

This Agreement will be posted on the CPS website.

**AGREEMENT EXERCISING THE FIRST AND FINAL OPTION TO RENEW
THE SOFTWARE AND SERVICES AGREEMENT**

[Battelle for Kids]

This Agreement Exercising the First and Final Option to Renew the Software and Services Agreement ("**First Renewal**") is entered into on this 10th day of February 2015 ("**Effective Date**") by and between the Board of Education of the City of Chicago, a body politic and corporate commonly known as the Chicago Public Schools (the "**Board**" or "**CPS**"), and Battelle for Kids, an Ohio not-for-profit corporation ("**Vendor**" or "**BFK**").

RECITALS

- A. The Board and Vendor entered into that certain Software and Services Agreement for a term commencing on February 10, 2014 and ending February 9, 2015, with the Board having one (1) option to renew for one (1) year on the same terms and conditions ("**Agreement**");
- B. The Board desires to exercise the first and final option to renew the Agreement for one (1) year, and Vendor accepts this option to renew, on the terms and conditions hereinafter set forth.

NOW THEREFORE, in consideration of the mutual covenants and conditions contained herein, the parties agree as follows:

- 1. **Incorporation of Recitals**: The matters recited above are hereby incorporated into and made a part of this First Renewal.
- 2. **Definitions**: Any and all capitalized terms contained in this First Renewal, and not defined herein, shall have the definition as set forth in the Agreement.
- 3. **Renewal Term**: The parties agree to renew the Agreement for a period commencing on the **Effective Date** and ending February 9, 2016 ("**First Renewal Term**"), unless terminated sooner as provided in the Agreement. The Board has no remaining options to renew after the completion of the First Renewal Term.
- 4. **Scope of Services**: Vendor agrees to provide the services set forth in **Exhibit A-1**, which is attached hereto and made a part hereof and **Exhibit B** of the Agreement (collectively referred to as "**Services**") during this First Renewal Term in accordance with the terms and conditions of the Agreement and this First Renewal. "**Services**" means, collectively, the services, Software products, deliverables, duties and responsibilities described in **Exhibit A-1** to this First Renewal and in **Exhibit B** to the Agreement and any and all work necessary to complete them or carry them out fully and to the standard of performance required in this First Renewal. The Board retains final authority with respect to all Services related decisions. The Board may, from time to time, request changes in the scope of Services. Any such changes, if agreed to by Vendor, including any increase or decrease in Vendor's fees, shall be documented by a written amendment to this First Renewal signed by both parties and the Board's General Counsel.
- 5. **Compensation**: The total maximum compensation payable to the Vendor during the First Renewal Term shall not exceed Seventy Four Thousand Nine Hundred Seventy Five Dollars and 00/100 (\$74,975) (the "**Total Maximum Compensation**"). The Board shall not reimburse Vendor for any expenses. The Vendor is not entitled to any payment, and the Board is not obligated to pay Vendor any amount, solely by virtue of entering into this First Renewal. In the event of early termination of this First Renewal, the Board shall only be obligated to pay for Services actually rendered before the date of termination. In no

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event shall the Board be liable for the cost of any Services performed on or after the date of termination or expiration of this First Renewal. The Vendor agrees to provide the Services at the prices set forth in Exhibit A-1 to this First Renewal through the First Renewal Term. If Vendor overcharges, in addition to all other remedies, the Board shall be entitled to a refund in the amount of the overcharge, plus interest at the rate of 3% per month from the date the overcharge was paid by the Board until the date refund is made. The Board has the right to offset any overcharge against any amounts due to Vendor under this First Renewal or any other Agreement between the Vendor and the Board.

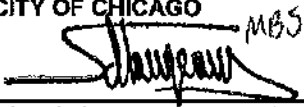
6. **Unauthorized Access:** If Vendor has knowledge of any unauthorized access and/or use of shared Confidential Information or Highly Confidential Information, it shall: (i) notify the Board immediately, which in no event shall be longer than twenty four (24) hours from the Vendor receiving notice of the unauthorized access and use; (ii) take prompt and appropriate action to prevent further unauthorized access or use; (iii) cooperate with the Board and any government authorities with respect to the investigation and mitigation of any such unauthorized access and use, including the discharge of the Board's duties under the law; and (iv) take such other actions as the Board may reasonably direct to remedy such unauthorized access and use, including, if required under any federal or state law, providing notification to the affected persons. Vendor shall bear the losses and expenses (including attorneys' fees) associated with a breach of Confidential Information or Highly Confidential Information including, without limitation, any costs: (1) of providing notices of a data breach to affected persons, and to regulatory bodies; and (2) of remedying and otherwise mitigating any potential damage or harm of the data breach, including, without limitation, establishing call centers and providing credit monitoring or credit restoration services, as requested by the Board. The Vendor shall include the Unauthorized Access provision in any and all agreements they execute with subcontractors under this First Renewal.
7. **Freedom of Information Act:** Vendor acknowledges that this First Renewal and all documents submitted to the Board related to this contract award are a matter of public record and are subject to the Illinois Freedom of Information Act (5 ILCS 140/1) and any other comparable state and federal laws and that this First Renewal is subject to reporting requirements under 105 ILCS 5/10-20.44. Vendor further acknowledges that this First Renewal shall be posted on the Board's website at www.cps.edu.
8. **Original Agreement:** Except as expressly provided in this First Renewal, all terms and conditions of the Agreement are and shall remain in full force and effect during the First Renewal Term.
9. **Counterparts and Facsimiles:** This First Renewal may be executed in any number of counterparts, each of which shall be deemed to be an original, but all of which together shall constitute but one instrument. A signature delivered by facsimile or electronic means shall be considered binding for both parties.

[Signature page to follow]

This Agreement will be posted on the GPS website.

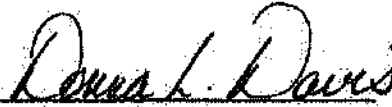
IN WITNESS WHEREOF, the parties hereto have executed this First Renewal as of the date set forth in the beginning of this document.

THE BOARD OF EDUCATION
OF THE CITY OF CHICAGO

By:  MBS
Sebastien de Longeaux,
Chief Procurement Officer

Date: 3/10/15

BATTELLE FOR KIDS

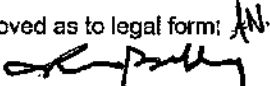
By: 

Name: Donna L. Davis

Title: CFD

Date: 3-6-2015

CPOR Number: 14-1208-CPOR-1658

Approved as to legal form:  JB
James L. Bebley, General Counsel

Attachments:

Exhibit A-1: Scope of Services

Exhibit A-1: SCOPE OF SERVICES AND TIME LIMITS FOR PERFORMANCE

Battelle for Kids

CPOR #: 14-1208-CPOR-1658

Name of Project: Software as a Service to help Teacher evaluations

Board's Project Manager: Ryan Crosby Phone: 773-553-5062 Email: rcrosby@cps.edu

Vendor's Project Manager: Todd Hellman Phone: 614-596-4510 E-mail: thellman@battelleforkids.org

Period of Performance: One (1) year, commencing February 10, 2015 through February 9, 2016

This Scope of Services will be conducted pursuant to that Software and Services Agreement ("**Agreement**") and the Agreement Exercising the First and Final Option to Renew the Software and Services Agreement ("**First Renewal**") by and between the Board of Education of the City of Chicago, a body politic and corporate, commonly known as the Chicago Public Schools (the "**Board**" or "**CPS**") and Battelle for Kids ("**Vendor**" or "**BFK**").

Defined terms used in the exhibits shall have the same meanings as those ascribed to such terms in the Agreement and First Renewal. Should there be a conflict between the terms and conditions of the Agreement and First Renewal and those of its exhibits, the terms and conditions of the Agreement and First Renewal shall prevail.

BACKGROUND

BFK shall provide a license to use the BFK•Link™ solution ("**Software**") via a secure web access and associated implementation services to ensure the Board is provided with accurate data for student growth measures. BFK•Link is a web-based linkage solution that allows teachers to confirm which students they taught, meanwhile capturing student mobility and instructional attribution.

OVERVIEW OF SERVICES

BFK will implement the teacher-student linkage system district-wide using the Software. In addition to offering the Software, BFK will provide training, communications support, and help desk support to principals, administrators, and teachers throughout the implementation period of roster verification and performance task verification. Finally, BFK will extract the verified and linked data and provide a data output file to the Board. Throughout this engagement, BFK will provide ongoing strategic counsel and project management overseeing the implementation of this process.

Work Stream 1: Strategic Engagement and Project Management

BFK will provide strategic engagement and project management support and engage CPS project leads to ensure the district's goals for roster verification are well understood and all implementation plans provide CPS the best possibility of achieving these goals. BFK will provide project management support to monitor the delivery of services to ensure the process is completed and goals are achieved.

Specifically, BFK and CPS will:

- Confirm the goals and expectations of the roster verification process;
- Define the scope of participation (e.g., schools, grade levels, and subjects);
- Determine data and technology business requirements;
- Update business rules, guidelines, and special cases from previous years;
- Leverage and update the existing implementation framework and rollout strategies for communications, training, and user support to build upon successes from previous years; and
- Facilitate project team meetings (weekly or bi-weekly, as needed) to provide status updates and ensure any needs

or issues are addressed.

Delivery of Recommendations for Future

As part of its role as a strategic implementation partner, BFK will also offer recommendations for how to refine the roster verification process to improve data quality in future years.

Work Stream 2: Technology and Data Hosting

Stages of Roster Verification

As with previous year's administrations, in spring 2015, principals, administrators and teachers will login to the system and verify rosters in three stages: School Setup, Teacher Roster Verification, and Principal Review and Approval.

1. **School Setup** – Prior to teachers accessing their data, principals will review all staff and class rosters within their school to ensure all staff who taught students are associated with their school and have rosters available to verify. Principals can also engage an assistant principal, administrative staff member, or trusted teacher as a "support team member," which provides that person permission to view all school class rosters and provide support to the principal to review the data.
2. **Teacher Roster Verification** – Teachers will access their class roster data and verify which students they taught over the course of the year and their level of instructional responsibility for each student.
3. **Principal Review and Approval** – The Principal and/or support team can review and/or make changes to the rosters to ensure the accuracy of the data, after which the Principal will approve all rosters.

Technology and Data Hosting Services to Setup and Support Roster Verification Process

The following steps will be utilized as part of the implementation:

- Collecting CPS scheduling data (from systems such as IMPACT) from CPS Information Technology Services ("ITS");
- Profiling the data for systemic inaccuracies, which includes applying lessons learned from two prior iterations of data profiling;
- Loading profiled data into BFK•Link® solution;
- Maintaining user roles and permissions;
- Refreshing user access through active directory single sign-on setup in spring 2015;
- Maintaining the existing CPS-branded online portal for users to access solution;
- Quality testing the solution and the data load prior to live administration;
- Monitoring the solution for any technical or data-related issues during the administration window and resolve issues as quickly as possible to maintain continuous access to the application and roster data;
- Providing the output data in a standard format via secure FTP to CPS or designee.

Enhanced Reporting Functionality for Central Office, Network-Level, and School-Based Staff

As in previous years of roster verification, central office, network-level, and school-based staff will have access to transactional reporting that provides valuable information about participation rates for networks and schools, as well as a summary report of which teachers still have rosters to verify. Beyond participation rates, the software also provides reporting functionality to show alerts at network and school levels. The reports on participation rates and outstanding alerts will continue to be available for download at any time through the user interface.

In addition to reporting for participation rates, the 2015 version of the BFK•Link software will also provide enhanced reporting on the courses and students for which there were changes, and the types of changes that were made, e.g.. details of any courses deleted or added, students deleted or added. The information included in these reports will also be available for download at any time throughout the roster and performance verification process

BFK and CPS will outline how to make the best use of these support resources as part of the support plan outlined in work stream 3.

Delivery of Verified Roster Data and Summary of Changes to Rosters Implementations

At the conclusion of the spring 2015 roster verification process, BFK will provide a standard data output file to CPS along with a data dictionary to define the fields included in the output. BFK will also interface with third-party providers to answer questions or help interpret the data included in the output file.

In addition to the standard output file, BFK will also deliver a report summarizing the difference between the scheduling data developed through the school assignment process and the data verified through the roster verification process.

Work Stream 3: Engaging Educators through Communications, Training, and User Support

Communications

CPS will leverage internal capabilities to update the existing communications plan and toolkit, which includes a variety of resources to build awareness and support implementation of the roster verification process across the district. BFK will provide support in updating the communications plan, the initial draft of the frequently asked questions ("FAQ") document, and the CPS-branded web portal.

Training and User Support

There will be a focus on three elements of the user experience:

1. That the roster verification process and the software is as simple and straight forward as possible,
2. That all participants are able to quickly complete the tasks and responsibilities asked of them, and
3. That all participants have access to support, if needed, in a timely manner.

BFK will ensure participants have the resources, preparation, and support needed in order to complete their roster verification as efficiently and effectively as possible. To accomplish this objective, BFK will engage two levels of training and two methods of support:

Training and Preparation

BFK's primary focus is to prepare staff for their specific role in the roster verification process by equipping them with what they need to know about their role, how to fulfill that role, and where to go should they need additional support. To ensure participants are prepared to complete the roster verification process and know where to turn for additional support, training will occur on two levels: with network-level staff as a support resource for schools and with school-based staff to prepare them to lead roster verification at their school.

Network-level Staff Preparation

First, BFK will prepare network-level staff, through a face-to-face session at CPS offices in April, to ensure they will be able to support their schools through the roster verification process. During the training of network-level staff, BFK will outline what roster verification is, when it occurs, what is expected of schools throughout the process, and what the role of the network-level staff is in the issue escalation path for school leaders and teachers. During this session, BFK will demonstrate to network-level staff how to monitor completion via various screens and reports and whom to contact should they or any school need support.

School-based Staff Preparation

After preparing network-level staff to support schools through the process, BFK will prepare principals and support teams, through face-to-face sessions in March- April, to ensure they are prepared to lead their staff through the roster verification process and to begin (and potentially complete) the School Setup stage of roster verification with support from an expert facilitator. Given that many principals, support team members, and school staff will have participated in one or two years of roster verification training in the past, BFK recommends making the training optional.

Two facilitators will each facilitate three 1-1.5 hour training sessions per day over three days to accommodate an average of one staff member per school for approximately 552 schools. During these sessions, an expert facilitator will share

enhancements to the BFK-Link software and will guide participants through exercises to help them understand how to interpret the roster verification guidelines, and specifically how they apply to unique and special cases in their school.

Sample Training Session Plan (actual days and times may vary)

Facilitator 1	Monday	Tuesday	Wednesday
8:30a-10a	Open Session	Open Session	Open Session
10:30a-12p	Open Session	Open Session	Open Session
12:30p-2p	Open Session	Open Session	Open Session

Facilitator 2	Monday	Tuesday	Wednesday
8:30a-10a	Open Session	Open Session	Open Session
10:30a-12p	Open Session	Open Session	Open Session
12:30p-2p	Open Session	Open Session	Open Session

This two-step training process will ensure not only that school-based staff are prepared to lead roster verification for their school, but also that school-based staff have a trained resource from their network offices that they know and trust that can help them with issues and guide them to additional support resources when needed. Through this training process, network-level and school-based staff will have access to support resources to guide them through the completion of the process. Resources include an FAQ document, a PowerPoint deck outlining details about the roster verification process and timeline, and videos outlining the purpose of roster verification and how to use the software to complete roster verification.

User Support

User support serves two critical functions in the roster verification process. First, it ensures every staff member has access to resources to help guide them through any challenges or issues they may face to complete their roster verification. Second, user support sends a clear signal to educators and school leaders that the district is committed to providing all educators the opportunity to participate in the roster verification and is invested in ensuring they can complete the process successfully. Based on the success of the roster verification and feedback from educators, BFK will provide two channels of user support to schools: **Inbound** via BFK customer support ("**Customer Support**") and **outbound** via a consultant team co-managed by BFK and CPS project leads.

For clarity, the aforementioned support is separate from and in addition to the global application issues support (e.g. troubleshooting application bugs, hot fixes, issues with the servers), stated in Exhibit B of the Agreement.

Inbound User Support

BFK will allocate capacity in its Customer Support team to manage support requests via phone and online support tickets. The BFK Customer Support team is available Monday through Friday from 8am to 5pm ET and carries extended hours during peak periods, especially during the teacher roster verification stage of roster verification. BFK's goal is always to respond to and resolve all support requests within 24 business hours, frequently providing support within hours of a call or online support ticket.

Outbound User Support

Outbound user support has played a critical role in monitoring completion during each phase of the process and providing support and guidance to school leaders and teachers on how to complete the roster verification process for their school. Using completion statistics and guidance from BFK and CPS, members of the outbound support team have called principals, support team members, and teachers directly to offer support and promote completion of each phase of the process. In addition to providing guidance on how to complete the roster verification process, the

outbound support team has been a resource that has encouraged schools to feel the district cares about their success and is committed to providing them the support they need to be successful. BFK will assist with this resource in the spring 2015 roster verification process.

To build capacity for the outbound support team, BFK will allocate up to seven (7) days for onsite assistance to CPS with the selection, training, and management of the CPS consultants on the team. BFK project leads will also be fully accessible to both CPS project leads and the outbound team to provide offsite support for any issues that may occur over the course of the roster verification process. BFK will be fully available to consult with CPS on any personnel or performance related issues that may occur with any member of the outbound support team.

Additional Functionality

Verification of Performance Task Administration

BFK will collaborate with CPS to identify the subjects and courses which have performance tasks. BFK will pre-load performance task data to create records that reflect the performance tasks provided by a given teacher to a given student for a given course, subject, or class for teachers and/or principals to verify.

BFK will create entries in the course catalogue in the BFK•Link[®] software to allow teachers and principals to identify which teacher administered a particular performance task to which students for a particular course. This addition to the course catalogue will allow teachers to build rosters and identify to which students they administered performance tasks should that data not be provided by the district or be successfully pre-loaded into the system.

BFK will provide a standard data output file to CPS that includes all teacher and task field components verified during performance task verification, including students and rosters deleted, added, submitted and approved, along with a data dictionary to define the fields included in the output. Also, a report detailing any changes made throughout the process will be provided by BFK. BFK will also provide training and communications regarding verifying performance tasks, in conjunction with roster verification training and communications, e.g. BFK will also include training during network and school-level trainings on how to verify performance tasks and will include CPS FAQs posted to the BFK verification site.

Timeline of Events

The following is a general timeline of events outlining key milestones and deliverables in the setup, execution, and closing of the spring 2015 roster verification and performance task verification process. BFK will develop a structured project plan, outlining the tasks, deliverables, and resources allocated to successfully complete the spring 2015 roster verification and performance task verification process.

BFK Deliverables	Description	Timeline
Workstream II: Strategic Engagement and Project Management		
• Onsite Planning Session	Onsite meeting to confirm business rules, confirm performance tasks process, and discuss implementation plans.	February - March 2015
• Implementation Plans	Review, revise (as needed), and approve the: <ul style="list-style-type: none"> communications plan, training and preparation plan, and user support plan (including the escalation path). 	February – March 2015
• Progress Meetings and Status Updates	Ensure CPS and BFK are well informed of progress towards key implementation milestones; discuss and resolve any issues that may arise throughout implementation through weekly or bi-weekly meetings	Ongoing
• Recommendations for Future Implementation	Document reflecting on lessons learned from 2015 verification implementation and recommendations for improving the process in future years.	May-June 2015

Work Stream 2: Technology and Data Hosting		
<ul style="list-style-type: none"> • Hosting and Maintaining Software and Web Portal 	<p>Upgrade of BFK•Link software and configuration of 2015 enhancements to CPS specifications;</p> <p>Hosting and maintenance of CPS-branded web portal.</p>	<p>February 2015</p> <p>February - June 2015</p>
<ul style="list-style-type: none"> • Collect and Profile CPS Roster Data 	<p>Profile CPS roster data for systemic inaccuracies, which includes applying lessons learned from prior iterations of data profiling. Modify course catalogue and profile performance task data to enable staff to verify performance task administration.</p>	<p>February – April 2015</p>
<ul style="list-style-type: none"> • Authentication and Authorization 	<p>Create, and/or maintain user accounts, and refresh roles and permissions for all users.</p>	<p>February - April 2015</p>
<ul style="list-style-type: none"> • Load CPS Roster Data 	<p>Load profiled data into BFK•Link solution for both roster verification and performance task verification</p>	<p>March – April 2015</p>
<ul style="list-style-type: none"> • Maintain application and resolve technical issues, as needed 	<p>Ensure CPS staff have continuous access to BFK•Link throughout the roster verification and performance task window.</p>	<p>March – June 2015</p>
<ul style="list-style-type: none"> • Deliver Output File 	<p>Deliver verified data to CPS via secure FTP for both roster verification and performance task verification.</p>	<p>May 2015</p>
<ul style="list-style-type: none"> • Deliver Verified vs. Scheduling Data Report 	<p>Deliver statistical report on changes to scheduling data from the roster verification and performance task verification process.</p>	<p>June 2015</p>
Work Stream 3: Engaging Educators through Communications, Training, and User Support		
<ul style="list-style-type: none"> • Communications Plan and Toolkit 	<p>Support CPS updating of communications plan and toolkit collateral. Provide updates to CPS-branded portal.</p>	<p>February – April 2015</p>
<ul style="list-style-type: none"> • Training Plan 	<p>Update training plan for network training and school staff training (i.e., dates and times of sessions, locations, network assignments, etc.).</p>	<p>February – April 2015</p>
<ul style="list-style-type: none"> • Onsite Training for Network Staff 	<p>Onsite training for network staff on what their schools are expected to do in the roster verification and performance task verification process and their role in supporting their schools. Demonstrate software functionality which network staff will use for monitoring and support.</p>	<p>March 30 April 2015</p>
<ul style="list-style-type: none"> • Onsite Training for School Staff 	<p>Train 1 to 2 school-based staff from each school on how to lead the roster verification and performance task verification process, what to do to complete roster verification and performance task verification, and where to reach for support. Trainings will be 1-1.5 hours long in groups of up to 30-40 staff. Training will be offered three times a day over three days per facilitator.</p>	<p>March 30- April 2015</p>
<ul style="list-style-type: none"> • Inbound User Support via BFK Customer Support team 	<p>Capacity in the Columbus, OH-based BFK Customer Support team to manage support requests via phone and online support tickets between the hours of 8am-5pm ET.</p>	<p>March 30– May 2015</p>

• Outbound User Support	Support the selection, training, and co-management of an onsite outbound user support team through up to 7 days onsite.	April – May 2015
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COST OF SERVICES

The following are the costs for the aforementioned services, training, and technology solutions. The invoicing schedule reflects all services and deliverables described herein, which shall be paid only upon delivery of services. The invoices shall be delivered to the Board no earlier than at the dates listed in the invoicing schedule below. CPS may decide that specific deliverables are not necessary prior to their development and therefore, CPS will not be charged for those services. The invoicing schedule is subject to change should the scope be modified.

Upon entry into this agreement, CPS is perpetually licensed for the Battelle for Kids Teacher Verification system and is entitled to all upgrades released during the First Renewal Period.

INVOICING SCHEDULE

Invoicing Schedule
Invoice 1: April 30, 2015
<p>Work Stream 1: Strategic Engagement and Project Management</p> <p>Deliverables may include, but are not limited to:</p> <ul style="list-style-type: none"> • Onsite kckoff to discuss business rules and implementation plans • Revise (as needed), review and approve: communication plans, training and preparation plan, user support plan. • Project management to guide completion of services
<p>Work Stream 2: Technology and Data Hosting</p> <p>Deliverables may include, but are not limited to:</p> <ul style="list-style-type: none"> • BFK portal with support for single sign-on authentication • Extracting, profiling, and loading of class roster data • Extracting, profiling, and loading of performance task data • Data hosting and application support to ensure consistent access and functionality • Authentication and authorization
<p>Work Stream 3: Communications, Training, and User Support</p> <p>Deliverables may include, but are not limited to:</p> <ul style="list-style-type: none"> • <i>Communications</i> <ul style="list-style-type: none"> ○ Review of CPS communications materials as updated by CPS project team and CPS-branded portal ○ Updating training plan for network and school staff training • <i>Training:</i> <ul style="list-style-type: none"> ○ Network-level staff preparation (material preparation and/or delivery) ○ School-based staff preparation (material preparation and/or delivery) • <i>User Support: (inbound)</i> <ul style="list-style-type: none"> ○ Support via phone and online support tickets by BFK Customer Support team
Invoice 1: April 30, 2015

Work Stream 1: Strategic Engagement and Project Management

Deliverables may include, but are not limited to:

- Project management to guide completion of services
- Progress meetings and status updates

Work Stream 2: Technology and Data Hosting

Deliverables may include, but are not limited to:

- Profiling and loading of class roster data
- Profiling and loading of performance task data
- Data hosting and application support to ensure consistent access and functionality
- Authentication and authorization

Work Stream 3: Communications, Training, and User Support

Deliverables may include, but are not limited to:

- *Communications*
 - Review of CPS communications materials as updated by CPS project team and CPS-branded portal
 - Updating training plan for network and school staff training
- *Training:*
 - Network-level staff preparation (material preparation and/or delivery)
 - School-based staff preparation (material preparation and/or delivery)
- *User Support: (inbound)*
 - Support via phone and online support tickets by BFK Customer Support team
- *User Support: (outbound)*
 - Support for selection, onsite training/preparation, and offsite management of CPS support consultants

Invoice 3: May 31, 2015

514,390

Work Stream 1: Strategic Engagement and Project Management

Deliverables may include, but are not limited to:

- Project Management to guide completion of services
- Progress meetings and status updates

Work Stream 2: Technology and Data Hosting

Deliverables may include, but are not limited to:

- Data hosting and application support to ensure consistent access and functionality
- Delivery of verified data output files via secure FTP for both roster verification and performance task verification

Work Stream 3: Communications, Training, and User Support

- *User Support: (inbound)*
 - Support via phone and online support tickets by BFK Customer Support team
- *User Support: (outbound)*
 - Support for selection, onsite training/preparation, and offsite management of CPS support consultants

Invoice 4: June 30, 2015

14,245

Work Stream 1: Report Design

Deliverables may include, but are not limited to:

- Summary of recommendations for future implementations
- Project management to guide completion of services

Work Stream 2: Technology and Data Hosting

Deliverables may include, but are not limited to:

- Report summarizing overall changes of rosters from the roster verification process and performance task verification
- Data hosting and application support to ensure consistent access and functionality

Grand MaximumTotal \$ 74,975

Budget per Work Stream

Work Stream 1: Strategic Engagement and Project Management	\$ 23,993.50
Work Stream 2: Technology and Data Hosting	\$ 22,490.50
Work Stream 3: Communications, Training, and User Support	\$ 28,491.00
Grand MaximumTotal	\$ 74,975.00