

**MEMORANDUM OF AGREEMENT**  
**Between**  
**Webb County**  
**and**  
**Laredo Community College**  
**2014-2016**

***I. Parties***

This Memorandum of Agreement sets forth the terms between Webb County and Laredo Community College Continuing Education, hereinafter referred to as the "Webb County" or "Partner", and Laredo Community College – Continuing Education, hereinafter referred to as "LCC".

***II. Agreement Period***

This agreement outlines the responsibilities that each collaborator will have in the implementation of their respective programs as outlined by Webb County and approved by LCC for a period of one year with the consideration of requesting an extension for a second year. This agreement commences upon being signed by both parties.

***III. Purpose***

The purpose of this agreement is to provide Customer Service Training to Webb County employees at a fee of \$1,250 for a 1.5 hour session for up to 100 participants. Participants will partake in Customer Service I and Customer Service II. Training for specific departments in rural areas will be at a fee of \$25 per participant for a 1.5 hour session with a minimum of 20 participants.

***IV. Responsibilities***

In consideration of the mutual aims and desires of the parties to this Agreement and in recognition of the public benefit to be derived from effective implementation of the program involved, the parties agree that their responsibilities under this Agreement shall be as follows:

***A. Webb County shall:***

- 1) Provide the roster of participants per session.
- 2) Provide classroom space to conduct classes

**B. LCC shall:**

1) Provide Customer Service trainings as outlined:

**Customer Service I** (1.5 hours)

- Importance of Customer Service
- Greeting & Assisting the Customer
- Focusing on the Customer
- Readiness to identify and assist in problems
- Reaching out to the customer

**Customer Service II** (1.5 hours)

- Providing professional responses
- Checking for customer satisfaction
- Awareness of body language
- Handling a disgruntled customer
- Following up on a commitment

2) Provide a qualified instructor and educational materials for conducting the training

3) Provide participants with a Certificate of Completion upon completing session I and II, or a Certificate of Participation to those completing one session.

**V. General Provisions**

A. The parties to this Agreement assume full responsibility for their respective costs associated with their performance of the terms of this Agreement. In no event shall the Webb County and/or LCC be obligated to pay or reimburse any expenses incurred by LCC and/or the Webb County under this Agreement.

B. It is understood by the parties that each shall fulfill its responsibilities under this Agreement in accordance with the provisions of law and regulation which govern their activities. Nothing in this Agreement is intended to negate or otherwise render ineffective any such provisions or operating procedures.

C. The Agreement may be amended at any time in writing and by mutual consent of the parties.

**VI. Contact Persons**

Each entity will appoint a contact person to serve as the entity's point of contact. These individuals may communicate as needed and/or call meetings between the entities for any purpose. Additionally, they may propose amendments to this Agreement as appropriate.

The contact person for the Webb County is Ms. Cynthia Mares, who may be reached at 956-523-4143. The contact person for LCC is Ms. Sandra Cortez, Director and Ms. Brenda Martinez, who may be reached at 956-721-5374.

### ***VII. Terms of Memorandum***

- A. LCC and Webb County reserve the mutual right to terminate this Memorandum through written notice given within thirty (30) days prior to the termination date.
- B. An amendment to this Memorandum is not effective until approved in writing by an authorized representative from LCC and Partner and signed by both parties.

### ***VIII. Indemnity***

To the extent permitted by Article XI, Section 7 of the Texas Constitution, and with the mutual understanding that LCC is a political subdivision of the State of Texas and that an indemnity obligation cannot be paid from current revenues and that no order, resolution, tax nor interest and sinking funds has been set, adopted or established for payment of this indemnity obligation, and without expanding LCC's liability beyond the statutory limits of the Texas Tort Claims Act or under existing law, and furthermore, without waiving LCC's immunity beyond the scope of that allowed by the Texas Tort Claims Act or existing law, LCC shall indemnify and hold harmless Partner and Partner's officers, agents, and employees, and assigns from all suits, actions, damages, demands or other claims of any character brought for or on account of injury to a person or property arising solely from LCC's own acts of negligence in carrying out its obligations under this Memorandum.

### ***IX. Agreement Performance***

This Memorandum is performable in Webb County, Texas. Further, the validity of this Memorandum and all matters pertaining to this Memorandum, including but not limited to matters of performance, non-performance, breach, remedies, procedures, rights, duties, and interpretation or construction, shall be governed and determined by the constitution and the laws of the State of Texas.

### ***X. Force Majeure***

Neither party is required to perform any term, condition, or covenant of this Memorandum, if performance is prevented or delayed by a natural occurrence, a fire, an act of God, an act of terrorism, or other similar occurrence, the cause of which is not reasonably within the control of such party and which by due diligence it is unable to prevent or overcome.

### ***XI. Notices***

Any notice required or permitted under this Memorandum must be in writing, and shall be deemed to be delivered (whether actually received or not) when deposited with the United States Postal Service, postage prepaid, certified mail, return receipt requested, and addressed to the intended recipient at the address set out below. Notice may also be given by regular mail, personal delivery, courier delivery, facsimile transmission, email or other commercially reasonable means and will be effective when actually received. Each

party can change its respective notice address by sending to the other party a notice of the new address. Notices should be addressed as follows:

LCC      Laredo Community College  
 Attn: Dr. Juan L. Maldonado, President  
 West End Washington Street  
 Laredo, Texas 78040  
 Phone: (956) 722-0521  
 Fax: (956) 721-5381  
 Email: president@laredo.edu

Partner:    Webb County  
 Attn: Cynthia Mares  
 1110 Washington  
 Laredo, Texas 78040  
 Phone: (956) 523-4125  
 Fax: (956) 523-4150

***XII. No Waiver Of Immunity***

Neither party waives nor relinquishes any immunity or defense on behalf of itself, its trustees, officers, employees and agents as a result of the execution of this Memorandum and performance of the functions or obligations described herein.

***XIII. No Waiver***

No waiver of a breach of any provision of this Memorandum shall be construed to be a waiver of any breach of any other provision. No delay in acting with regard to any breach of any provision shall be construed to be a waiver of such breach.

***XIV. No Assignment***

No assignment of this Memorandum or of any duty or obligation of performance hereunder shall be made in whole or in part by any party without the prior written consent of all parties hereto.

***XV. Section Headings***

The headings of sections contained in this Memorandum are for convenience only, and they shall not, expressly or by implication, limit, define, extend, or construe the terms or provisions of the sections of this Memorandum.

***XVI. Governing Law***

This Memorandum is made in Texas and shall be construed, interpreted, and governed by the laws of such state. The parties consent irrevocably to the sole and exclusive jurisdiction and venue of the courts of Webb County, Texas, for any action under this Memorandum.

**XVII. Complete Understanding**

The parties have read this Memorandum and agree to be bound by its terms. The parties further agree that this Memorandum constitutes the entire and exclusive agreement of the parties and supersedes all previous communications, representations or agreements, either oral or written, between them. No waiver, alteration or modification of any of the provisions of this Memorandum shall be binding on any party unless in writing and signed by the party against whom enforcement of such waiver, alteration or modification is sought.

This Memorandum shall become effective upon approval by the Partner, upon signing by the Partner’s designee, and upon signing by the President of Laredo Community College.

**WEBB COUNTY, TEXAS**

By: \_\_\_\_\_

TANO TIJERINA  
WEBB COUNTY JUDGE

\_\_\_\_\_

DR. JUAN MALDONADO, LCC PRESIDENT

\_\_\_\_\_  
PRINT NAME & TITLE

ATTESTED:

\_\_\_\_\_  
DATE

\_\_\_\_\_  
MARGIE RAMIREZ IBARRA  
WEBB COUNTY CLERK

APPROVED AS TO FORM:

\_\_\_\_\_  
MARCO MONTEMAYOR  
WEBB COUNTY ATTORNEY\*

\*By law, the County Attorney’s office may only advise or approve contracts or legal documents on behalf of its clients. It may not advise or approve a contract or legal document on behalf of other parties. Our review of this document was conducted solely from the legal perspective of our client. Our approval of this document was offered solely for the benefit of our client. Other parties should not rely on this approval, and should seek review and approval of their own respective attorney(s).