



SERRRC

Alaska's Educational Resource Center
(907) 586-6806 | www.serrrc.org

April 16, 2026

Mr. Taw Lindey, Superintendent
Annette Island School District
P.O. Box 7
Metlakatla, AK 99926

Dear Mr. Lindey,

Enclosed in this contract packet you will find the following:

- Cover Letter
- Services Contract DCTECH 27-05-001 in the amount of \$65,000.00 for Managed IT Services during FY27
- SERRRC standard contract provisions
- Invoice

If acceptable, please sign and return the document electronically. You may choose to utilize an electronic signature or print, sign and scan the contract. We require the signed contract be returned before services are provided.

Thank you for choosing SERRRC - Alaska's Educational Resource Center. We will do everything to ensure that you receive the best services available.

Kind regards,

Chris Reitan
Executive Director



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STANDARD PROVISIONS

- 1.) SERRC shall not be held responsible for delay or failure to perform hereunder when such delay or failure is due to fire, flood, epidemic, strikes, act of God or the public enemy, unusually severe weather, legal act of public authority, or delays or defaults caused by public carrier, which cannot reasonably be forecast or provided against.
- 2.) Each party shall perform any services under this agreement as an independent contractor. Each party shall be responsible exclusively with respect to its respective employees. Each party shall provide for employment-related benefits and deductions that are required by law, including but not limited to federal income tax deductions, workers' compensation coverage, and retirement system contributions, as applicable.
- 3.) Each party shall be responsible, to the extent required by law, only for the act, omissions, and/or negligence of its own officers, employees, or agents. Each party shall indemnify and hold harmless the other party, its officers, employees, and agents only from and against any and all claims, damages, and expenses resulting from the sole negligence of that party. Otherwise, each party is responsible for its own percentage of fault. Each party shall maintain its own Commercial General Liability, General Liability, Cyber Liability, Workman's Compensation, Umbrella Liability, Property, and Automotive insurance policy to cover services incorporated herein.
- 4.) Except as otherwise expressly provided in this agreement, SERRC disclaims any and all promises, representation and warranties, express or implied, with respect to the Supported Systems, corrections and the services provided hereunder, including promises, representations and warranties as to condition, the existence of any latent or patent defects, merchantability or fitness for any particular purpose, non-infringement, or any implied warranty of information content or system integration. Without limiting the generality of the foregoing disclaimer, SERRC does not warrant that its advice, systems configuration, or programming on behalf of the Customer will be error free.
- 5.) For a period on 1 (one) month following delivery of the hereunder listed Service, SERRC shall have an obligation to correct demonstrated errors in the operation of the Supported Systems which may appear as a result of incorrect provision of Service.
- 6.) SERRC shall not have any obligation to correct errors in the operation of the Supported Systems if the programming code, configuration, or wiring has been modified by Customer or by any other party.
- 7.) SERRC disclaims all liability whatsoever to Customer or any other party for any act or omission that may result in consequential, indirect, incidental, special, or such other damages including but not limited to, any loss of performance, functionality, or data resulting from equipment, software, malware, configuration, or overall systems component interaction.
- 8.) Each party shall, to the extent required by the law, provide services in a manner compliant with Federal and State Special Education regulations as per the Alaska State Special Education Handbook.
- 9.) This agreement constitutes the entire agreement between the parties. No waiver, consent, modification or change of terms or provisions of this agreement shall bind the parties unless in writing and signed by SERRC and DISTRICT. Such waiver, consent, modification, or change, if made, shall be effective only in the specific instance and for the specific purpose given. There are no understandings, agreements, or representations, oral or written, not specified herein regarding this agreement.



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CONTRACT PROVISIONS

1.) The following list indicates areas TechOps does not provide direct responsibility, but may work in coordination with other specialists to ensure systems remain functional:

- HVAC and related physical plant
- Legacy (non-IP) telephone system
- New systems not designed in consultation with TechOps
- Systems for which passwords/documentation haven't been shared
- Repairs or service covered by third-party warranty or sub-contract
- Equipment, software, licensing, or recurring account fees
- Physical wiring or relocation
- Core physical fiber and Internet firewall (GCI)

2.) IT Infrastructure Management covers all current network, servers, and computer/device management as well as locally- and cloud-hosted systems administration.

3.) TechOps Level1 Helpdesk includes support and training via email or phone for all district staff. Outside of regular hours (8:00am - 4:30pm Mon-Fri) TechOps is available on an on-call basis.

4.) Technology Planning & Coordination includes collaborative planning of technology initiatives from design to deployment as well as the specification and quoting of technology purchased by the customer.

5.) TechOps Onsites are not included in this contract but are available throughout the year on an as-needed basis for continued systems maintenance, updates, and improvements. These onsite will be invoiced separately.

6.) Configuration and related planning of district IT systems is done by TechOps at the direction of the Technology Coordinator, Superintendent, or designee.

7.) For the purposes of FERPA, CIPA, and COPPA, SERRC TechOps staff operate as a school official. All TechOps personnel are qualified to handle all levels of sensitive and confidential records and network/computer information, and are trained to provide the highest levels of professional discretion and information security.



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Southeast Regional Resource Center
210 Ferry Way
Juneau, AK 99801
Phone: (907) 586-6806

Invoice #
10655

Contract #
DCTECH 27-05-001

TO: Annette Island School District
Attn: Mr. Taw Lindey, Superintendent
P.O. Box 7
Metlakatla, AK 99926

Invoice Number	Invoice Date	TechOps Services
10655	9/1/2026	
<i>Managed IT Services</i>		<ul style="list-style-type: none"> • IT Infrastructure Management • TechOps Level 1 Helpdesk • TechOps Planning & Coordination

Contract Total: \$65,000.00

Contract Terms	No less than 50% of agreed amount shall be due by September 30, 2026; 25% due by December 31, 2026; 25% due by March 31, 2027.		
Description	Date Due	Due	Paid
50% of Contract Total	September 30, 2026		
25% of Contract Total	December 31, 2026		
25% of Contract Total	March 31, 2027		

Please Pay This Amount:

Remaining Balance: \$65,000.00