



## STUDENT INFORMATION SOFTWARE SUPPORT CONTRACT

This Student Information Software Support Contract “Contract” between **ISD 0716 - Belle Plaine Public School District** (Hereafter called CLIENT) and Arrowhead Regional Computing Consortium (ARCC), a company organized and existing under the laws of Minnesota, with its principal place of business located at 4884 Miller Trunk Highway, Suite 300, Hermantown, MN 55811 (Hereafter called “Service Provider”).

1. Scope of ARCC Service. The service provider agrees to provide the following selected services as described in Exhibit A:

X Infinite Campus – Support and Training  
MARSS Support (not available to all districts)

2. Terms of Contract. This contract shall commence on July 1, 2026 and shall continue for a period of 12 months unless terminated earlier in accordance with the provisions set forth herein.
3. Service Fees. In consideration of the services provided under this contract, the CLIENT agrees to pay the Service Provider the fees that follow:

### **Infinite Campus:**

Tiered Pricing based on FY25 ADM Served:

First 2,500	\$9.00 per ADM Served, with a minimum of \$4,500
2,501–5,000	\$6.00 per ADM Served
5,000+	\$3.00 per ADM Served

### **MARSS and EdFi Training, Editing and Reporting:**

Based on FY25 ADM Served

0-999:	\$2,000
1000-1999	\$2,500
2000+	\$3,000

4. Service Level Agreement. The Service Provider shall adhere to the service level agreements outlined in Exhibit B.
5. Termination. Either party may terminate this Contract in writing if the other party is in material breach of its obligations hereunder and such breach remains uncured for a period of 90 days from the date of written notice. Upon termination or

expiration of this Contract, the CLIENT shall return all software, documentation, and related materials provided by the Service Provider.

- 6. Confidentiality. Both parties agree to keep all non-public information obtained during the course of this Contract confidential and shall not disclose such information to any third party without the prior written consent of the other party.
- 7. Governing Law. This Contract shall be governed by and construed in accordance with the laws of Minnesota.
- 8. Entire Agreement. This Contract, including all attached exhibits, constitutes the entire agreement between the Parties and supersedes all prior and contemporaneous understandings, agreements, representations, and warranties.

IN WITNESS WHEREOF, the Parties hereto have executed this Student Information Software Support Contract as of 7-1, 2026.

**ARCC:**



Jennifer Smith, Executive Director

**MEMBER:**

Cell Kele [Signature]

Chuck Keller [Printed Name & Title of Signer]



## Scope of Work

### Day to Day User Support

- Respond to emails or phone calls relating to any Infinite Campus module
- Help food service staff with point-of-sale software, terminals, or reports
- Collaborate with the business office for pulling reports for Online Payments
- Work with health staff on health module questions or imports
- Help counseling staff with scheduling and course creation
- Escalate issues unable to be resolved to Infinite Campus Support
- Any questions that may arise during the course of the day
- Hours of Operation, 8:00-4:30, Monday – Friday.

### Day to Day Technical Support

- Communicate Campus version update timelines and system changes
- Sandbox refreshed on request (A form is no longer needed)
- Database work via SQL. This covers a wide range of processes. From finding data, sorting data, restoring lost data, mass updates to data, finding errors in data, mass clearing out of bad/unneeded data, and many more.
- Tile creation. These are SQL based reports that are assigned to roles and/or people and run on demand.
- SSRS (SQL Server Reporting Services) Reports are SQL based reports that can be formatted in ways more visually appealing than just a table.
- Imports/Exports for 3rd party systems. This can be done with the Data Extract Utility tool, saved SQL scripts or even tiles.

### Scheduled Large Group Training

- FRAM and Food Service
- Campus User Group
- MCCC Setup and Submission
- Ad Hoc Creation and Utilization
- CRDC Setup and Submission
- CORE Training Week

### As Needed Individual or Small Group Training

- New SIS Admin On-boarding
- Train the Trainer
- Schedule Creation
- Implementation of training and support of premium products



## Service Level Agreement

### Arrowhead Regional Computing Consortium (ARCC) Student Information System (SIS) Software Support

#### **1. Introduction**

This Service Level Agreement (SLA) outlines the terms and conditions under which Arrowhead Regional Computing Consortium (ARCC) (referred to as "The Service Provider") will provide support and training services for the Infinite Campus Student Information System (SIS) software to ISD 0716, Belle Plaine Public School District (referred to as "The Client").

#### **2. Definitions**

**The Client:** Belle Plaine Public School District

**The Service Provider:** Arrowhead Regional Computing Consortium, ARCC

**SIS Software:** Infinite Campus

**Support Services:** Support provided by The Service Provider, detailed in the Scope of Work document.

**Incident:** Any question, issue, or problem reported by The Client related to the SIS Software and its functionality.

**Response and Resolution Time:** The maximum time frame within which The Service Provider must acknowledge receipt of an incident and resolve an incident.

**Urgent Incident:** Critical issues that severely affect the functionality of the SIS Software, requiring immediate attention.

**Service Hours:** The hours during which The Service Provider provides support services.

**SIS:** Student Information System

#### **3. Support Services**

##### **3.1 Scope of Support**

The Service Provider shall provide support services to The Client for the SIS Software. Support services include but are not limited to:

- Day to Day User Support
- Day to Day Technical Support
- Scheduled Large Group Training
- As Needed Individual or Small Group Training

A more detailed description can be found in the Scope of Work document, Exhibit A.

### **3.2 Service Hours**

Support services will be available during the following hours:

8:00 AM and 4:30 PM, Monday through Friday

ARCC's Observed Holidays:

New Year's Day, President's Day, Good Friday, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving Day, The Friday after Thanksgiving, Christmas Eve Day, Christmas, New Year's Eve Day.

### **3.3 Response and Resolution Times**

The Service Provider commits to the following response and resolution times:

Response Time:

ARCC will confirm correspondence within the hour. Exceptions to the response time would be when staff are attending professional development or hosting training. These events will be scheduled and communicated in advance.

Resolution Time:

ARCC will strive to resolve issues within a day and will communicate if this is not possible.

Urgent Incidents:

If the SIS is not functional, school districts should reach out by phone, and ARCC will collaborate with Infinite Campus to restore functionality.

## **4. Incident Reporting**

The Client shall strive to have the local SIS Administrator be the primary contact for any support request.

The Client shall request support from The Service Provider using the following contact information:

- Email: [campus\\_support@arcc.org](mailto:campus_support@arcc.org)
- Direct Line JP Waechter: 218-900-8967
- Direct Line Kim Wegman: 218-900-8966
- Additional lines will be added and communicated as we expand support staff.

## **5. Escalation Procedure**

In the event that an incident is not resolved within the agreed-upon resolution time, the Client may contact the Executive Director of ARCC using the following contact information:

Jennifer Smith  
Executive Director, ARCC  
[jsmith@arcc.org](mailto:jsmith@arcc.org)  
218-723-1700 x 113

## **6. Software Updates**

It is the goal of The Service Provider to move all Clients to Cloud Choice Hosting to enable consistent version support. The Service Provider will schedule and request software updates as needed. Decisions on when to take software updates will be communicated to The Client.

## **7. Service Fees**

Annual support costs and payment terms for support services shall be detailed in the Non-Member Student Information System Support Contract and will be due 30 days from the receipt of invoice.

## **8. Termination**

Either party may terminate this Contract with a 90-day written notice.

## **9. Confidentiality**

Both parties agree to maintain the confidentiality of all sensitive information exchanged during the provision of support services.

## **10. Governing Law**

This SLA is governed by the laws of Minnesota.