Active load balancing within and across multiple datacenters Active-redundancy at all tiers within and across multiple datacenters (web, app, database)
99.999% ("five nines")	5.26 minutes	25.9 seconds	6.05 seconds	<ul style="list-style-type: none"> Multi-homed application (Active/Active) High availability (HA) within and across multiple datacenters Active load balancing within and across multiple datacenters All-tier synchronous replication within and across datacenters Active-redundancy at all tiers within and across multiple datacenters (web, app, database)

Service Level Agreement

10 Service Level Agreement Review and Amendments

This section defines the duration of the SLA, when and under what conditions to review the SLA, and when, what and to whom to report. The Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

All parties (ECIS and/or customers) may request for a review of this document on an annual basis to discuss possible change in scope, requirements, responsibilities and /or commitments.

The Designated Review Owner (ECIS) is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner (ECIS) will incorporate all subsequent revisions and obtain mutual agreements and approvals as required.

10.1 Changes

Changes can be initiated by any of the parties in this agreement but must be agreed to by all parties in writing. New services or adjustments to current service offerings may be discussed and planned for incorporation into this document. However, the new services will not be in effect until the management, or representative for each party has signed the document.

10.2 Amendments

Formal incorporation of changes will be accommodated via written amendments signed by representatives of all parties to this agreement. Amendments will supersede only the original portion of the agreement being amended. OCTO ECIS will maintain all versions of this document and redistribute amendments within 30 calendar days after final agreement. The revised document will remain in effect for the duration of the fiscal year. It can be reviewed and amended, if applicable at the beginning of the next fiscal year.

Service Level Agreement

11 Appendix

A. OCTO

Office of the Chief Technology Officer (Main)

Office Hours

Monday through Friday, 8:30 am - 5:30 pm

How to Reach Us

200 I Street, SE
5th Floor
Washington, DC 20003
Phone: (202) 727-2277
Fax: (202) 727-6857

Website: <http://octo.dc.gov>

Service Level Agreement

B. Other Supporting OCTO Programs

Program	Service	Contact Details
Citywide Messaging	Provides collaborative email services	(202) 727-6272 Citywide.messaging@dc.gov
IT ServUs	Provides support for desktop products and services to District agencies utilizing industry best practices, certified technicians, industry-level software tools combined with Service Level Agreements to provide solutions for all end-user computer needs.	(202) 671-1566 Helpdesk.servus@dc.gov
Citywide Security	Provides an effective information security architecture that mitigates the technical vulnerabilities within the DC Wide Area Network (WAN) serving District agencies. Manages the Virtual Private Network (VPN) infrastructure for the District as well as creating and maintaining user accounts. Access to the District's VPN is limited to specific business purposes in support of a District Agencies mission.	(202) 727-2277 seceng@dc.gov
DCNET	Provides secure managed voice, video and data services throughout the District. DC Net is a fiber-optic telecommunications platform providing the core foundation and primary backbone transport for all technology and telecommunications services	(202) 715-3800 Dcnett3@dc.gov http://dcnet.dc.gov
DC Network Operations Center (NOC)	Provides 24x7x365 monitoring for critical network components that support the citywide network infrastructure	(202) 724-2028 noc@dc.gov
Application Solutions	Provides innovative, efficient and cost-effective application development to the District government and the residents of our city. This group leverages standard application development practices to guarantee on-time and on-budget delivery of both custom-built and standard, commercial-off-the-shelf software packages.	(202) 727-2277 Octo.applications.solutions@dc.gov
Applications Support	Manages the technical infrastructure platform for District-wide Enterprise Resource Planning (ERP) systems as well as dc.gov and its associated portal tools.	(202) 727-2277
DC Geographic Information System (GIS)	Provides hundreds of DC government users in public safety, economic development and other public-facing service agencies with data, systems, customer service (training and support), planning and coordination to improve the quality and lower the cost of services provided by the DC Government through the efficient application of geospatial technology;	(202) 727-1140 gisgroup@dc.gov http://dcgis.dc.gov

Service Level Agreement

End of Document