

eSchoolPlus Upgrade Service

To assist you with the management of eSchoolPlus, the PowerSchool **Technical Solutions Group (“TSG”)** offers the **eSchoolPlus Upgrade Service** to upgrade your existing eSchoolPlus environment. The eSchoolPlus Upgrade Service includes deploying eSchoolPlus on existing or new eSchoolPlus server(s) and migrating your existing eSchoolPlus configuration(s) and data to the new eSchoolPlus configuration.

Professional Services

The Professional Services listed below will be delivered remotely by a TSG Systems Representative:

Integration Design
<ul style="list-style-type: none"> Review of the desired deployment including infrastructure readiness, network topology, compliance with minimum system requirements, and service-related deliverables and schedules
Microsoft Windows Server Operating System Configuration
<ul style="list-style-type: none"> Deploy and configure applicable operating systems Roles and Features for the server(s) identified herein Configure optimal operating environment variables specific to the application and database for the server(s) identified herein
Microsoft SQL Server Configuration
<ul style="list-style-type: none"> Deploy and configure Microsoft .NET framework for the database server(s) identified herein Deploy and configure the customer-provided relational database management system pertinent to the function of the PowerSchool application Apply applicable database updates for security and performance Configure applicable database instance features Configure database authentication Configure optimal database memory settings Configure optimal database collation & database settings Configure optimal database and log file directory settings based on disk subsystem Create database(s) with recovery model(s) Migrate existing databases to the new database configuration Configure applicable database maintenance plans for data recovery
eSchoolPlus Configuration
<ul style="list-style-type: none"> Deploy the release of the application version as indicated herein Migrate existing application code to the new application configuration Apply pre-existing SSL/TLS certificates to the new application configuration (if applicable) Create application central directory structure/permissions for common access to application reports, backups, and user files (eSchoolshare)

- Move existing reports, backups, and user file to the new central directory for common access to eSchoolPlus files (eSchoolshare)
- Configure Microsoft Network Load Balancing (NLB) for multiple application servers (if applicable and as identified herein)
- Configure application Notification component settings
- Install and configure Plus360 Integration Services
- Update existing Cognos model updates for new tables/columns in the eSchoolPlus release
- Test and validate service fulfillment outcomes as prescribed by TSG protocol

Go Live Service

- Update/refresh production database(s) with current data as identified herein
- Update/refresh production application configuration files
- Refresh existing reports, backups, and user file to the new central directory for common access to applicatoin files (eSchoolshare)
- Reconfigure/update eSchoolPlus Notification component settings
- Reconfigure/update Plus360 Integration Services (if applicable)
- Verify SQL maintenance plans are properly configured and functioning
- Test and validate f service fulfillment outcomes as prescribed by TSG protocol

Customer Responsibilities

It will be the responsibility of customer's designated personnel to ensure each of the following items are understood and addressed:

General

1. Provide a technical resource to work with the designated TSG representative for the duration of the service
2. Provide TSG with a preferred and alternative date for the initiation of the service using the medium prescribed by TSG; all work will be performed during the agreed-upon service window only.
3. All work will be performed during normal business hours unless otherwise specified. TSG business hours are Monday through Friday from 5:00 AM to 5:00 PM Pacific Time excluding PowerSchool holidays.
4. Initiate remote access using the software designated by TSG to perform the service(s) listed within this proposal

Infrastructure Configuration

1. Provide TSG with pre-configured Microsoft Windows servers that have network connectivity and are remotely accessible
2. Provide TSG with naming conventions, TCP/IP parameters, and user accounts passwords associated with all service-related infrastructure components
3. Provide TSG with media and licensing for the desired database version (if applicable)
4. Ensure the server(s) that is/are intended to house the application and/or database is/are in compliance with all aspects of the minimum system requirements for the supported version(s) being applied

5. During the service, the server(s) may require a restart. It will be the Customer's responsibility to ensure no USB drives or other bootable devices are attached to the server(s).
6. Provide TSG with SSL/TLS Certificates to be used with fully qualified domain names (FQDN) for eSchoolPlus access including Certificate files, Intermediate Certificates, and applicable Key; failing to provide the certificates at the initiation of the service will result in the exclusion of its integration by TSG or may incur an additional fee.

eSchoolPlus

1. The upgrade and applicable migration of the elements of the application within the scope of this service will be performed within TSG's conventional business days and hours unless weekend or off-hour services have been purchased or otherwise negotiated with TSG.
2. The upgrade and applicable migration of the applicable resources within this scope of this service does not include configuring Microsoft SQL for Always On/Clustering.
3. The upgrade and applicable migration of the application within this scope of this service does not include any interaction with Cognos.
4. Customers are responsible to backup any existing application and/or database configurations prior to the initiation of this service.
5. TSG will perform the deployment of the database in full, and will not assume responsibility for, nor interact with, an environment that has been partially deployed or configured by the Customer or other parties external to TSG.
6. TSG will not deploy nor configure the application and/or database to, nor otherwise interact with, any environment consisting of one or more cloned assets.
7. TSG is not responsible for the integrity of the data stored within the instance(s) of the application and/or database being upgraded.
8. TSG is not responsible for any deployment that fails due to third party applications and/or interfaces being run against the database that prohibits the upgrade of the application.
9. TSG will deploy only the version identified herein. TSG is not responsible for the degree to which the code being deployed addresses known issues or introduces new issues or conflicts into the customer's environment, and no pricing concessions will be made as a result.
10. TSG will not perform any subsequent deployment of code that might address known issues or other concerns during the same service window, nor will TSG deploy a subsequent version during the next available service window without additional funding.
11. During the Go Live service, all elements associated with the identified instance(s) will be unavailable to the customer's user community. Customers are responsible for notifying all users of any scheduled downtime.
12. During the Go Live service, customers are responsible to update existing internal and external DNS records for access to the application by the user community as appropriate.
13. The Customer shall review all documentation related to the version release being deployed, and fully understand the implications (benefits and impact on current operations) introduced as a result of the upgrade. Questions concerning the upgrade's influence on the visibility to, or condition of your data; the continued access to, or use of, customizations; and/or the influence of changes to functionality to business rules or processes should be directed to the Technical Support department.
14. The elements enumerated within the scope of this service do not include any transactions relating to the deployment or configuration of any other third-party applications that have direct access to the application and/or database. Questions or issues concerning the configuration of other applications should be directed to the appropriate technical support department that is affiliated with the application in question.

15. The elements enumerated within the scope of this service do not include any transactions relating to the installation, configuration, or update of any API(s) or other third-party applications that integrate with the application identified herein.
16. The elements enumerated within the scope of this service do not include any transactions relating to modifications to customizations that may be necessary for ensuring compatibility with the version being deployed. Questions or needs concerning custom page compatibility should be directed to PowerSchool's Product Tailoring department.
17. Any failure to adequately prepare for or otherwise facilitate the initiation of the service prior to the scheduled service start date will result in the upgrade service being rescheduled for the next available service window and may be subject to a cancellation fee as specified by PowerSchool's Licensed Product and Services Agreement.
18. TSG is not affiliated with the Technical Support department and is unable to address any questions relating to the use or troubleshooting of functionality within the application as a result of an eSchoolPlus configuration or upgrade performed by TSG. Customers with questions of this nature will be instructed to contact the Technical Support department.

Scale of Service Summary

Versioning
<p>The scale of this service shall be limited to transactions involving the following version(s):</p> <ul style="list-style-type: none"> • Upgrade of Version [4.0] to Version [19.4] to: <ul style="list-style-type: none"> • New Server(s) as identified below
Instance(s)
<p>The scale of this service shall be limited to the following instance(s):</p> <ul style="list-style-type: none"> • Production
Database(s) and Refresh(s)
<p>The scale of this service shall be limited to the following database(s):</p> <ul style="list-style-type: none"> • (2) eSchoolPlus SQL Server Database(s) as identified below: <ul style="list-style-type: none"> ◦ [Primary (Live)] ◦ [Secondary] • (1) Data refresh at time of Go-Live
Server(s)
<p>The scale of this service shall be limited to the following server(s):</p> <ul style="list-style-type: none"> • (1) eSchoolPlus SQL Database Server(s) • (2) eSchoolPlus Application Server(s) • (2) eSchoolPlus Task Server(s) • (1) eSchoolPlus HAC Server(s)

Note: Additional services, or services to additional elements of the customer's environment not specified above, will require additional funding. Please contact TSG for more information or a supplemental proposal.

Completion Criteria

The services within this proposal will be considered complete and delivered when the following conditions have been met:

1. TSG has contacted the customer and established remote access to the customer's environment.
2. TSG has deployed and configured the applicable RDBMS software within the customer's environment.
3. TSG has applied the applicable Version Release to the customer's environment.
4. TSG has applied existing application code to the new application configuration.
5. TSG has migrated the customer's existing data to the new environment.
6. The customer is presented with the eSchoolPlus logon screen.
7. The customer has been notified that the service has been completed.

Within five (5) business days of completion of the services within this proposal, the Customer's designated contact will either accept the Deliverables or provide TSG with a written list of any objections. If no response from the Customer is received within five (5) business days, then the Deliverables will be deemed accepted, unless the Customer has previously requested an extension in writing.

If the Customer experiences issues directly related to a configuration performed by TSG, it will be the Customer's responsibility to contact TSG in writing within five (5) business days. Configuration-related requests may incur additional service costs.

Pricing Summary – As of July 1, 2019

- eSchoolPlus Upgrade Service: (USD) **\$6,000.00**
- eSchoolPlus Go Live Service: (USD) **\$2,250.00**

eSchoolPlus Upgrade Service Total: (USD) **\$8,250.00**

The pricing set forth above shall be valid for a period of sixty (60) days from the date of this proposal and is only applicable to those products and services described herein. If customer has not returned a signed copy of this Proposal to PowerSchool prior to the expiration of the foregoing sixty (60) day period, PowerSchool reserves the right to modify the products, services and associated pricing quoted herein, or in the alternative, cancel this Proposal in whole or in part.

All products and services set forth in this Proposal will be provided to Client in accordance with the terms and conditions of the standard PowerSchool Licensed Product and Services Agreement.

AGREED TO: Warren County School District			
By:			
(Authorized Signature)			
Name:			
Title:			
Date:		Phone Number:	

To purchase this offering, please sign the last page of this proposal and submit back to the PowerSchool Group, LLC along with a purchase order via fax to (916) 288-1590. Thank you and we look forward to working with you and your staff.

ATTEST:

Ruth A. Huck, Board Secretary

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