

# QSS Customer Education



## Policies and Costs for Shared QSS On-site Engagements

Any reference in this document to **QSS** on-site engagements, seminars or trainings, excludes **QSSUG-sponsored** seminars. Shared on-site engagements among clients is generally accepted under specified conditions. Exceptions to these policies must be negotiated with **QSS**, in advance, based on the individual engagement.

### Individual engagements with one or more agencies scheduled within 45 days of a similar regional seminar

- Maximum number of participants – **30**
- Engagement topic identical or quite similar to an advertised **QSS** regional seminar (not held at **QSS**) will be priced at the standard on-site engagement rate
- **Cost:** On-site engagement scheduled within 45 days of **QSS** regional seminar:
  - Sponsoring client - \$1500/day, plus travel expenses
  - Additional participants attending - \$250/person
- To reserve participation and seating, clients send POs or checks to **QSS** in advance of their engagement, according to current **QSS** deadline policies
- After the engagement, **QSS** will invoice each agency individually
- Payments must be made directly to **QSS**, not the sponsoring client
- The sponsoring client produces materials for the seminar from a **QSS** duplicate master and supplies copies to participants they sponsor
- **QSS** provides materials for each per-person tuition participant

### Individual engagements with one or more agencies NOT within 45 days of a regional seminar and NOT on topics covered in the regional seminar

- Maximum number of participants – **30**
- Engagement topic not similar to an advertised **QSS** regional seminar and not in 45-day window
- **Cost:**
  - Sponsoring client - standard on-site daily engagement rate
  - Additional participants attending - half the normal on-site daily engagement rate for **each** additional participating agency
  - \$1500 for first client/day, plus travel expenses
  - \$750 for each additional client/day, plus travel expenses
- **QSS** will bill all charges on a single invoice to the sponsoring client and will only accept payment from the sponsoring client
- The sponsoring client produces materials for the seminar from a **QSS** duplicate master and supplies copies to all participants from all agencies
- Sharing the cost of the engagement needs to be resolved among the sponsoring client and other clients involved

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## More Details and Examples:

In general, the **QSS** contracts for on-site engagements with individual clients are described under the terms in **Appendix A of the annual Services and Support Agreements** currently in effect. In addition, **QSS** periodically offers regional seminars where multiple clients may jointly participate on a per-person tuition basis.

In some instances, when **QSS** clients have expressed interest in contracting for **QSS-sponsored** on-site engagements with more than one client participating, **QSS** generally can accommodate under the following circumstances:

- The total number of participants will be limited to a maximum of **30**.
- For training on a topic that is identical or similar to an advertised **QSS** regional seminar, and scheduled within 45 days of the advertised **QSS** seminar, the cost will be the typical on-site daily engagement rate for the sponsoring client, plus the standard per-person seminar tuition for each participant of other agencies. Current pricing for the sponsoring client is \$1500 per day plus travel expenses, plus \$250 per person for participants from any other agencies. The sponsoring client and each other participating agency must send in advance purchase orders equaling appropriate charges to **QSS** to reserve their participation in the seminar.
- Once the engagement is completed, **QSS** will invoice each agency individually. All payments must be made directly to **QSS**, *not the sponsoring client*. The sponsoring client will be able to access a duplicate master to produce seminar handouts, and will be expected to provide copies for participants from their agency. **QSS** will provide a copy of the materials for each person who pays the per-person tuition.

**Example 1:** Valencia County Office of Education wants to sponsor an on-site presentation of the QSS/OASIS End-of-Year Procedures seminar for COE staff and districts in Valencia County. Their cost will be \$1500 plus reimbursement for the **QSS** trainer's travel expenses. Valencia COE cuts a purchase order of \$1500 and sends the PO to the **QSS** home office in San Carlos to reserve their preferred date.

Valencia COE has 20 total participants from their office and districts, so they invite Madrid School District, a **QSS** client in a neighboring county (Seville), to join them. Madrid sends five participants. Madrid School District agrees that the timing and location of the seminar sponsored by Valencia COE would be more convenient for their staff to attend than a typical **QSS** offering, so Madrid sends a purchase order to **QSS** for \$250 **per person**, specifying they'll be attending the seminar at Valencia COE. **QSS** provides a master copy of the documentation for Valencia COE and Valencia makes copies for its staff and its districts. **QSS** provides individual copies (five) of documentation for Madrid School District.

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**Example 2:** Frankfurt District, a licensed **QSS** client, wants to sponsor an on-site presentation of the QSS/OASIS End-of-Year Procedures seminar for its staff of 15. Their cost is \$1500 plus reimbursement for the **QSS** trainer's travel expenses. Frankfurt cuts a purchase order for that amount and sends the PO to the **QSS** home office in San Carlos to reserve their preferred date.

Frankfurt District then notifies nearby Vienna District and Brussels District, both licensed **QSS** clients, about the EOY seminar and that they have room for up to 15 more participants. Both Vienna and Brussels Districts agree the timing and location of the seminar sponsored by Frankfurt District would be more convenient for their staff, so they tell Frankfurt that they'll be sending two and four participants, respectively.

Vienna and Brussels Districts each send a purchase order to **QSS** for \$250 **per person**, specifying they'll be attending the seminar at Frankfurt District. **QSS** provides a master copy of the documentation for Frankfurt, which then makes copies for its staff only. **QSS** provides individual copies of the documentation for the participants from Vienna District (2) and for Brussels District (4).

- For an engagement that is not similar to an existing **QSS** seminar, or is similar but is not scheduled within 45 days of the existing **QSS** seminar, the cost will be the standard on-site daily engagement rate for the sponsoring client, plus half the normal on-site daily engagement rate for each additional participating agency.

Current pricing is \$1500 for the first client, and \$750 for each additional client, per day, plus travel expenses. All charges will be billed by **QSS** on a single invoice to the sponsoring client. The sponsoring client will be provided with a duplicate master of the seminar handouts, and will be expected to make appropriate copies for participants from all agencies. (The clients involved will need to resolve their own means of sharing the costs among the agencies involved.)

**Example 3:** Tokyo District, a licensed **QSS** district, contracts with **QSS** for an on-site presentation of a custom-designed seminar covering the integration of various portions of the Personnel, Position Control, Absence Tracking and Payroll systems for 15 district staff whose responsibilities include those areas.

**QSS** offers no similar seminar on a regular basis. Tokyo District's initial cost will be \$1500 plus reimbursement for the **QSS** trainer's travel expenses. Tokyo District notifies nearby Yokohama District, also a licensed **QSS** client, that it is going to sponsor this custom-designed seminar, and that it has room for up to 15 more participants.

Yokohama District agrees the timing and topics of this seminar meets their needs and tells Tokyo District they'll be sending 15 participants. The additional cost of including participants

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from another **QSS** client not covered under Tokyo District's software license agreement with **QSS** is \$750.

Tokyo District cuts a purchase order for \$2250 plus travel expenses and sends the PO to the **QSS** home office in San Carlos to reserve their preferred date. **QSS** provides a master copy of the documentation for Tokyo District, which then makes copies for all seminar participants.

**QSS** will invoice and receive payment for the custom-designed seminar from the Tokyo District, but Yokohama District arranges to reimburse the Tokyo District for half the **QSS** invoice, based on the number of trainees from each district.

Exceptions to these policies must be negotiated with **QSS**, in advance, based on an individual engagement.

**QSS** encourages each client to carefully consider the cost of their participation in **QSS** seminars and to make arrangements with **QSS** that best suits the needs of their employees.