

# smartlab

HQ

## PROPOSAL

FOR: Youngsville Middle/High School  
YOUNGSVILLE, PA  
July 20, 2023

*Version 2 with Contracts*

24 Learner SmartLab HQ for grades 6-8  
CLS supplied Dell PCs  
Customer supplied Chairs  
Padcaster, CNC, and Laser Collections



# ADMINISTRATIVE SUMMARY

A SmartLab HQ is a fully-integrated STEAM learning environment where everything—from the furniture to the curriculum and assessment—works together to support hands-on, minds-on learning.

At Creative Learning Systems, we design learning programs where personalized learning and intrinsic motivation engage students of all ages, interests, and abilities.

Every element in a SmartLab program has been thoroughly tested and evaluated for reliability and applicability to classroom learning.

By lending our expertise in designing next-generation STEAM programs, you can focus on what you do best: educating your students.

## *Learning is Different Here*

In a world where science, technology, engineering, and mathematics are critical to every job, field of study, career, and even home life, it's essential that every learner has a strong foundation in STEAM, not just those who are naturally proficient in math and science.

SmartLab programs engage all learners in a hands-on, project-based learning approach in which STEAM disciplines are seamlessly integrated. In a SmartLab HQ, learning is highly personalized and empowers students to shape their learning to meet their individual interests, abilities, and learning preferences.

Our proprietary learning approach is a five-phase cycle: explore, plan, do, reflect, and share. This philosophy meets students where they are and helps them develop the necessary skills to ask questions and find answers.

College and career success also demand a robust set of 21st-century skills, such as problem-solving, critical thinking, communication, collaboration, creativity, and effective application of technology.

A SmartLab HQ provides a complete STEAM program that engages students in personalized learning that prepares them for academic and career success.

## *What's the Next Step?*

We have prepared this proposal in response to your desire to provide meaningful STEAM learning for the young people you serve.

We can't wait to install a customized SmartLab HQ that meets your school's goals. We look forward to seeing the positive impact your decision will have on your students.

Hugh Mac Donald  
Regional Sales Manager  
hugh.macdonald@creativelearningsystems.com  
609-847-5686



# YOUR SMARTLAB HQ INCLUDES:

## Service

### *Before implementation*

- Personalized consultation, planning, and design services
- Resources and tools for fundraising

### *During implementation*

- Project planning and coordination between school/district IT, facilities staff, and installation contractors
- Network and server integration
- Computer configuration and software installation
- Shipping and installation of all SmartLab Deliverables (see Attachment A)
- Personalized training for your SmartLab Facilitator and other teaching staff

### *After implementation*

- Continued consultation, professional development and one year of instructional coaching
- Ever-growing library of online teacher and classroom resources
- Technical and pedagogical support
- One-year comprehensive warranty for all equipment, materials, and software
- A range of Curriculum and Support options to ensure the success of your SmartLab for years to come

## Curriculum

- 400+ fully-articulated online curriculum titles for K–12 learning engagements
- ePortfolio development tools and templates for authentic assessments
- Fully-vetted construction sets, software, electronic, scientific, media, and classroom equipment that complement and enhance the curriculum

## Infrastructure

- ADA-compliant, collaboration-driven furniture designed for dynamic learning (student and facilitator workstations, cabinets, kit storage systems, and flexible monitor arms)
- Large classroom display
- Computer management and control systems
- Classroom server



# SMARTLAB LEARNING

Every SmartLab program is designed with the student experience at its core. Likewise, we recognize and celebrate the importance of impactful educators on successful learning.

SmartLab Learning focuses on supporting students and educators with the tools and resources necessary to engage in meaningful and authentic learning experiences in a supportive learning community.

In bringing a SmartLab HQ to your school, you are partnering with an organization with decades of experience developing impactful learning programs to schools across the United States.

The following sections provide details about the scope of the SmartLab HQ learning program that is proposed for your school, as well as information regarding the deliverables and services that this program includes.

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## STANDARDS ALIGNMENT AND ASSESSMENT

As students complete SmartLab projects, they are naturally exposed to the content and skills outlined in standards at national and state levels. Our focus on the student experience while addressing standards is coupled with resources to support authentic assessment in the SmartLab HQ.

Students and facilitators can easily identify and document the standards addressed with each learning engagement using our digital platform.

Directly provided standards alignments include:

- Next Generation Science Standards (NGSS)
- Common Core State Standards (Math)

SmartLab Content also aligns to:

- ISTE Standards for Students
- Science and Engineering Practices
- Common Core State Standards (ELA)

Throughout each project, students participate in formative assessments and document their work using summative project journals and portfolios. This provides them with opportunities to regularly assess their own work as well as perform peer evaluations to improve together.

Students also regularly share their work through project presentations to develop effective communication skills. As they prepare each project presentation, they collaborate with others to reflect on and share their own learning journeys.

During initial training, and as part of the first year of instructional coaching, we will support your Facilitator in customizing resources and assessment tools to focus on the specific skills and content that matter most for your program.



# Middle School Layer

The SmartLab HQ program designed to serve middle school learners provides a broad range of experiences for students in grades 6-8. As students work in pairs for each project, they practice effective collaboration and communication skills to work toward a shared objective.

Each pair of students in a middle school SmartLab HQ works on a different project following a sequence of engagements that can be modified to meet the objectives of your school. As students cycle through each project, they gain valuable skills and familiarity with content that they can apply to each new experience.

In a typical SmartLab HQ, each pair of students is seated near two other pairs of students, making expanded collaboration or peer help readily available. As your students and facilitators become more comfortable with the tools and processes in the SmartLab HQ, they are encouraged to develop new and exciting projects using the available resources.

Our leveled project starters provide students with entry points to match the experience they may already have with the SmartLab tools and technology. The different levels also give students the opportunity to challenge themselves by exploring more challenging projects and concepts.

## Key Learning Objectives for Grades 6-8



Students apply what they learn about electricity to build and program digital circuits using microcontrollers and electronic components.



Students capture and produce content in various formats including digital, print, and audio. They use word processing programs and presentation software to document projects and share their learning.



Students design, program, and debug robots to solve complex problems efficiently.



Students use a variety of programming languages to code animations, games, apps, and circuits.



Students apply different software programs to design 3D objects and edit photos to share their own ideas.



Students apply the engineering design process, to iteratively design structures and mechanisms to increase the strength, performance or efficiency of their designs.



Students apply the scientific method to perform experiments that involve collecting data using sensors. They use tables and graphs to represent their data and analyze their findings to share what they observe.



Students explain how renewable energy is used to power machines and how to use energy more efficiently.

# WHAT WE PROVIDE

Everything that we provide—from furniture and technology to kits, equipment, and accessories—has been carefully curated to provide the best learning experience possible for your students. The information below outlines the range of products included in this proposal.

## LEARNING KITS AND EQUIPMENT

All of the kits, equipment, and accessories provided in your SmartLab HQ support students as they complete and document each project.

To enable the breadth and depth of experience that our program offers, we provide a range of learning kits, including robotics systems, media equipment, scientific sensors, electronics building materials, and more.

We also provide kits to support multiple classes working on the same materials so students can spend their time building and exploring instead of taking their projects apart for the next group. Some kits require consumables, so we provide accessory collections to ensure students have exactly what they need.

For a complete list of the kits, equipment, and accessories included in your SmartLab HQ, see [Attachment A](#).

## COMPUTERS AND SOFTWARE

Learners make use of a range of computer applications and platforms for their work in a SmartLab HQ. Our learning program guides students to use each application effectively for each project.

In a typical SmartLab HQ, each pair of students shares a computer to document their learning, write computer programs, create digital art, or engage in other projects.

The specific computers for your SmartLab HQ may vary to match the goals or platform preference of your school.

For specific details about the computers for your SmartLab HQ, see [Attachment B](#).

## FURNITURE AND FIXTURES

The furniture included in your SmartLab HQ is designed to provide dedicated workstations for each pair of students working on a project. Our student workstations are also grouped together to provide each pair of students with two other pairs nearby for additional collaboration.

Each SmartLab HQ also includes a desk and storage for the SmartLab Facilitator, which provides a comfortable workspace for the educator(s) at the heart of the SmartLab learning program.

We include plenty of storage solutions for the kits, equipment, and other materials included in your SmartLab HQ, including locking storage for high-value items.

For specific information about the furniture included in this proposal, see [Attachment C](#).

## ONE-YEAR COMPREHENSIVE WARRANTY

All of the items provided by Creative Learning Systems for your SmartLab HQ are covered by a 1-year comprehensive warranty.

When available, the items that we provide may also be covered by a manufacturer warranty that extends beyond the Creative Learning Systems Warranty Period.

Additional warranty details will be included at time of purchase.



# SUPPORTING YOUR SUCCESS

Partnering with us to bring a SmartLab program to your school is a valuable investment in your students, faculty, and community. The services we provide extend far beyond initial consultation and implementation. Our goal is the ongoing success of your SmartLab HQ to provide meaningful learning for years to come.

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## PROFESSIONAL DEVELOPMENT

Comprehensive professional development is a critical element of the continuing success of your SmartLab program. During the first year, you'll receive ongoing SmartLab professional development that includes initial training, one year of instructional coaching, and registration to the Annual SmartLab Conference. After completing our PD sequence, your Facilitator will receive the SmartLab Facilitator Certification from Creative Learning Systems.

### *Initial Professional Development*

The purchase of a SmartLab includes initial training with the designated facilitator(s). This training program allows participants to experience SmartLab Learning firsthand, familiarizing them with the pedagogical approach and resources available to implement student-directed learning.

Additional staff members are encouraged to participate in portions of the onsite training to see how the SmartLab will support learning in their school.

### *Instructional Coaching*

After initial training, facilitators continue to receive support from an experienced instructional coach for one school year. Each month, the facilitator and coach will meet one-on-one for one hour. Throughout the year, the facilitator will participate in coaching cycles where they analyze the current reality of the SmartLab, set and achieve goals, identify and practice strategies to foster growth, and receive job-embedded professional learning. This coaching is specifically set up to help not only with implementation, but also with advancing the instructional approach and facilitator strategies, ultimately improving student outcomes in your lab.

### *SmartLab Conference*

Facilitators can further their skills by attending the Annual SmartLab Conference. The conference provides opportunities for Facilitators to network, share ideas, and gain exposure to new technologies and practices. Conference registration for one facilitator is included in the initial SmartLab purchase.

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## ONGOING SUPPORT

We are committed to the long-term success of your SmartLab HQ.

In addition to the first year of comprehensive technical and pedagogical support included in your initial purchase, we offer a choice of Curriculum and Support Agreement plans to protect your SmartLab investment for years to come.

All Agreements provide school-wide access to online curriculum and classroom resources including new curriculum and updates as well as continued access to technical and pedagogical support via phone, email, and remote assistance.

See [Attachment E](#) for more details about the Curriculum and Support Agreement Options.



# SMARTLAB ENHANCEMENTS

## Padcaster Collection

The Padcaster Collection is a truly mobile solution to providing students an opportunity to film, edit, and share live and produced video content.

This collection includes everything that your students will need for broadcasting on-site or in studio.

This collection includes a custom Padcaster kit that will enable your students to take on the many roles of a film crew, including scriptwriter, director, camera operator, and on-screen talent.

As they work together for each production or broadcast, your students will develop collaboration and communication skills that they can use in all parts of their lives.

Possible projects include:

- Book reviews and trailers
- Teacher, administrator, staff, student, and guest spotlights
- Highlight reels for school sporting events, plays, concerts, and competitions
- How-to and instructional videos
- Flipped learning
- TV shows, commercials, and short films





# SMARTLAB ENHANCEMENTS

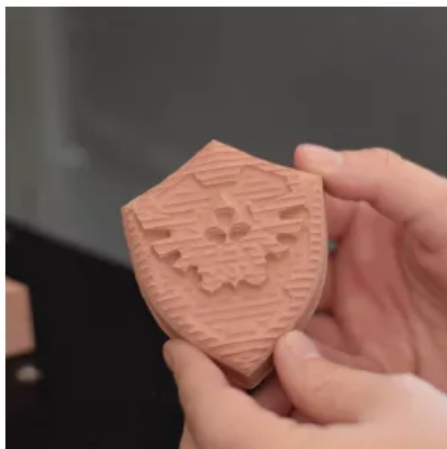
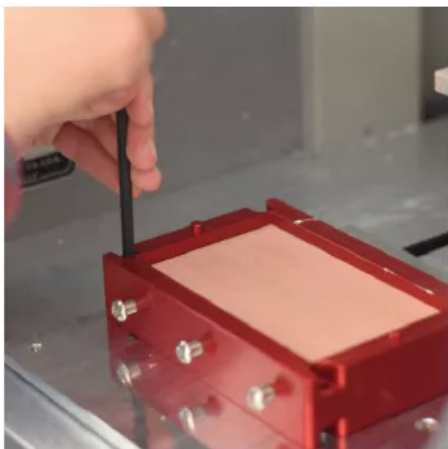
## CNC Milling Collection

The CNC Milling Collection includes tools, resources, and materials needed to cut, engrave, and design 2D and 3D products. Almost everything that is manufactured today involves some form of CNC milling, including cars, computers, phones, and furniture. As students design and mill their own creations, they will develop skills that can immediately be applied in college or a career.

With the CNC Milling Collection, students learn industry-standard computer-aided design (CAD) techniques and software while creating 2D and 3D objects using a range of materials. They also learn about computer-aided manufacturing (CAM) processes as they prepare their designs for milling using the software included in the collection.

Students can easily create:

- Replacement parts for SmartLab kits
- Replicas of historical artifacts for school exhibitions
- Locker and desk decorations
- Personal accessories like jewelry, bag tags, and phone stands
- Custom toys and games
- Assistive devices to help individuals with disabilities
- Gifts for family, friends, and teachers



# SMARTLAB ENHANCEMENTS

## Laser Engraving Collection

The Laser Engraving Collection provides students with an additional way to take their designs from idea to reality. Similar to 3D printing, students use computer software to create designs that they can cut, score, and engrave on a wide variety of materials.

The Laser Engraver included with this collection is fully enclosed and includes a high-quality filtration system to eliminate the need for additional room preparation or venting.

As students prepare designs for the Laser Engraver, they explore computer graphics concepts in greater depth to combine vector and bitmap images to achieve different purposes. While combining different types of graphics, they must plan their designs carefully to utilize materials in the most efficient way possible.

Students will be able to:

- Design and create decorative and functional items from a range of flat materials
- Develop product and business ideas that incorporate laser-engraved items
- Explore the capabilities of a powerful laser system to determine the best settings for different materials
- Customize personal belongings like jewelry, notebooks, and phone and tablet cases



# PRICING

<i>Description</i>	<i>Price</i>
24 Learner SmartLab HQ for Middle School (6-8)	\$170,754.00
SmartLab Computers (13 Dell All-in-One PCs)	\$26,546.00
<b>SmartLab Enhancements</b>	
Padcaster Collection	\$3,802.00
CNC Milling Collection	\$7,609.00
Laser Engraving Collection	\$14,236.00
<b>SmartLab Total</b>	<b>\$222,947.00</b>
<b>Curriculum and Support Agreement (beginning in year 2)</b>	
<i>LearningHub Curriculum and Support Agreement - Plus Plan (annual amount)</i>	<i>\$7,000.00</i>

## Items not included (Customer-supplied)

### Estimated Cost

- Student and Facilitator Chairs \$ 11,915
- Display (TV/Projector)
- Room Readiness (as needed)
- Network Virus Protection

## Contact

Hugh Mac Donald  
 Regional Sales Manager  
 hugh.macdonald@creativelearningsystems.com  
 609-847-5686

**Note:** This proposal is based on the Creative Learning Systems SmartLab programs and pricing policy at the time of this writing, is valid for **60 days**, and may change to reflect any updated policies.



# PURCHASE DOCUMENTS

Congratulations on your decision to bring a SmartLab program to your school! You'll be joining leading school organizations across the country in preparing today's learners for tomorrow's challenges.

Please be sure to review, sign, and return the following documents so we can begin our purchasing and implementation process.

- Purchase Order (instructions below)
- Purchase Agreement (below)
- Curriculum and Support Agreement (below)
- Furniture Color Selection (below)
- Tax Exemption Form, if applicable

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## Deposit

An invoice for the 50% deposit will be sent to the District/School upon the receipt of Purchase Order

## Questions?

Hugh Mac Donald  
Regional Sales Manager  
hugh.macdonald@creativelearningsystems.com  
609-847-5686



# PURCHASE AGREEMENT

Youngsville Middle/High School ("Partner School") desires to purchase, and Creative Learning Systems, LLC ("Creative Learning Systems" or "CLS") desires to sell, goods and services as described in the attached Proposal, Partner School and CLS agree as follows:

## PAYMENT SCHEDULE

Payment shall be made to Creative Learning Systems and tendered according to the following schedule:

- 50% of Purchase Price - invoiced net 30 upon receipt of Partner School's purchase order
- 50% of Purchase Price - invoiced net 30 upon shipment of goods to Partner School's designated delivery location

*Payments by credit card are subject to an additional 3% credit card processing surcharge.*

## PURCHASE ORDERS: Purchase orders must be made out to:

Creative Learning Systems LLC  
1801 Lefthand Circle  
Longmont CO 80501

Submit POs via email to: [POReceipt@creativelearningsystems.com](mailto:POReceipt@creativelearningsystems.com)

## Purchase Order(s) Item Description(s):

See pricing page in proposal dated July 20, 2023

**WHOLE UNIT:** The instructional plan for this Learning Environment is based on the inclusion of all of the fixtures, equipment, courseware, and supplies listed here. This Proposal is a complete system, and is offered for purchase only on a whole-unit basis.

**SUBSTITUTION:** Creative Learning Systems attempts to provision each of its learning environments using the most current technologies and the most effective learning resources available at the time of implementation. We therefore reserve the right to make equivalent or better substitutions for item(s) described herein.

**PROJECT TIMELINE:** Delivery, installation, and training shall be scheduled on dates mutually acceptable to Partner School and CLS. Please note that typical lead times from receipt of purchase order and completion of Purchase Order Checklist items (see attached) to delivery of orders typically ranges from eight to twelve weeks depending on the degree of customization, availability of materials and supplies, and seasonal demand). You will be responsible for ensuring that the facility is ready for installation on the agreed upon date including electrical and data services, finished flooring and a secure room. If the facility is not ready for installation on the agreed upon date, installation may be rescheduled and will be subject to fees for additional travel and labor. Installation typically takes three to five days. Professional development and technical training is typically scheduled as soon after installation as is practical for both parties. Time is of the essence in the execution and fulfillment of this agreement and each party agrees to use its best efforts to carry out its obligations and responsibilities as stated herein.

**WARRANTY:** CLS warrants that the materials included with the SmartLab will be free from defects in material or workmanship for a period of one (1) year from the date of installation. This warranty does not cover misuse or neglect, materials or products not supplied directly by CLS, or materials altered or modified by the Partner School. During the warranty period CLS will, in its sole discretion, replace, repair, or facilitate replacement through the original vendor/manufacturer any defective products. CLS will provide the Partner School with instructions and/or remote assistance for installation of replaced or repaired products. After the warranty period, CLS will help facilitate repair or replacement of products through the vendor/manufacturer in accordance with the service policies of that supplier. CLS will not be obligated to repair or replace any product discontinued by the original vendor/manufacturer after the warranty period. The Partner School will use best efforts to communicate with CLS as necessary about all warranty service requests. If the Partner School does not respond to two follow-up communications from CLS, the warranty service case will be closed. The Partner School may reopen the case upon request during the warranty period.



**CHANGE ORDERS:** This Agreement constitutes a binding contract to purchase the goods and services described in the Proposal. Partner School modifications to this order after issuance of a purchase order are subject to the sole discretion of CLS and may result in additional charges and/or restocking fees. Adjustments for cancelled items shall be applied to substitute goods as mutually agreed or credited towards the purchase of future goods. Software purchases may not be cancelled or changed after receipt of purchase order. CLS shall submit all change orders to Partner School in writing for prior approval.

**OTHER TERMS AND PROVISIONS:** Partner School shall issue a valid Purchase Order referencing this Proposal consistent with the terms of this Agreement. The State of Colorado shall govern the interpretation of this agreement, and it is expressly understood that Boulder County, Colorado, is the exclusive forum for any disputes arising under this agreement. Any expenses incurred in collecting past due accounts, including court costs and attorney fees, shall be added to the amount due. Please note that photos appearing in this proposal represent sample configurations and are provided for general information only. Please refer to written descriptions for specifications of equipment to be provided under this proposal.

**SIGNATORY PAGE:** Please sign below.

Read, Agreed to, and Signed by:

**Approved Partner School Representative:**

**Creative Learning Systems**

  
\_\_\_\_\_  
Signature

  
\_\_\_\_\_  
Signature

PRESIDENT  
\_\_\_\_\_  
Title

COO  
\_\_\_\_\_  
Title

7/31/23  
\_\_\_\_\_  
Date

08 / 08 / 2023  
\_\_\_\_\_  
Date

**ATTEST:**

  
\_\_\_\_\_  
Signature

Taylor M. Trisket  
\_\_\_\_\_  
Printed Name

7/31/23  
\_\_\_\_\_  
Date



# Signature Certificate

Reference number: GIIEQ-VXRMS-37XQ9-U82X7

## Signer

## Timestamp

## Signature

### Scott Hanlin

Email: shanlin@creativelearningsystems.com

Shared via link

Sent:

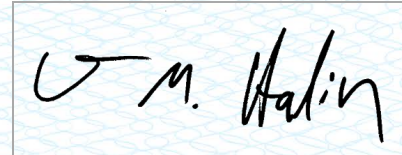
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Signed:

08 Aug 2023 18:57:05 UTC



IP address: 174.211.242.17

Location: Orlando, United States

Document completed by all parties on:

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Page 1 of 1



Signed with PandaDoc

PandaDoc is a document workflow and certified eSignature solution trusted by 40,000+ companies worldwide.



# CURRICULUM AND SUPPORT AGREEMENT PLUS PLAN with LearningHub

This SmartLab Curriculum and Support Agreement ("Agreement") is made on July 20, 2023 and entered into between Creative Learning Systems, LLC ("CLS"), and Youngsville Middle/High School ("Partner School").

## Partner School Facilitator Information

Lead Facilitator (SmartLab Teacher) Name:

John Victor

Lead Facilitator (SmartLab Teacher) email:

victorj@wcsdpa.org

**Term of Agreement:** July 20, 2023 through July 31, 2029 ("Term")

## Payment Schedule:

Included in initial SmartLab HQ purchase (for the contract period July 20, 2023 through July 31, 2024)

Due annually by July 31 of each year for the following year.

## CURRICULUM SUBSCRIPTION—PLUS PLAN

### Summary of Services and Benefits to be provided by CLS to Partner School (see details below):

- LearningHub license with unique user accounts, standards-aligned digital curriculum, and LMS/SSO integration
- Facilitator Training portal including SmartLab Technology Training
- Unlimited remote tech support

Available each contract year AFTER the initial year of operation:

- \$1,000 annual credit
- Professional development should the facilitator leave
- 50% discount on tuition for one attendee to annual conference

## ADDITIONAL TERMS

**Contract Term:** This Agreement shall run through the full Term as specified above unless cancelled by Partner School in accordance with the terms of this Agreement.

**Cancellation and Modifications:** CLS may change the price, not to exceed CPI, and terms of this agreement upon written notice to the Partner School at least 90 days prior to any annual contract period as specified above. Partner School may cancel this Agreement or select another available service plan prior to any annual contract period by providing written notice to CLS of its intent at least 90 days prior to any annual contract period. All fees paid pursuant to this Agreement are nonrefundable.





**LearningHub license with unique user accounts, standards-aligned digital curriculum, and LMS/SSO integration:** Up to 400 students are included in each LearningHub license with additional student licenses available for enrollment above 400. "Students" are defined as any student user account enrolled in a course/accessing content in LearningHub during the CSA term. Students in grades K-2 are excluded from the total (NOTE: K-2 curriculum is designed to be accessed in LearningHub by the Facilitator).

CLS will bill the Partner School for number of students enrolled beyond 400 at the end of each school year.

**Curriculum Access Updates:** The Partner School will have access to all online resource and curriculum updates and additions generally available to CLS Partner Schools. CLS shall update and maintain curriculum to ensure usability by the Partner School for the intended purpose. CLS will provide quarterly updates to the Partner School when adding new curriculum titles. CLS will provide notice to the Partner School of the removal of any curriculum title, following the CLS End-of-Life Policy. CLS reserves the right, in its sole discretion, to edit curriculum without notice to the Partner School.

**Curriculum Maintenance and Downtime:** To continuously improve the performance and stability of the services CLS provides, regular maintenance is performed weekly. The maintenance window shall not commence before 8:00 pm Pacific Time and shall not conclude after 6:00 am Eastern Time. Typical maintenance updates will be done on weekends to ensure no disruption to the Partner School's service. No notice is provided considering this work is completed outside of regular business hours.

**Technical and Pedagogical Support:** Partner School is entitled to unlimited toll-free telephone and remote computer support outlined below.

**Professional Development:** In the event of turnover of the Lead SmartLab Facilitator (as designated by Partner School above), CLS will, upon request, provide professional development up to once per contract year. Turnover is defined as a change in role or position that causes the Lead Facilitator to leave the role as SmartLab Facilitator. Professional development includes one day of asynchronous training, followed by two days of live one-on-one video/virtual instruction, followed by one day of asynchronous training.

Customers must designate a lead facilitator for each SmartLab HQ at the beginning of each contract term or after each new professional development.

**Credit:** Partner School shall receive an annual credit of \$1,000 that may be used toward catalog purchases, SmartLab upgrades/refreshes, and professional development.

**SmartLab Conference Tuition:** Partner School will receive a 50% discount on the then current tuition rate for one (1) Facilitator attending the annual SmartLab Conference. This conference is typically held in the summer of each year with specific dates and locations to be announced. Travel and other incidental expenses are the responsibility of Partner School or its designated staff member and are not covered under this provision.

**Taxes:** Partner School shall pay all sales, use and excise taxes, and all other taxes and duties, if applicable, on goods and services provided under this agreement.

**Transferability:** All services and benefits are non-transferrable by the Partner School and shall be provided only to the Partner School.



**SUPPORT SERVICES**

**SCOPE OF SUPPORT SERVICES**

Creative Learning Systems endeavors to provide prompt, reliable, and respectful support services to the Partner School for all products supplied by CLS. See Table 1 for detailed support services provided by CLS and the associated responsibilities of the Partner School.

CLS may refer the Partner School to a third-party technical support from a software and/or equipment vendor as appropriate for products originating from these vendors where a support agreement with CLS is in place. CLS will assist the Partner School in resolving third-party support problems on a best-effort basis.

**Exclusions:** Support does not include on-site support, consulting and system design, program coding, project management, facility management, or support for incompatible products or products not purchased directly through CLS.

**Product Lifecycle:** CLS will notify the Partner School of important milestones in the lifecycles of the kits, equipment, and technology included in the SmartLab HQ, including End-of-Sale, End-of-Support, and End-of-Life. When appropriate, substitutions will be recommended if a milestone will impact the SmartLab learning program.

**Partner School Internal IT:** Where the Partner School has their own internal IT department or third-party vendor that manages their network infrastructure, computers and peripherals, that department will provide initial support for those items (Tier 1) and CLS will provide support for escalated cases and resolutions (Tier 2).

**Response Times and Hours of Operation:** The Creative Learning Systems Support Team is available to the Partner School during Normal Business Hours via phone at 800-458-2880, option 2 or by email at support@creativelearningsystems.com.

Normal Business Hours are Monday through Friday, 8:00am to 5:00pm Mountain Time, excluding the following CLS observed holidays – New Year’s Day, Martin Luther King Jr. Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving, December 23-31. Initial Response time is guaranteed to be less than one business day if communicating with the Support Team.


**EXECUTION OF SERVICE AGREEMENT**

By signing below, you certify that you have read and agree to the Terms and Conditions of this Agreement and that you are authorized to sign this Agreement on behalf of the Partner School.

**For Partner School:**

**For CLS:**

  
\_\_\_\_\_  
Signature

  
\_\_\_\_\_  
Signature

PRESIDENT  
\_\_\_\_\_  
Title

COO  
\_\_\_\_\_  
Title

7/31/23  
\_\_\_\_\_  
Date

08 / 08 / 2023  
\_\_\_\_\_  
Date



ATTEST:

Taylor M. Trisket  
Signature

Taylor M. Trisket  
Printed Name

7/31/23  
Date

**TABLE 1: SUPPORT DETAILS**

	<i>CLS Responsibilities</i>	<i>Partner School Responsibilities</i>
<b>Application Updates, including Operating System Updates</b>	CLS will provide regular reminders to update applications provided by CLS and will communicate compatible Operating System Versions to the Partner School when system compatibility has been confirmed.	The Partner School will perform regular updates for all applications installed on the SmartLab Computers. Before major Operating System Updates, the Partner School will verify system compatibility with CLS.
<b>Computer Hardware (PCs or Macs)</b>	CLS will perform troubleshooting with the Partner School to verify any hardware issues before directing the Partner School to contact the manufacturer for warranty claims or additional support.	The Partner School will perform basic troubleshooting to provide CLS with as much information as possible when verifying hardware issue. When hardware issues are escalated to manufacturer, the Partner School will interface directly with the manufacturer to resolve any service or warranty claims.
<b>Apple iPad(s)</b>	<p>When the Partner School has purchased iPads from CLS, CLS will provide remote support for applications and devices included for use in the SmartLab program.</p> <p>CLS will perform troubleshooting with the Partner School to verify any hardware issues before directing the Partner School to contact the manufacturer for warranty claims.</p>	<p>The Partner School will perform basic troubleshooting to provide CLS with as much information as possible when verifying hardware or software related issues. When hardware issues are escalated to manufacturer, the Partner School will interface directly with the manufacturer to resolve any service or warranty claims.</p> <p>Partner School will set up and manage their own Apple ID accounts.</p>
<b>Printers and Peripherals</b>	CLS will perform troubleshooting with the Partner School to verify any hardware issues before directing the Partner School to contact the manufacturer for warranty claims or additional support.	The Partner School will perform basic troubleshooting to provide CLS with as much information as possible when verifying hardware issue. When hardware issues are escalated to manufacturer, the Partner School will interface directly with the manufacturer to resolve any service or warranty claims.
<b>Network Connectivity (Routers, switches, wireless access points)</b>	CLS will provide a whitelist for online services and sites that are required to support the SmartLab learning program.	The Partner School will ensure that all network hardware and accessories are functioning correctly.



## TABLE 1 (continued)

### SMARTLAB SERVER

(if present)

<b>File Storage</b>	CLS will provide training and resources for the SmartLab Facilitator and/or school IT staff to manage server storage (including shared drives) following best practices.	The Partner School will follow best practices for managing server and workstation storage effectively.
<b>User Account Management (Active Directory)</b>	CLS will provide training and resources for the SmartLab Facilitator and/or school IT staff to create and maintain Active Directory accounts.	The Partner School will maintain Active Directory accounts following the procedures established during initial SmartLab training.
<b>Computer Control and Monitoring (Impero)</b>	CLS will remote troubleshooting to support the computer control and monitoring system (Impero).	The Partner School will manage and maintain any additional policies for content filtering or other functionality beyond the default Impero configuration.
<b>Backup and Restoration</b>	If your SmartLab HQ is provisioned with a Server, CLS will provide a desktop and server backup and recovery system upon the completion of installation (located on the Server and physical media – SCRS). This allows the computers in your SmartLab to be restored to the state of the machines after initial installation.	The Partner School will be responsible to maintain desktop backups after installation.

### CHROMEBOOKS

(if present)

<b>Chromebook Devices</b>	The Partner School will ensure that all network hardware and accessories are functioning correctly.	The Partner School will be responsible for purchasing, managing, and supporting all Chromebook devices used in the SmartLab.
<b>Application Installation, Deployment, and Support</b>	CLS will provide application lists, specifications, and information regarding Chromebook Applications that have been tested for use in the SmartLab.	The Partner School will install, deploy, and verify functionality of all Chromebook applications that will be used in the SmartLab, including on devices added after initial SmartLab Implementation.
<b>User Management</b>		The Partner School will be responsible for all Chromebook user management.



# Signature Certificate

Reference number: GIIEQ-VXRMS-37XQ9-U82X7

## Signer

## Timestamp

## Signature

### Scott Hanlin

Email: shanlin@creativelearningsystems.com

Shared via link

Sent:

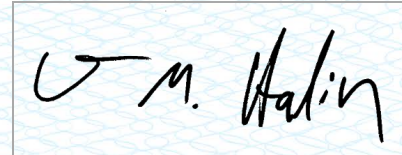
08 Aug 2023 18:48:47 UTC

Viewed:

08 Aug 2023 18:56:38 UTC

Signed:

08 Aug 2023 18:57:05 UTC



IP address: 174.211.242.17

Location: Orlando, United States

Document completed by all parties on:

08 Aug 2023 18:57:05 UTC

Page 1 of 1



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# SmartLab HQ Furniture Color Options

Make a selection for each of the options shown below.

## Worksurface Laminate

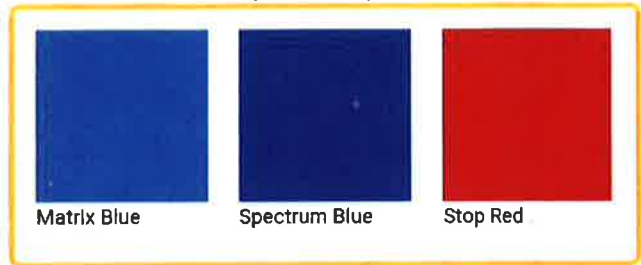
All SmartLab furniture will be manufactured with your choice of worksurface laminate. Standard color options are shown below.

Choose one:

### Standard Lead Time (~8 weeks)



### Extended Lead Time (12+ weeks)



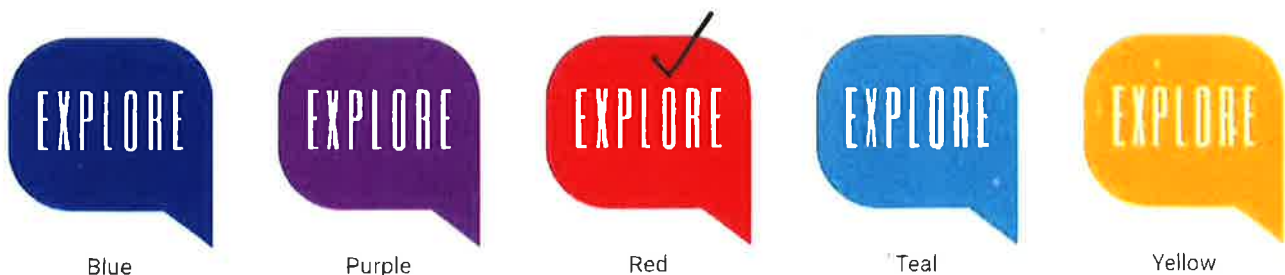
## Wall Decals

Each SmartLab HQ includes a set of FOUR wall decals to help guide students through the Student Learning Process:

1. Explore
2. Plan
3. Do & Reflect
4. Share

Standard color options are shown below.

Choose one:



By signing below, you indicate that you are an authorized representative of the Partner School and have reviewed and selected the colors above.

Approved Customer Representative:





Signature

Director of Curriculum, Instruction & Assessment

Title

7/31/2023

Date

