Transforming K12 Education®

# Hinsdale Township High School District 86

## Request for Proposals #21-033

## Student Information System

*Offer Due Date/Time: January 15, 2021, 2:00 PM Central*

Proposed by
Computer Information Concepts, Inc.
Contact: Steven K. Bohlender
Phone (970) 396-5016
Fax (970) 330-0839
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2843 31st Avenue
Greeley, CO 80631
(800) 437-7457

Computer Information Concepts

January 13, 2021

Hinsdale Township High School District 86
Attn: Tina Snyder, CPPB
Procurement Officer
5500 Grant Street
Hinsdale, IL 60521

RE: Request for Proposal #21-033, Student Information System

Dear Ms. Snyder:

Computer Information Concepts, Inc. is pleased to respond to the Hinsdale Township High School District 86 Request for Proposal (RFP) for the purchase of a Student Information System. Computer Information Concepts, Inc. (CIC), the Illinois Infinite Campus Channel Partner, is proposing the Infinite Campus system to meet the stated requirements.

Infinite Campus will provide the district with secure access to student information via a single integrated database, parent / student portals, traditional and standards-based grading/report card capability, with secure remote access promoting effective and efficient use of district resources. Your district will save time and money with Infinite Campus; most districts are able to replace 4-8 or more prior systems with our single, integrated system!

Infinite Campus will support the learning processes in the district. Increased communication through web and smartphone access will help parents and students collaborate with teachers in promoting and increasing student achievement. Our technology will save teachers and administrative staff time, allowing them to focus on student learning and achievement, while easing the burden of increased demands from state and federal mandates. Infinite Campus' database provides access to unlimited years of data to be stored and accessed forever.

Infinite Campus manages over 8 million students in 45 states, representing over 2,000 K-12 school districts. Infinite Campus is approved by the state of Illinois for data submissions and state reporting, and manages over 280,000+ students (48 districts) in the state presently.

CIC will be responsible for providing professional services (data conversion, training and consulting, technical, and implementation management), as well as providing 1st and 2nd level technical support on all application software. Infinite Campus will provide the Infinite Campus student information system software, hosting services, 3rd level software technical support and program updates.

Our Illinois Regional Sales Manager (Jennie Serle) and I will be the main points of contact for sales information, demonstrations, response clarifications, and the like. Below is our contact information:

Jennie Serle, IL Regional Sales Manager
Computer Information Concepts, Inc.
1951 West Belmont
Chicago, IL 60657
Mobile Phone: 312.995.3342
Fax: 970.330.0839
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We look forward to the opportunity to assist you with this Project!

Sincerely,

Steven K. Bohlender
Executive Vice President

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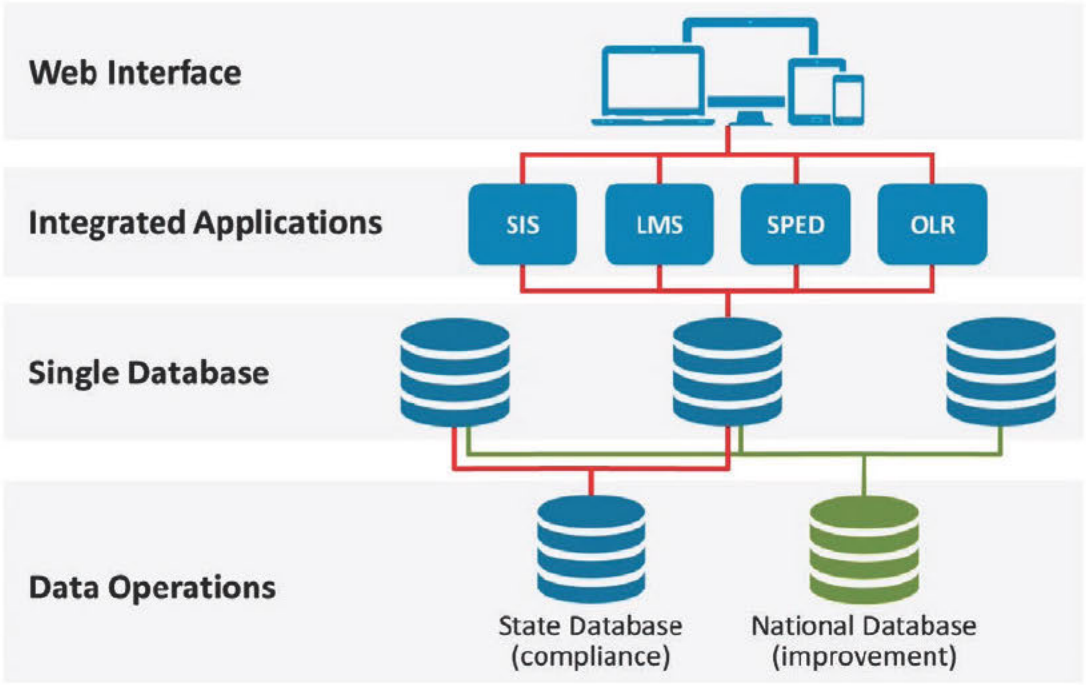
# SECTION 1
## Executive Summary

The Infinite Campus suite of tools enables our customers to:

- **Streamline Administrative Processes**
- **Promote Stakeholder Collaboration**
- **Individualize Education**

The Infinite Campus system is much more powerful than traditional Student Information Systems (SIS) because it combines multiple data management functions into a SINGLE, integrated application. Built with state of the art technology, Infinite Campus offers schools, districts, regions, and states one integrated system for automating, managing, and controlling processes throughout the education enterprise.

We provide more functionality in the base system than any other vendor, and continue to add new functionality every month. Customers who replace their existing student management and related systems find that they can eliminate between four (4) to eight (8) systems from different vendors, saving time and money with a single, integrated solution – Infinite Campus.




Infinite Campus provides both cloud-based and in-district hosting options with our annual hosting service. Either way, Infinite Campus takes responsibility for all server hardware, software, and maintenance requirements. We take those worries off your staff, they can focus on more productive tasks.

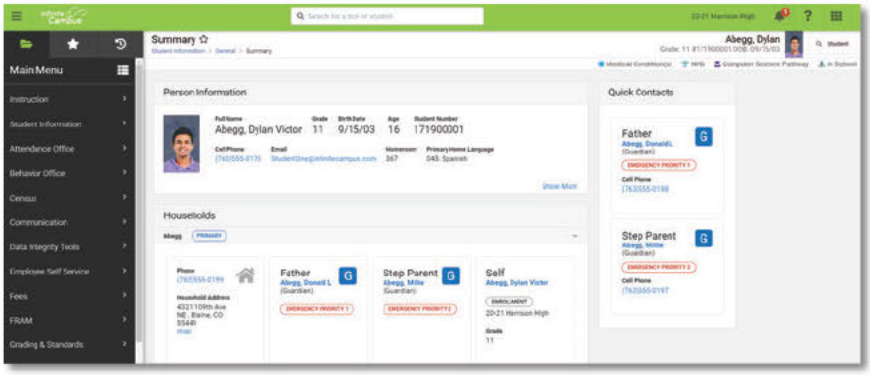
# SECTION 1
## *Executive Summary*

Infinite Campus delivers all of the above for an affordable annual price, based on student enrollment. Our stable licensing, support and hosting pricing model makes it easy for customers to plan for their budget every year. Infinite Campus has not changed our base SIS license fee since the company was founded in 1993.

*Our licensing, support and hosting pricing model makes it easy for customers to plan in their budget every year. Infinite Campus has not changed our base license fee since the company was founded in 1993.*

**Infinite Campus Key Features:**

- **Application Integration** combines school / district data management functions into a single package that is easy to learn and use, cost-effective, and easy to manage.
- **Workflow Automation** helps schools function at peak efficiency by focusing on processes rather than documents. Many educational processes span multiple application areas; our integrated approach streamlines workflows, eliminates duplication of data and work, and improves efficiency.




*Student Summary*

- **Stakeholder Collaboration** builds strong educational communities, enabling active participation in the learning process by both parents and students. Information in the system is immediately available to parents and students, with no additional work for teachers or administrators.
- **Electronic Document Management** cuts costs and improves efficiency by reducing paper generated, handled, and stored. Electronic documents are accessed quickly and easily, also allowing for sharing of information and collaboration.
- **Data Driven Decision Making** helps educators visualize data, understand information, quickly identify trends, and use information to make decisions proactively. Campus not only includes a comprehensive data warehouse; we also include non-technical, easy to use analytical tools to create charts, graphs and communicate results.

# SECTION 1
## Executive Summary


**Personalized Service** - Long ago, we learned the best way to maintain long-term satisfied customers is to provide exceptional service and commitment to achieving mutual success. Our experience working with schools and districts in Missouri and elsewhere guarantees successful implementations, completed on time and within budget.

**Technical Support** – when your staff have questions and need help, we provide technical support 24x7x365. Support cases are responded to in minutes, and most issues are resolved in an hour or less.

Infinite Campus provides an awesome support and documentation website (Campus Community) that is available 24x7x365 for all Campus users. As monthly updates are released, so are the documentation, training videos, simulations and other tools in Campus Community.

Pricing information is provided in Section 12 of our response. We expect this will change as we learn more about your requirements; some of the add-on modules also can be purchased later which provides opportunities to reduce the initial year prices.

Our Illinois Regional Sales Manager (Jennie Serle) and I will be the main points of contact for sales information, demonstrations, response clarifications, and the like. Below is our contact information:

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We look forward to the opportunity to assist you with this Project!

# *SECTION 2*

## *Scope of Services*

## OVERVIEW

CIC has worked with over 400+ district implementing Infinite Campus in the 16+ years we have partnered with Infinite Campus. We can honestly say that we've learned something from each one of those implementations, plus the many districts we have worked with in the past 39+ years since CIC started in 1981, working with other vendors and other products. CIC takes the most pride in those customers we have worked with during that time, using different technology and different vendors as technology changes.

CIC and Campus are also very customer focused and customer driven. I have said many times it's amazing how smart you become if you listen to your customers and do what they say! That is a big reason why Infinite Campus and CIC both continue to grow, adding new customers in Illinois and across the country every year.

Our position in working with so many districts in multiple states enables us to see both great ideas and those that are not so great. Thus, we can be a conduit to your district and our other customers, leading the way toward ideas that work, and away from those that don't.

We see from the RFP specifications that your district has a lot of similarities and similar goals and objectives as our existing customers. We believe you hope to benefit by partnering with vendors like CIC and Infinite Campus, and investing in a new student information system to save your staff time and money spent now with your legacy system (eSchool Plus) plus other related products that can be replaced with a single integrated system, Infinite Campus.

One of our references (Joliet) was in a similar place before they decided to implement Campus, much like many other districts in Illinois and elsewhere. There is a reason that districts are moving away from older technologies and older SIS systems either due to the vendor being acquired (like eSchool was), outdated technology, or simply seeking a partner (vs. a vendor) for their district. We suspect you need to adapt quickly and deliver a quality product, enhanced over time, but also be assured the decision is safe and reliable.

Since the pandemic hit last March, we have seen the pace of change in K-12 education has sped up considerably, as districts, schools, teachers, students and parents were abruptly challenged to adapt quickly to the core business you are in – educating students!

Most more or less "hunkered down" with their core tools like their SIS initially, while quickly changing their curriculum, figuring out how to educate both virtual and physically in school students.

However, now that we are 9-10 months later, the gaps and processes that have been used before are exposed and many need to change, thus why people like you are considering investing in new systems and processes to improve efficiencies and do more with less.

We also see that most K-12 districts funding sources were not impacted as much in 2020-21 as they likely will be in 2021-22 and the near future, with a high probability that funding and staffing will likely be less to accomplish administrative tasks, state reporting, etc. We also suspect there will be more state reports needed (have those ever been less vs. more each year?) Thus, efficiencies must be found to get the work done with fewer people to do the work.

# SECTION 2

## Scope of Services

We suspect that many of your existing processes and procedures will need to change to fully benefit from the functionality and true integration available with Infinite Campus and CIC's related add-on products and services.

Besides great software, CIC and Campus can partner with you and figure out those things that can be made more efficient and better, while also improving your data quality and reliability. Those are our marching orders, to understand how your district and your schools do business now, and recommend improvements and efficiencies to do them better and justify your SIS investments.

In the interest of being brief and to the point, we attached product sheets and sales brochures for base Campus, hosting options, and recommended premium products in this section.

We also provided a couple of options (Campus Analytics and Data Visualizations using Tableau and several CIC products and services that are related) with the pricing response in Section 12. Both of these can be purchased up front, added later, or not added at all.

Campus product sheets and CIC sales brochures are included in this section to give you an idea (combined with our responses to detailed functionality requirements in Section 6.

Infinite Campus

More than a Student Information System

# Student Information System

Infinite Campus provides districts with the tools needed to streamline student administration, enable stakeholder collaboration and personalize learning. The entire student information system (SIS) is Web-based so educators, parents and students have access to information from anywhere at any time. The SIS follows the Only Handle Information Once (OHIO) principle, allowing data to be entered once and updated everywhere in real-time, supporting data-driven decision making.

## Administration

Effectively manage students and automate K12 education processes with these tools:

- Activities
- After School Programs
- Alert Messages
- Attendance
- Behavior
- Calendar
- Census
- Daily Health Log
- Early Childhood Data
- Employee Self Service
- Enrollment
- Free and Reduced Application Management
- Health
- Medicaid Log
- National Records Exchange
- Online Payments / School Store
- Personalized Learning Plans
- Response to Intervention
- Special Education
- Staff Demographic Data
- Active Directory / SAML 2.0

## Campus Instruction

Teachers have tools for managing the classroom and communicating results in real time to students and parents.

- Assessment Data
- Attendance
- Blended Learning
- Categories / Category Copier
- Class Rosters
- Class Serve
- Control Center
- Course Requests
- Custom Links and Reports
- District-enabled Grading Setup Push Down to Courses / Sections
- Grade Book
- Lockers
- Messenger Emails to Students and Parents
- Positive Attendance
- Post Grades
- Responsive Scheduling
- Roster Verification
- Score Copying
- Seating Charts
- Standardized Tests
- Standards-Aligned and Traditional Grading
- Student Course Recommendations
- Student Groups
- Teacher Reports

## Communication

Strong communication with stakeholders is important to the success of each student.

- Campus Parent / Student Portal Apps
- Email Communications
- Form Letter Wizards
- Parent/Student/Staff Surveys
- Report Cards, Learner Plans, Other Forms on Portals
- User Notices and Messages

## Curriculum

Infinite Campus provides a variety of curriculum planning and management tools for setting standards, managing courses, and effective scheduling.

- Course Catalog
- Course Management
- Online Course Registration
- eTranscripts
- Multi-Year Academic Planner
- Standards-Aligned and Traditional Grading and Report Cards
- Scheduling
- Standards Management
- Transcripts
- Walk-in Scheduling

## School Services

Manage daily operations with this useful set of tools.

- Counseling
- Document Management
- Fee Management
- Locker Management
- Meeting Management
- Transportation

## Campus Community

Connect with other districts around the country and see how they use Infinite Campus. This extensive, online resource is available 24/7. It is free to all Campus customers and includes:

- Events
- Forums
- Knowledge Base
- Learning Tools
- News
- Support Case Management
- Surveys

## Reporting and Analysis

Reporting tools locate, format, print and/or extract real-time data. Analysis tools paint accurate pictures of your data. Combined, you have the information and tools you need to make informed decisions.

- Ad Hoc Reporting
- Data Analysis/Visualizations
- Filters
- MS SQL Reporting Services
- 175+ Standard Reports
- State Reporting

## Premium Products

Eliminate third-party systems and reduce data entry with integrated Premium Products, available at an additional cost.

- Campus Analytics / Early Warning
- Campus Learning
- Campus Workflow
- CIC Data Health Check
- CIC Analysis Portal / Tableau Visualizations and Dashboards
- CIC On-Going Learning Plan
- CIC Sub Attendance Wizard
- Data Change Tracker
- Data Warehouse Export
- Food Service Point of Sale
- Messenger Voice / Text and Emergency Notifications
- Multi-Language Editor
- Online Registration / Prime
- Human Resources / Staff Evaluations



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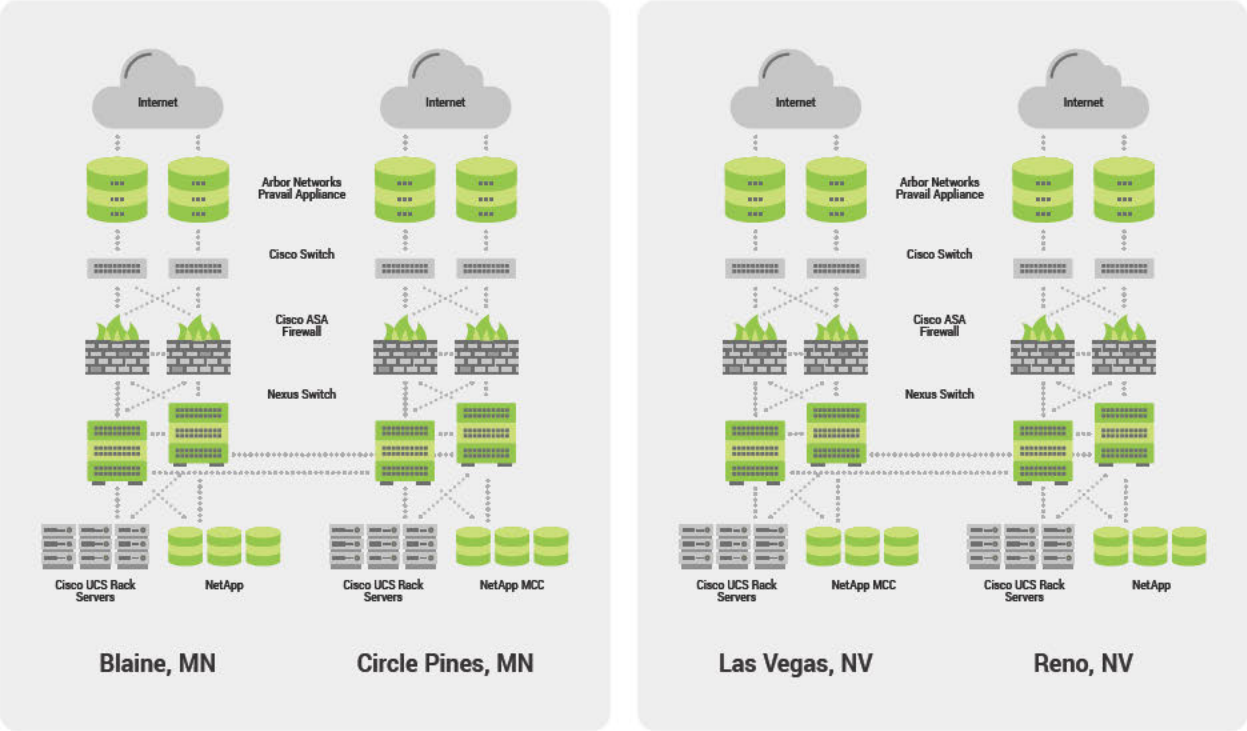
# Campus Hosting

Districts can maximize the security and availability of their data when they select one of the three hosting options Infinite Campus offers. All options minimize the time and attention district technical staff will need to devote to the routine tasks of information management.




Tier 4 & 5 Data Centers

## Campus Hosting Features

- Infinite Campus does not outsource hosting or your security. Infinite Campus is the only major K12 SIS vendor that operates its own data centers.
- Infinite Campus operates four (with current plans to increase to six) Tier 4 and 5 data centers, configured in pairs. Each data center is capable of handling the other's entire load in case of failure.
- Infinite Campus has highest level of precautions to prevent DDoS attacks.
- Real-time data replication is supported.
- All cloud-hosted operations are subject to yearly SOC 2 Type 1 examination reporting.
- Our security plan is approved by the U.S. Department of the Interior.
- SIF Agent and SIF Zone Integration Server included at no additional cost.
- Districts like Clark County, Nevada, with 330,000 students rely on our cloud hosting for secure and reliable access.

*For more information, contact your CIC Account Manager or Sales Representative.*

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# Types of Campus Hosting

## Cloud Hosting

Cloud Hosting is a well-established distributed data storage methodology that Infinite Campus makes available to our customers. This is our most economical hosting solution and is primarily targeted toward small and medium-sized districts who want to accomplish big things within tight budgets.

### *Cloud Hosting Features*

- No student minimum with a 5,000 student maximum
- Centralized application management
- Individual district database
- Automatically updated each week
- Powerful Data Extract Utility included
- Multiple data centers

## Cloud Choice Hosting

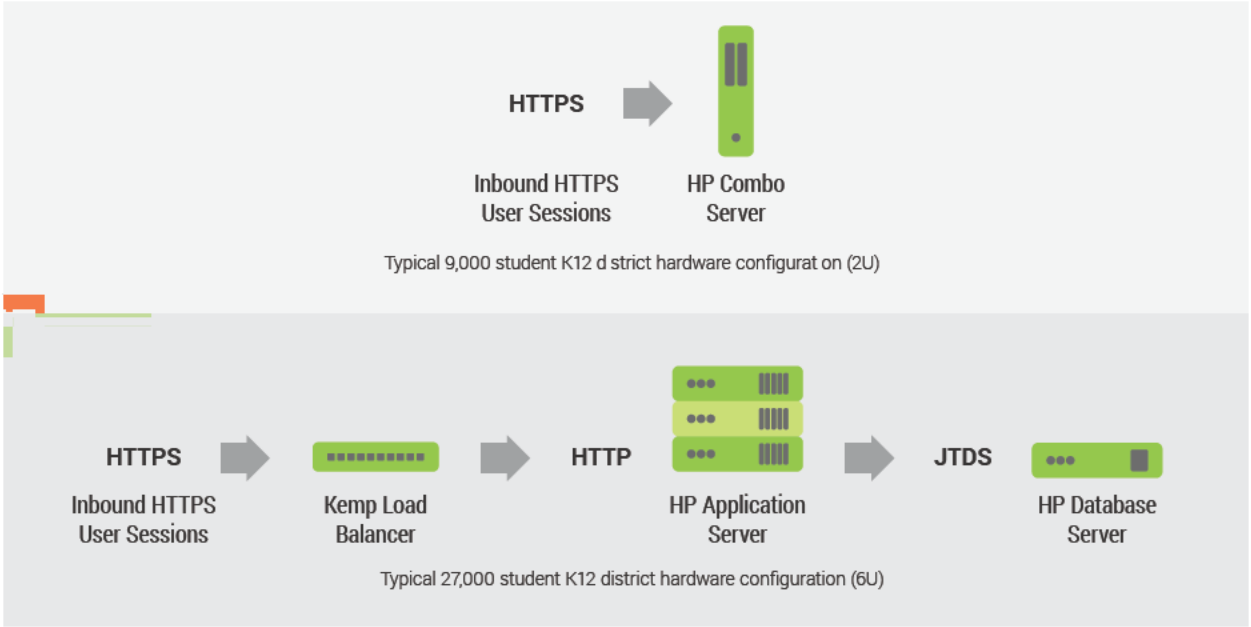
This is our recommended choice for medium to large-sized districts. It provides the greatest degree of freedom and flexibility in selecting which specific version number of the product to run and when to switch versions, all at an unbeatable price point.

### *Cloud Choice Hosting Features*

- Private application service
- Private database service
- Choice of version install date
- Cloud capacity is scaled to meet district needs
- Powerful Data Extract Utility included
- Multiple data centers

## In-district Hosting

By relying on Infinite Campus to provide In-district Hosting, districts realize reduced costs and operational overhead by eliminat-ing the need to own and operate their own equipment. Campus Hosting provides nightly backups, warm site failover, and disaster recovery.




Typical In-district Hosting configuration

### *In-district Hosting Features*

- All of the services of Cloud Hosting are provided to our In-district Hosting customers except that nightly offsite back-ups are done, rather than real-time replication.
- All hardware is provided, maintained and replaced by Infinite Campus. This may include database servers, ap-plication servers and load balancers.
- All software is provided, maintained and updated by Infinite Campus. This includes the operating system, web servers, database software, virus protection, etc.
- The Infinite Campus application is provided, maintained and updated by Infinite Campus.
- SIF Agent and SIF Zone Integration Server included at no additional cost.
- A superior designed system means minimum hardware is needed.

Infinite Campus

More than a Student Information System

# Campus Learning Suite

Infinite Campus, with the Campus Learning Suite, now combines all the functionality of a student information system (SIS) with the best features of a learning management system (LMS). It's an integrated solution that eliminates the need for third-party vendors while giving teachers and students the tools they need to be successful in a 21st century classroom. Campus Learning supports teachers with exceptional instructional options while providing administrators, parents and students with visibility into each student's learning.

## Campus Learning includes the following enhanced functionality:

**Cloud Integration**
Provide students with the documents they need using Google Workspace integration and / or the Campus Digital Repository.

**Quick Assessments**
Check for student understanding simply and easily.

**Score Analysis**
Visualize assignment scores to quickly identify students in need of help and group them for instruction.

**Rich Text Editor for Students and Teachers**
Give students and parents detailed information about upcoming assignments. Include URL links to websites, videos, and other learning resources.

**Discussions**
Initiate, monitor and participate in online conversations with students.

**Progress Monitor**
One screen for standards-aligned courses, displaying student progress on standards and body of evidence.

**Planner**
Teachers may plan instruction using Units and Lesson Plans, and pace with their colleagues.

**Curriculum Library**
Share Units, Lesson Plans and Assignments district wide.

**District-enabled Curriculum**
Populate Teacher Planners with Units, Lesson Plans and Assignments to provide a consistent curriculum for all.

**LTI Integration**
Connect students in real time to assessment systems and the Turnitin plagiarism/writing platform.

**Scoring Rubrics**
Teachers create and share assignment rubrics with students and parents, before and after they are scored.

### Eliminate duplicate data entry and save time

Campus Learning is fully integrated with the Campus SIS; all scores from assignments flow into Campus Grade Book. Data is stored in real time, with online student and parent portals and district student records, improving access for students and parents, and making teachers and district staff more productive.

### Already have an LMS your teachers use?

Campus Learning, provides provisioning services (student rosters and course information) to and assignment score passback in real time from supported LMS systems to the Campus Grade Book via IMS Global One Roster standards.

*For more information, please visit infinitecampus.com/info/campus-learning, or contact your CIC Account Manager or Sales Representative.*

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## Campus Instruction + Campus Learning

Campus Instruction includes 30+ administrative features included in a district's Infinite Campus license. Campus Learning is the Infinite Campus LMS premium product add-on that connects teachers to powerful tools for digital learning and is available to districts at an additional cost.

| Feature/Functionality | Campus Instruction | Campus Learning |
|---|---|---|
| Assignment - Scheduling and Scoring | X | X |
| Assignment Copier | X | X |
| Assignment Defaults | X | X |
| Assignment List | X | X |
| Assignment Overview | X | X |
| Attendance | X | X |
| Basic Reports | X | X |
| Campus Parent | X | X |
| Campus Student | X | X |
| Categories | X | X |
| Category Copier | X | X |
| Class Serve | X | X |
| Control Center | X | X |
| Course Requests | X | X |
| Custom Links and Reports | X | X |
| District-enabled Grading Setup Push Down | *X* | *X* |
| Grade Book | X | X |
| Lockers | X | X |
| Message Center | X | X |
| OneRoster Provisioning Services | X | X |
| Positive Attendance | X | X |
| Post Grades | X | X |
| Professional Development | X | X |
| Rapid Scoring | X | X |
| Responsive Scheduling | X | X |
| Roster | X | X |
| Roster Verification | X | X |
| Seating Charts | X | X |
| Section Groups | X | X |
| Standardized Tests | X | X |
| Student Course Recommendations | X | X |
| Student Groups | X | X |
| Cloud integration (CDR, Google Drive) | | X |
| Discussions | | X |
| Curriculum Planner | | X |
| Individualized Assignments | | *X* |
| LTI Integration with Turnitin, Naiku and Illuminate DnA | | *X* |
| Planner | | X |
| Curriculum Copier | | X |
| Curriculum Library | | X |
| Curriculum List | | X |
| Reports | | X |
| Progress Monitor for Standards-Aligned Courses | | X |
| Quick Assessments | | X |
| Score Analysis | | X |
| Score pass back from 3rd party LMSs (OneRoster Grading Services) | | X |
| Scoring Rubrics | | X |
| Text Editor for Students and Teachers | | X |

Infinite Campus

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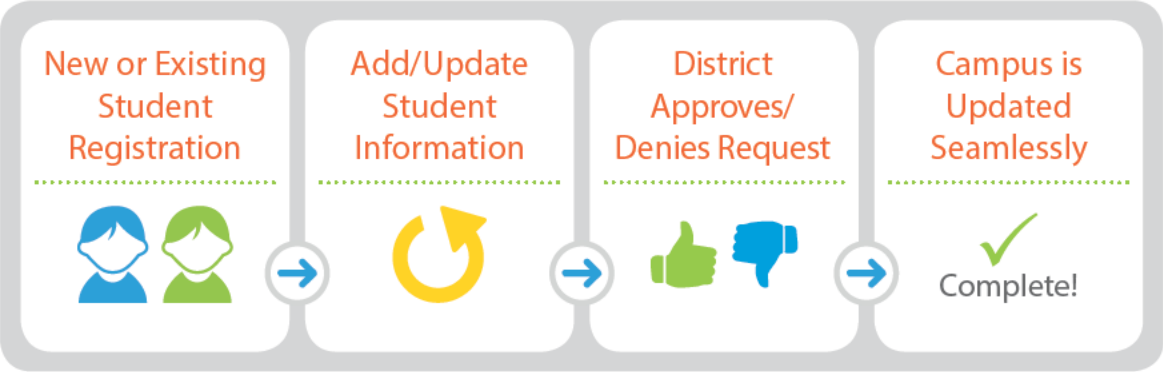
# Campus Online Registration - Prime

New and existing student registration is a paper-intensive, inefficient process. Campus Online Registration - Prime is designed to streamline these processes with a configurable, flexible solution that will adapt to meet your district needs.




## Benefits

- Present pre-populated screens to current parents and retain integrity of submitted household data through Campus Census. District staff verify information prior to it being approved for use in the core system.
- Eliminate duplicate data entry by staff and parents for multiple children in a household.
- Use Campus Multi-language Editor for non-English speaking households.
- Send emails via Campus Messenger to notify parents of updates and changes.
- Provide extended information by adding links within the application (PDFs, district collateral, etc.).
- Using health processing tools, review and confirm critical health information prior to enrollment while maintaining student health confidentiality.
- Easy-to-use staff and student processings tools.
- Optional customizations available.

## Key Functionality

- Enable parents to update and/or enter demographic, health provider, allergy, health conditions, emergency contact, and student relationships.
- Link to custom forms to meet district needs.
- Offer "save my work" functionality so parents can return later to complete the registration process, if interrupted.
- Offer the ability to print or save registration package.
- Run four different reports for application and enrollment status.
- A digital repository allows you to upload utility bills for address verification, birth certificates, immunization files and transcripts.
- Use the process alerts to communicate notifications to appropriate district staff such as homeless, special ED, Health, etc.

*We understand district needs vary, that's why we created two options for Campus Online Registration.*
*For details contact your CIC Account Manager or Sales Representative.*

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# Campus Online Payments

Online Payments gives parents, students and staff the convenience to make payments 24/7/365 through the Campus Portal. Campus Mobile Payments allows districts to process one-time card transactions with mobile and desktop card readers.

## Online Payments

Online Payments is a reliable and secure electronic payment processing solution for both food service and fee transactions. Eliminate cash handling, reduce lost checks, improve cash flow, create office efficiency and enhance internal controls.


**Now includes Campus School Store!**

Parents and students can access the School Store to select spirit wear, pur-chase school supplies, pay for activity fees or make donations. The secure and easy-to-use design makes it simple to manage, add, and update offerings while eliminating manual processes, paperwork, checks and cash.

Learn more at *infinitecampus.com/schoolstore*

### Benefits

Payments made online work seamlessly with your Infinite Campus system data, providing real-time transaction verification.

- Collect course fees, activity fees, lab fees and other payments managed in Campus Fees.
- Simplify the collection of payments for Campus Food Service.
- Make payments anytime via the secure Campus Portal for one child or the entire household on one intuitive screen.

### Key Functionality

- Allow Portal users to select and pay for optional fees (yearbook, sporting events, class trips, donations, etc.).
- Process payment through Visa, MasterCard, Discover and eChecks (checking and savings accounts).
- Use a flexible deposit bank account structure including school-based accounts.
- Reports available through payment merchant and Infinite Campus.

## Mobile Payments

Make it easy for your district to process one-time credit and debit card transactions with these two options. Both devices are easy to use and equipped with end-to-end encryption to protect cardholder data.

### Mobile Card Reader

This reader is as mobile as your tablet or smartphone, and together they can accept payments anywhere, anytime.

- Connects to supported Apple® and Android™ devices
- Emails receipts
- Transaction fees apply

### Desktop Reader

Fully integrated with Campus Student Information System, plug this reader into any laptop, PC or tablet that has a USB connection and internet access and allow your consumers to easily make payments for a variety of event activities.

- Connects to PC or laptop
- Prints or emails receipts
- Transaction fees apply

*Contact your CIC Account Manager or Sales Representative for details.*

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Infinite Campus

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# School Store

*Included in Online Payments.*


Parents and students can access the School Store to select spirit wear, purchase school supplies, pay for activity fees or make donations. The secure and easy-to-use design makes it simple to manage, add, and update offerings while eliminating manual processes, paperwork, checks and cash.

## Store

- Establish individual building stores, offering different categories, inventory, and pricing
- Ability to turn off and on store access by building
- Use existing family data to control parent options

## Inventory

- Ability to sell physical products and experiences
- Easily add and update product images, sizes, and availability
- Add documents such as sizing charts, maps to locations or required registration forms
- Create dropdowns and include options (color and size of spirit wear or the date and time of an event)
- Offer customized pricing for free or reduced eligibilities
- Control who can purchase using ad hoc filters (such as limiting prom tickets to juniors and seniors)
- Add start and end dates to control when items can be purchased
- Categorize items for a seamless shopping experience

## Reporting

- Categorize items to simplify internal reporting
- Connect offerings to funds in Online Payments so purchases are credited to the right bank account
- Manage inventory by tracking the number of physical items sold, still available, or limit the number of participants in each event. Note: Inventory tracking is not required, so you can use the store to take preorders for items as well.
- Distribute items to purchaser(s) using a picklist of items purchased, along with tracking which item(s) have been picked up
- View and group total sales including margins (if used)

## To start using School Store (NO additional fees):

Once you have activated Campus Online Payments, School Store setup options will display under System Administration and be ready for you to setup!

## ACTIVITY REGISTRATION

The School Store functionality allows districts to include activity and athletic registration within the Portal. Families will be able to select specific activities and athletics from the School Store to begin the registration process. In addition, this registration feature will allow parents to pay field trip fees and sign permissions in one process through the School Store.

*Contact your CIC Account Manager or Sales Representative for details.*

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Infinite Campus

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# Campus Messenger E-mail

Campus Messenger is included with the Infinite Campus District Edition (ICDE) core product and available to all districts. Simplify your process of communication with staff, students and parents via email delivery. This standard tool allows you to build, design and send emails with intuitive wizards and templates.

**Database**
- Assignments
- Attendance
- Behavior
- Grades
- Notices

**Messenger**
- Email
- Inbox

**Stakeholders**
- Parents/Guardians
- Staff
- Students

## Benefits

Infinite Campus gives users the ability to create and deliver communications including:

- Send emails notifying parents that report cards are available on the Campus Portal, reducing the number of printed report cards mailed and saving printing, postage, and labor costs.
- Notify parents immediately with automated scheduled mes-sages via the task scheduler for attendance, behavior, missing assignments and grade messages.

## Key Functionality

- Send a large volume of email messages.
- Set up email templates that pull custom information for personalized emails.
- Use existing filters or groups to pull distribution lists and content.
- Select from predefined or customized messages.
- View, track and cancel messages from your district.
- Utilize survey messenger to gather feedback from staff, students and parents.

*For more information, contact your CIC Account Manager or Sales Representative.*

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# Campus Community

Learn. Grow. Stay in the know. The Campus Community is an interconnected group of customers sharing knowledge, providing product tips and tricks, and promoting peer-to-peer networking among the entire user base, whether it be teachers, staff, or administrators. This user-friendly site provides single sign-on access from the Infinite Campus system to the knowledge base, forum discussions, learning tools, support site, upcoming events, news stories and more.


## Benefits

Campus Customers from across the United States are connected with each other directly.

- Discuss concepts, questions, and more in Campus Forums, where users can search by areas of interest including system administration, product modules, and state reporting.
- Manage support tickets and request updates as an authorized user via the Campus Community.
- Access the knowledge base with videos, simulations, study guides and more for all learning styles.

## Key Functionality

- **Forums:** Discuss concepts, ask questions and provide feedback by searching areas of interest.
- **Product Documentation:** Receive product information, step-by-step instructions and logic details.
- **Videos and Simulations:** Try, see, and discuss various topics while learning about Campus modules.
- **Study Guides:** Learn about Campus tools or processes through videos, simulations and documentation.
- **News and Events:** Stay in the loop. View upcoming Campus events and training opportunities in your area. Browse news relevant to K12 education.
- **Messages and Surveys:** Send private messages to other Campus users and participate in surveys to share opinions and ideas.

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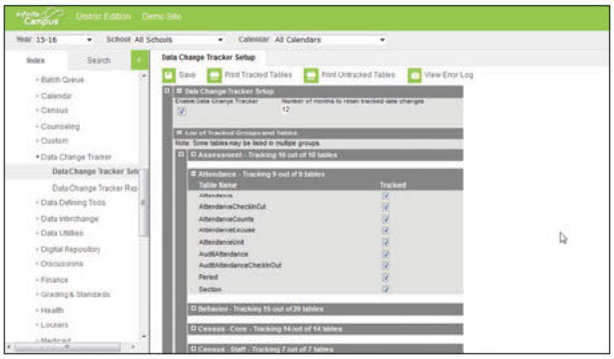
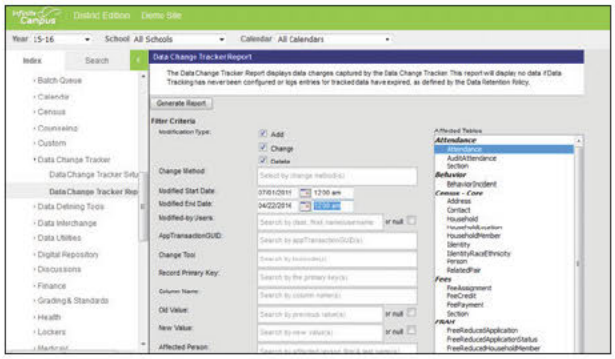
# Data Change Tracker

The Data Change Tracker was designed to easily reconcile changes made within Infinite Campus. It tracks over 262 database tables and provides a visible audit trail to data changes: date and time of change, user who made the change, location of the change, and before/after values that were entered.



Setting up/enabling Data Change Tracker.



Run multiple reports.

## Benefits

- Easily enable/disable areas of Infinite Campus to track.
- Changed data can be retained for multiple years.
- Understand the overall impact a data change has on current records, such as mass ending enrollment records, scheduled tasks, and database scripts.
- Easily audit the last change made in the system.
- Find changes made after deadlines.
- Research suspicious activity.

## Key Functionality

- Modules tracked by default include: Student Attendance, Student Fees, Special Ed Documents, Graduation, Identity, Medication, School/School Enrollment History, Program Participation, Behavior, Grades, Transcripts, and more.
- Capture data adds, changes, and deletes made through the user interface, imports, wizards and database scripts.
- Report on data changes by:
  - User making the change
  - Person whose record was changed
  - Module, field, before or after values
- Change records also include:
  - Type of change (add/change/delete)
  - Date and time of change
  - How data was changed (user interface, database script)
  - Tool used that made change
- Audit records are stored in a separate database with its own security roles.

*This product is offered as a Premium Product and is only available to customers who are Cloud Choice or In District hosted.*

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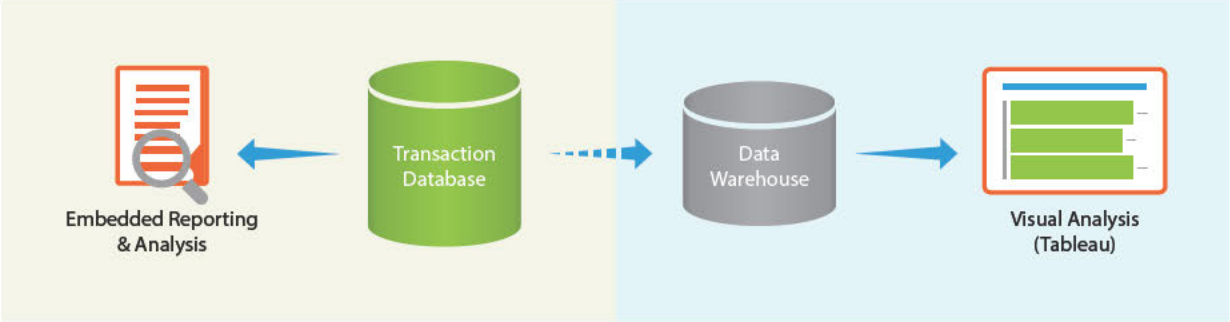
# Data Warehouse Export

Make optimal decisions by utilizing the rich data in your Infinite Campus database to better understand results, see relationships and find patterns. Campus Data Warehouse Export automatically flattens data securely stored in the highly-efficient Infinite Campus transactional tables for use by third party applications. Maximize your Infinite Campus investment with Campus Data Warehouse Export, allowing you to feed your data warehouse and undertake enhanced reporting, analysis, and visualization.




Data from the Infinite Campus transactional system is exported to use with the visualization tool of choice for real-time decision making.

## Benefits

Infinite Campus allows you to:

- Advance the integrity and breadth of the transactional student data being collected at the point of data entry to populate the data warehouse.
- Build complex ad hoc queries against the data warehouse with no slowdowns to the transactional system.
- Run data analysis against the data warehouse for integrated visualization.

## Tableau

Tableau is an optional product provided by CIC. It combines data such as grades, attendance, demographics and test scores with data from Infinite Campus and other data source(s).

Data can be displayed at the district level, or users can 'drill down' to individual schools, students or teachers. By identifying trends and patterns, users can visualize data to make more informed decisions.

## Key Functionality

- Clean and check data for undesired or inactive data.
- Produce materialized views of tables.
- Enhanced indexing increases query efficiency.
- Save time and resources when Campus Hosting manages your data warehouse server.
- Schedule routine backups of transactional data.
- Access flattened views for efficient query processing.

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# Campus Analytics Suite

Campus Analytics Suite includes tools to improve district-wide data integrity for more accurate analysis, reporting and prediction of students at risk of not persisting to graduation. The suite is fully integrated with Campus SIS.

## Data Health Check

Data entry integrity is especially important with Campus Early Warning. Early Warning uses machine learning to compare your student data with other students across the USA to identify patterns and trends. Campus includes the Data Health Check application with standard rules to quickly identify potential errors or missing data that is needed for Early Warning.

### Advantages of Data Health Check

- **Quality Reports**
  Drill-down to supporting information; detailed reports identify duplicate data entry or missing data
- **Easy-to-use**
  Roll over symptoms to view quick definitions of each item; format data in Excel, HTML, CSV and XML
- **Compare results to previously run data to see data quality trends**
- **Unlimited use throughout the year**

### Why Data Health Check?

Improve Early Warning risk predictions by identifying students with incorrect and missing data that is used with Early Warning rules and machine learning algorithms.

## Early Warning

Early Warning uses powerful statistical algorithms that measure how factors such as attendance, behavior, academics, and home and school stability interact to predict graduation. Student Services can respond with interventions targeted at students who would benefit the most. Early Warning inspects data you've already entered into Infinite Campus.

### Advantages of Early Warning

- **Highly predictive**
  Millions of student outcomes reveal which combinations of behaviors and characteristics correlate with graduation or dropout
- **Daily risk predictions**
- **Category scores**
  Attendance, behavior, curriculum, and stability
- **Equity of predictive performance**
  Same predictive power between protected groups of students
- **Highly localized**
  Contextual to each child's educational environment
- **Integrated**
  Built into the SIS; no imports, exports or synchronization necessary

### Student privacy is our highest priority.

Early Warning saves population-level risk correlations, which cannot be connected back to individual past students. Early Warning honors each district's workflow and paradigm of tool rights when showing current students' risk.

*To find out more, please contact your CIC Account Manager or Sales Representative.*

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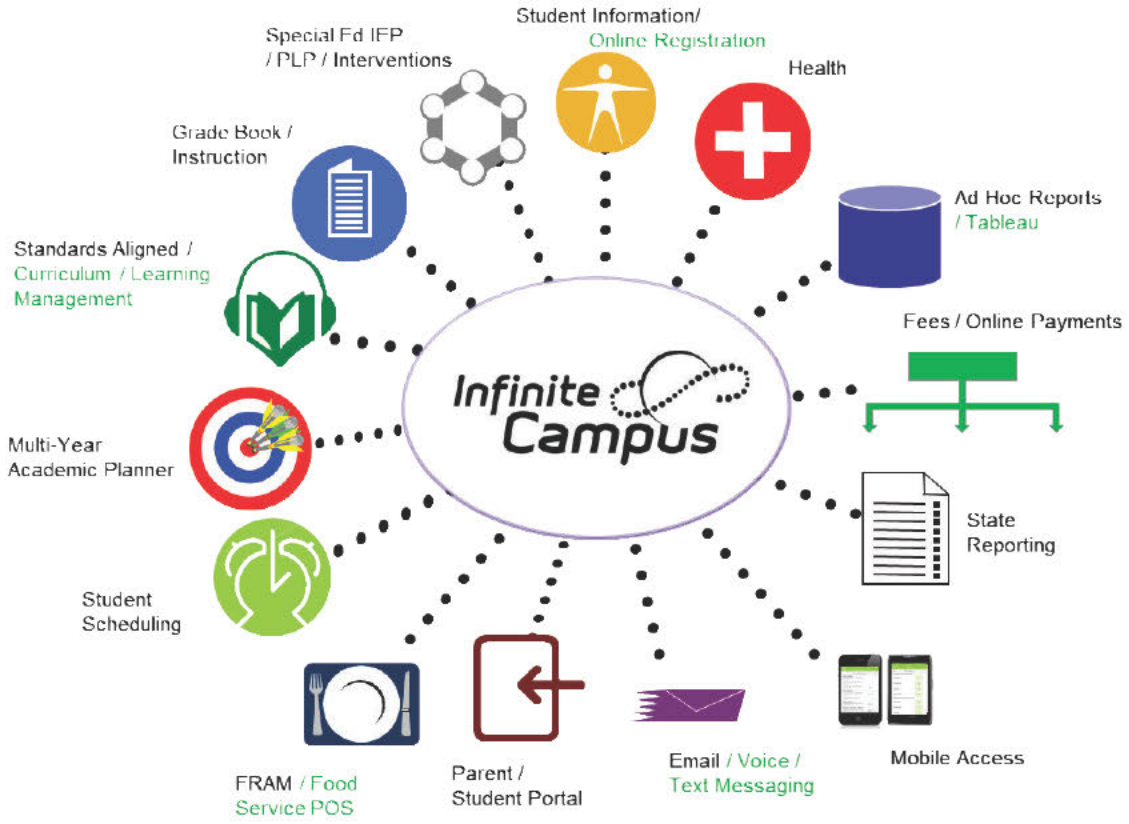
# SECTION 3

## *Company Background and Project Team*

The Infinite Campus suite of tools enables our customers to:

- **Streamline Administrative Processes**
- **Promote Stakeholder Collaboration**
- **Individualize Education**

The Infinite Campus system is much more powerful than traditional Student Information Systems (SIS) because it combines multiple data management functions into a SINGLE, integrated application. Built with state of the art technology, Infinite Campus offers schools, districts, regions, and states one integrated system for automating, managing, and controlling processes throughout the education enterprise.




We provide more functionality in the base system than any other vendor, and continue to add new functionality every month. Customers who replace their existing student management and related systems find that they can eliminate between four (4) to eight (8) systems from different vendors, saving time and money with a single, integrated solution – Infinite Campus.

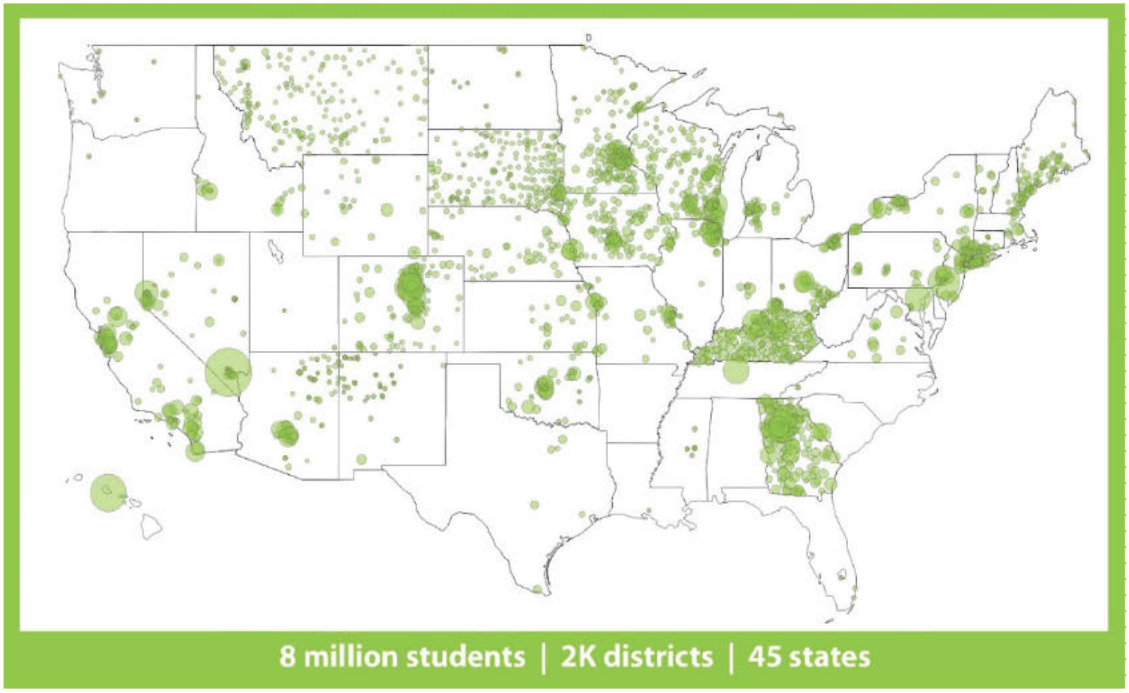
# SECTION 3

## *Company Background and Project Team*

### Introducing Infinite Campus

For 27+ years, Infinite Campus has provided comprehensive products and services that schools and districts continue to use. Built from the ground up as a fully web-based, integrated system, and including core features such as a master schedule whiteboard, grade book, portal, special education IEPs and learner plans, and state reporting, it was significantly ahead of the competition. Our integrated premium products, including online registration, messaging, food service point of sale and online payments allow districts to eliminate costly third-party vendors. With the development of our online Learning Management System (LMS) within our SIS, as well as our certified IMS OneRoster and Learning Tools Interoperability (LTI) API's, integrated classroom management is taking a bold step into the future.

Our mission is to Transform K12 Education® by streamlining administrative processes, promoting stakeholder collaboration and personalizing learning. Since 1993, Infinite Campus has successfully implemented and provided data management solutions to 2,000+ districts and six state departments of education, serving more than 8 million students across 45 states.




Our products, services and experience ensure your district realizes its student information vision. Our single database manages all data for all schools across all years. Our web and native app interfaces provide instant access to information for all users including parents and students from anywhere at any time.

# SECTION 3

## Company Background and Project Team

### Infinite Campus District Edition (ICDE)

Infinite Campus District Edition (ICDE) is used by all of our districts across the country. The entire system is web-based so educators, parents and students have access to information from anywhere at any time. ICDE also serves as a district-wide transactional data warehouse, allowing student data to be entered once and used across the entire district in real time, supporting data-driven decision making.

ICDE tools include administrative, curriculum, instructional (including LMS), school services, communication, reporting and analysis tools, all in the core product. Integrated premium products add cost efficiencies for any district, eliminating costs, time spent updating data in multiple places, users need fewer logins / passwords to manage and fewer applications to learn and use.

Enhancements and updates are provided every 4 weeks at no additional cost, ensuring the product is a living solution that meets district needs today and in the future.

### History

Infinite Campus was founded in 1993 by Charlie Kratsch who continues to serve as CEO. Unlike competitors, Infinite Campus has never been acquired, sold, etc. – the same, stable company that was founded in 1993 exists today. Campus develops our own software vs. purchasing from various vendors and "gluing" it all together.

Infinite Campus was the first web-based SIS, but its real advantage is under the hood. A single district-wide database managing all student data without the need to upload, download, and sync to other applications began to attract larger and larger districts. In 2001, the South Dakota Department of Education selected Infinite Campus as the SIS for all districts in the state. We now have six state edition customers: Kentucky, South Dakota, Montana, Nevada, Hawaii, and the Bureau of Indian Education (BIE).

Infinite Campus continues to be the system of choice across the country. Clark County, NV (Las Vegas) with 330,000 students is our largest individual district. Other recent successes include Metro Nashville Public Schools, Oklahoma City Public Schools, the Hawaii Department of Education, the Nevada Department of Education, and The School District of Philadelphia.

We also are unique in that we own and operate four Tier 4/5 data centers, deployed in pairs. Tier 4/5 data centers are the highest rated, with fully redundant subsystems and the ability to continuously operate for an indefinite period of time during primary power outages. Redundancy within our data centers means double (or more!) of everything within the center. The redundancies allow for live maintenance to data center components with no interruption.

### Organization Structure

As a privately held company, our focus is on delivering the best products and services for our customers, not on shareholder profits. Our in-house development staff creates and maintains all aspects of the product. Our ability to quickly adapt and integrate state-of-the-art technology into our system sets us apart from the competition. Infinite Campus has over 500 employees at the National Headquarters in Blaine, Minnesota.

### Product Updates

# SECTION 3

## Company Background and Project Team

Infinite Campus is a living application. Customers receive 4 week updates which include state reporting, bug fixes and new functionality as it becomes available during the year. Infinite Campus is responsible for loading all updates when customers request them.

As updates are released, a release document describing the updates is provided to all customers, via email. This includes product enhancements, bug fixes, and state reporting changes for each state. Customers then place a support case to designate what date and what environment (production, sandbox, etc.) they wish to have the update loaded.

Infinite Campus also is responsible for loading all system software updates (MS Windows Server, SQL Server, digital certificates, etc.) as well as for hardware maintenance for the provided servers if using in-district hosting.

## Introducing Computer Information Concepts, Inc. (CIC)

Computer Information Concepts, Inc. (CIC) was organized in 1981 to assist Cities, Counties, School Districts and State Governments in the acquisition, implementation and effective use of automation. CIC is uniquely positioned in being able to select the best possible combination of software and hardware, combined with the highest quality of "Peopleware" – technical support and professional services delivered with our selected and in-house developed products.

CIC selected Infinite Campus as our preferred K-12 Education vendor in 2004, and became a Certified Channel Partner in January, 2005. Since then, CIC has successfully implemented Infinite Campus at 400+ districts in Illinois, Iowa, Colorado, Wyoming, Nebraska, Kansas, and Missouri. We presently service and support over 2.1 million students in our seven (7) primary states, along with customers in twelve (12) more states with our data visualization product (Tableau) and interfaces we have developed for Infinite Campus. Locally, CIC / Infinite Campus services and supports many districts in Illinois of similar size to Hinsdale and larger.

All CIC personnel who provide Infinite Campus professional services (account management, implementation management, training, development and support) have completed required annual training and certification (including passing required exams). Training / learning of new functionality is ongoing, staff are required to re-certify and pass exams every year, earning designation as a Campus Certified Administrator (CCA).

CIC's technical support is second to none, providing 24 x 7 x 365 access to our customers. Typical support cases are responded to in minutes, and resolved in less than an hour on average.

About 3% of all CIC support cases are randomly surveyed each month, measuring 5 main points – Courtesy, Knowledge, Timeliness, Quality and Overall Service. CIC's results for the past 12 months averaged 99%+ across the board.

We host monthly update web conferences during the year (representatives from CIC and Infinite Campus are on each call, with Iowa DOE representatives attending as appropriate). We also host an annual user day conference each year, typically in November in the Chicago metro area. These events

# SECTION 3

## Company Background and Project Team

offer your staff learning opportunities to increase their knowledge of Infinite Campus, and see cool things and ways others in the area are using the system.

CIC and Infinite Campus offered the National Training Week virtual conference event in November, as face to face user conferences were canceled due to the pandemic. Attendees received 5 days worth of breakout sessions presented by Infinite Campus, CIC, and district staff from around the country. Live sessions were presented each day; access to recordings will also be provided through the end of April 2021. All at a very reasonable cost ($999 per district, unlimited attendees per district).

We also are offering the Data Days and Master Scheduling (DDMS) virtual conference in March 2021, building on the success of National Training Week. DDMS topics are focused on ad-hoc reporting tools in Campus and those offered by CIC such as Tableau, along with sessions designed for district / school "schedulers" using Campus scheduling tools and applications. 3 days of unlimited access for staff in the district for $799 per district. As with National Training Week, all training sessions will be recorded with access provided to each district 24 x 7 x 365 for several months after the event.

### PROJECT TEAM

Representative CIC team member information is listed below along with expected role(s) for the project.

### EXECUTIVE SPONSOR

**Steve Bohlender – CIC Executive Vice President**

Steve specializes in working with school district customers in developing their database and application software requirements, creating the "vision" of what these systems should be. A CPA (and former school district auditor) prior to joining CIC, Steve has helped CIC grow from a company of 7 people serving Colorado and Wyoming in 1988, to our present size of 80+ employees serving 21 states.

Steve's assignments with CIC have included several different responsibilities, including management of CIC's programming and customer service departments, financial director for CIC, and sales / marketing activities to school districts around the country. Steve also has served as the project manager for implementing large administrative information systems in several school districts while with CIC.

Steve earned his bachelor's degree in accounting from the University of Colorado - Boulder, and is a Tableau Certified Consultant.

### TECHNICAL TEAM LEAD

# SECTION 3

## Company Background and Project Team

**Steve Schaftel – CIC Technical Development Specialist II**

Steve has over 30 years programming experience, with specialization in databases, SQL Server and Oracle. Prior to joining CIC in 2003, Steve was an Implementation Specialist for three (3) years with Pearson School Systems, specializing in large SASI district SQL Server / Oracle-based SIS implementations.

Steve has been responsible for data conversion and technical support activities involving many different student information systems in over two hundred (200) school districts. In addition to Steve's vast experience in working with technology in school districts, his responsibilities include product management for CIC developed products through the design, development and deployment process. Steve is the primary programmer / developer working with districts implementing Tableau, and also delivers technical trainings to customers wanting to learn technical topics related to SQL Server. Steve is certified for Infinite Campus Technical Services and is a Tableau Certified Professional.

Steve's prior experience includes being a middle / high school teacher and network administrator for five years (CNA Novell 4.11). Steve received his BS in Chemistry from Bucknell University, and MS in Civil Engineering from Montana State University.

**PROJECT MANAGER(S)**

**Melissa Shields – CIC Education Peopleware Supervisor**

Melissa manages customer support, implementation and training services for CIC's K-12 school district customers. Melissa's group is responsible for all CIC school district customers, as well as related hardware / software applications.

Ms. Shields has over 20 years of experience with CIC. She has successfully implemented a variety of applications including student information systems, teacher grade book applications, curriculum management and assessment applications and data analysis/reporting applications.

During Melissa's tenure with CIC, she successfully implemented the above applications at over 50 school districts in multiple states. She also developed most of CIC's implementation planning documents, tools and processes for Infinite Campus and Tableau, as well as other student information systems and related tools.

Melissa earned her Bachelor of Science in Secondary Education with an English concentration from Indiana University.

# SECTION 3

## Company Background and Project Team

**Nicole (Nicci) Haley – CIC Education Project Specialist**

Nicci is based in the Chicago area. Prior to joining CIC, Nicci was the Operations Systems Manager for Valley View CUSD 365U in Illinois. She worked closely with CIC on their implementation of Infinite Campus, including planning the project, data conversion, staff training, technical support, custom programs and reports, and various interfaces needed for 3rd party applications.

Since joining CIC in the summer of 2019, Nicci has managed several new Campus SIS implementations in Iowa and other states, as well as managing premium product implementations (such as Online Registration Prime, Campus Online Payments, Campus Workflow, Campus Learning, etc.).

Her duties and experience (from 2006 – 2019) at Valley View:

- Operations systems manager, responsible for the company wide information systems which houses the employee system, the student information system and the financial management system which serves 23 physical locations housing 2,600+ employees and 18,000+ students.
- Project Manager and Implementation team leader responsible for the integration of ancillary software systems with the main information systems. A sampling of successfully completed implementations:
    - Infinite Campus Student Information System used by 2,300 users to house school business operations for Valley View Public School's 23 schools.
    - Kronos timekeeping system used for 850 hourly food service and transportation staff integrated with CIMS payroll system.

Nicci has 13 years of prior experience with Community High School District 94, Illinois (from 1993-2006) as their MIS Operations Coordinator.

## Other Information

Both CIC and Infinite Campus are privately-held corporations and financial information is confidential for each. Both companies are profitable from ongoing operations and have been for many years. That said, both Campus and CIC will provide financial statements upon request and with non-disclosure agreements (NDAs) if we are selected as a finalist vendor and are asked to do so.

Both CIC and Campus respect our customer's privacy of their information and their student / staff information. Thus, we do not share nor publish customer lists. Alternatively, CIC and Campus serve 48 districts in Illinois, representing 280,000+ students. Illinois customers have been using Infinite Campus since 2004. We selected several representative IL districts who agreed to serve as positive references for you, that information is provided in Section 13.

# SECTION 4

## Proposed Application and Computing Environment

Note: The RFP questions for this section are shown below (in bold) with brief responses. Additional detail, examples, etc. are included later in this section. Related, we provided the "Supported Platforms" document at the end of this section with supported browsers, etc. for client workstations and mobile devices.

1. **The vendor must present, in detail, features and capabilities of the proposed application software. In addition to the description, please provide in narrative form (at least one paragraph per item) answers to the following questions:**

   We included product sheets and sales brochures for the base Infinite Campus system and applicable premium "add-on" products in Section 2.

2. **Modular Integration. Which of the proposed modules are fully integrated (part of the base software) into the main application? What processes are handled in "real-time," and which of them require a batch process? What are the proposed third-party applications? If there are proposed third-party applications, explain how they are integrated into the main application, including whether the applications will share security definitions and have similar menu structures.**

   Infinite Campus is 100% integrated, with real time updates throughout. That said, we do provide batch processes, and a report "job queue" function for printing reports that take a long time to process (such as printing transcripts for all students, report cards for all students, year-end enrollment rollovers, etc.).

   We are not proposing any 3rd party tools with our base response. We did include an option to add the Tableau data visualization software as an option, with some CIC programs and content that makes Tableau vizes created using Infinite Campus data sources to also use Infinite Campus security rights for parents, students, teachers and principals to limit their data to only the students they have security rights to.

   We also included with the Data Viz option CIC's Reports on the Portal (ROTP) application. This tool enables custom reports developed with SQL Reporting Services (SSRS) to be shared with parents and students on the Portal, should that become an issue later. In addition, this tool can provide access to parents / students on the Portals to student dashboards and visualizations, limiting parents to only students in their household for which they have rights; and students to only see themselves.

   Similarly, ROTP works within Campus to embed Tableau vizes inside of Infinite Campus. Those vizes also may be automatically filtered to a specific student with our software.

   Campus also provides tools (called Outline Links) in the base system, where end users may access SSRS reports (developed by the district or by CIC for a fee) and / or Tableau vizes from within the Infinite Campus menu(s). On the back end, users are authenticated using Active Directory, SAML 2.0, etc.

3. **Hardware Environment. Describe the optimal hardware configuration required to utilize the proposed software. In the event there is more than one suitable hardware platform, list all options indicating the relative strengths and drawbacks (if any) of each. Identify the optimal server and desktop requirements including the required number of servers and how they are distributed. Please include cloud hosted options, if available.**

   CIC and Campus recommend that district deploy Infinite Campus using Cloud Choice hosting. We have present customers with a few hundred students to over 330,000 (Clark County NV Schools) using Cloud Choice now. Details are provided later in this section.

   The next best answer for a district your size is In-district hosting, where Infinite Campus supplies the server, operating system and tools licenses, SQL Server licenses, and SSL certificates. That option costs more than Cloud Choice ($1.50 / student / year vs. $1.00 / student / year), but current is missing some functionality (e.g. the new Responsive Design user interface for staff users other than teachers, and the new Elastic Search tool).

# SECTION 4

## Proposed Application and Computing Environment

Some applications also either only are available now with Cloud Choice hosting (e.g. the option for Campus Analytics / Early Warning) or cost more for in-district servers (Data Change Tracker storage).

Neither Standard Cloud (your district is too big) nor Self-hosting (the minimum fee charged of $12,500 / year plus the required hardware and system software licenses will exceed the price for Cloud Choice, plus there is added labor costs needed with self-hosting to deploy updates on your internal servers).

4. **Network Environment. Describe the ideal network environment required to utilize the proposed software. In the event that there is more than one suitable network configuration, list all options, including the relative strengths and weaknesses (if any) of each.**

   Please see performance details later in this section. Campus transactions are very lightweight as most of the calculations, etc. are done on the server vs. the client devices. The main considerations:

   a. Standardize on supported browsers and versions.

   b. Schedulers using the schedule wizard greatly benefit from larger monitors to reduce horizontal scrolling when building and loading master schedules

   c. Printers used need to be able to print Adobe PDF reports

5. **Database Platform: D86 would prefer Microsoft SQL Server for its database platform. The vendor is requested to provide the ideal database platform choices for the proposed software. In the event that there is more than one suitable database platform, please list all options, including the relative strengths and drawbacks (if any) of each. What is the required experience utilizing both the database and other technical areas? Also, please indicate the primary development platform and whether underlying code is generic or platform specific.**

   Infinite Campus uses SQL Server. We are deploying SQL Server 2016 now, with testing on newer versions in process. Once that is complete, then Campus will update customer servers (in the Campus Cloud and in-district servers) in that order.

   With Cloud Choice and In-district hosting, we also provide a license for SQL Server Management Studio, which enables SSRS reports, SSIS packages, and SQL Server stored procedures to be developed by district staff.

6. **Administration/Development Toolsets. What application toolsets are included with the software? What programming languages and skills are required to maintain the software? What tools are available to customize the software (e.g., add fields, create new tables, change menus, etc.)? What monitoring is routinely required for optimal system performance (e.g., monitoring of audit files)?**

   Please see detailed notes later in this section. Adding screens and fields can be done by non-technical end users without HTML or other programming skills. A bit of planning is involved to determine WHERE these should be added from a security point of view, and WHO needs rights to use them.

   Campus screens use Java Server Page (JSP) code on the server. CIC applications such as ROTP and others also use JSP pages. That said, other web development tools may be used to create custom screens and reports, and embedded within the Infinite Campus menus.

   We included the Data Change Tracker tool storage with the proposal. This tool provides front end management screens to select tables and fields to monitor, along with reports that are used to monitor changes. Most customers periodically have their system administrator run and review these reports, then take action when unusual activity is identified.

# SECTION 4

## Proposed Application and Computing Environment

7. **Security. What security tools are included with the software? How are the following restrictions accomplished: administrative tool access; application access; menu access; record access; field access; and querying/reporting access? How is the security profile defined? What is included in the user security profile?**

   Please see notes below. This requires more than a paragraph to answer! That said, we can also schedule some time with your technical folks to discuss the available tools within Campus, port(s) that are used to access Campus from outside the district, etc.

8. **Workflow. Describe the workflow (electronic routing of documents) tools available in your software. How are the workflow rules established and maintained? Identify the email systems that are compatible with the system. List the standard workflows that are inherent in the system. Also please describe the skill sets required to make changes to workflow routines including whether workflow is easily maintained by functional staff or requires detailed technical skills.**

   Several workflows are built in to Infinite Campus. For example, with custom form(s) / custom learner plans, as documents are shared with parents, students and staff, Campus keeps track of who has done their parts (e.g. signed them) and who has not. The document / form owner can view the status at any time, and send out "nag notes" to those that have not completed their tasks.

   Another example is attendance. When teachers take attendance (or don't) an interactive color coded screen is provided to the attendance office (Classroom Monitor) where those who have taken attendance appear in green background color, those who have not in red.

   A more comprehensive example is with Online Registration Prime (OLR Prime) and with the Portal Self-Service change tool. With both, parents enter or review their student registration data using the Portal, then a notification (Campus inbox) is sent to the person charged with review / approvals. Messaging can go back and forth, using the Campus Email Messenger tool (base system), including the final approvals.

   Changes to all of the above are made and managed by non-technical end users with standard programs.

   Campus recently added a new add-on product called Campus Workflow (extra cost). We did not see those functions as requirements in the RFP, more information can be provided later if you are interested. However, Campus Workflow presently does a number of different things, such as:

   - Badge scanning of students when they enter the building
   - Badge scanning for student attendance, where students can "badge in" at locations around the building during the day, so you know where they are in the event of a lockdown or other emergency, or if teachers want to have students "badge in" for attendance vs. teachers recording attendance
   - Parent entry of absence requests via the Portal, which results in a Campus inbox message for the attendance office to view requests, approve or deny, with notifications back to parents on the status of their requests
   - Student / staff badge printing (for replacement badges or for all badges)
   - Events / Actions – This tool enables a specific action to be triggered by database changes from any database "event". For example, when a student has been absent xx times, send a notification and / or email message to their advisor or dean. This tool can do more complex events or actions using SQL Server stored procedures as well.

9. **Upgrade tools. What is the upgrade frequency? How are patches and fixes applied? How are patches and fixes deployed? How are upgrades applied? How much training (technical training and end user) is generally**

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**required with upgrades to the system? What happens to software customizations (e.g., user-defined tables and fields) during the upgrade? How many versions of the software does your company support? Please provide details of all upgrades and bug patches over the last three years.**

Campus provides updates every 4 weeks. Release numbers follow the pattern, with the first 2 digits being the year, the last 2 the week number. For example, the current release is 2052, meaning it was released the last week of December 2020. The next release (end of January 2021) is 2104, year 21, week 4. In-between releases can be done as needed during the 4 week intervals. Those typically are bug fixes, state reporting changes for specific states, and minor enhancements.

Campus loads all updates for you with Cloud Choice or In-district hosting. District staff place a support case with the release you want, and the environment (production and sandbox environments are at the same release level, but with different databases, as sandbox is used to test new ideas and new setup options. Staging is used to load and test new releases vs. your data and setup before you load on the production server. Campus provides enough storage and processing power to support all 3 environments for Cloud Choice and In-district hosted customers.

Technical training on loading updates is minimal, as Campus does them for you! Detailed release notes are provided by CIC with each new release, the documentation on the Campus Community website, related videos and simulations are also updated with each release, as is the Knowledge Base tool.

Customizations made (new screens, new fields, field values, etc.) are stored in separate tables in the database and are unaffected by new releases.

CIC and Campus recommend that customers stay within the past 1-2 releases to obtain the most current state reporting changes. We don't typically force customers to stay current, but it works to their advantage if they do. Officially, we support releases in the current school year (e.g. 2020-21 releases for this year. That said, if a customer's issue is resolved by loading a more current release that has the fix, that will be the support answer.

10. **Reporting and Analysis Tools. What internal and external (third-party) reporting tools are available in the software? What OLAP tools are available? Are there any interfaces to Microsoft Office? Include a list of the standard reports, by module, that come "out of the box" with the software.**

    Yikes! There are 175+ standard reports available in Campus. Nearly all of these include options for the end user to choose the record(s) they want, many also include optional fields to include, and sorting options.

    All standard reports generate PDF files as the output. Many now also enable generating MS Word documents (DOCX format) and MS Excel documents (CSV or Excel formats), and thus can be used also with Google Docs and Google Sheets.

    Please see the notes in Section 7 about the required Report Gap Analysis we do with each customer, asking them to generate reports from their legacy system so we can map those to similar reports in Campus. Reports that are needed but not in base Campus are great candidates for using the Ad-Hoc reporting tools in Campus, such as:

    Data Viewer – easy to use by non-technical folks, drag and drop interface

    Filter Designer – more complex options (record selections can be and / or options between fields and values within), more control over column headings, subtotals, etc.). Note that Filter Designer also includes the ability to use the query as a data filter and used then to both search for records and use them to filter existing standard reports

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Data Export – this uses the same tooling as Filter Designer, but enables exports to XML, HTML, PDF, Delimited text, Fixed Length text, and Data Cubes used with the Pivot Designer tool or with external tools like SSRS or Tableau.

Pivot Designer – this provides a web-based pivot table tool to generate summary reports (cross tabs) with drill down to detail, as well as pie charts, bar and line charts, and heat maps.

Campus also provides "mail merge" tools to merge text and graphics from a document template with Campus fields and subreports. These are used for attendance letters, behavior letters, general letters, etc. Similarly, Campus Messenger email can be used to send emails to parents, students, staff members, etc. either one time or on a defined schedule.

11. **Disaster Recovery and System Backup. Detail the optimum process for system backup and any delivered disaster recovery processes that will need to be configured by D86.**

    Please see the notes below, depending on the hosting option selected. Warm site backups and disaster recovery generally are Infinite Campus' responsibility for both Cloud Choice and In-district hosted customers.

## TECHNICAL INFORMATION

### Database Design

Infinite Campus was developed from the beginning to provide a centralized way to collect and manage student data. By eliminating islands and silos of student information, Infinite Campus extends its comprehensive education management system to end users for the efficient collection of disparate data needed by districts for reporting and data analysis and for communication with parents and students.

#### SQL Relational Database

Infinite Campus uses a SQL relational database management system (RDBMS) for centralized data storage and retrieval. Based on a recent study by Gartner Research, Microsoft SQL (MS SQL) database is the number one database server used in the U.S. Multiple benchmarking studies of MS SQL have been conducted studying enterprise transactions from a few thousand to millions providing enough horsepower to keep even the largest district, region or state satisfied with its performance. A highly-normalized schema provides a transactional database design that is highly scalable for both size and speed. All data is accessible via Open Database Connectivity (ODBC) and Java Database Connectivity (JDBC) connections and is backed up and stored safely and securely offsite.

#### Multi-tier Architecture

Infinite Campus uses true business logic built upon a multi-tier architecture. The separation of business logic from the data and presentation layers ensures system integrity and the security of student data which is vital for today's educators. Not only does Infinite Campus support both PC and Macintosh computers using standard web browsers, it supports a variety of other devices including smart phones, wireless PDAs, point-of-sale terminals, email and interactive voice calling.

#### Object-based Design

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Infinite Campus is an object-based information system. Object based design allows the business logic within Infinite Campus to reflect the way human beings naturally think about things. Object-based design can be seen throughout Infinite Campus.

For example, within the Campus Census structure an individual person (person object) has distinguishing features (attributes). A person belongs to one or more households (household object). A household has one or more temporary or permanent addresses (address object). With these simple object "building blocks," the most complex family structures can be accurately represented.

As an advanced, multiple-tier system, this helps ensure the integrity and security of information. Authorized stakeholders access information through a web browser user interface (interface tier). Unlike client/server systems, there is no direct link between computers and the Infinite Campus community-wide database (database tier). Instead, a middle tier of Java business objects stands between the clients and the database. This middle tier controls Campus Security, manages the way stakeholders interact with data, and formats the information that is presented to them.

To avoid the many pitfalls associated with proprietary technologies, Infinite Campus employs open standard, open source and industry-standard Java technologies to build the system. This allows us to develop the most cost effective information management tools for public schools. The open standards technologies employed by Infinite Campus also allow our information management tools to interoperate on many different platforms such as servers, PCs or Macs, desktop computers, laptop computers, tablet computers, cell phones, PDAs, as well as platforms that haven't been invented yet.

Java objects are used to implement all the business logic of Infinite Campus using object-oriented design techniques. Relational data from the transactional database schema is mapped to the Campus Java object model using a high-performance persistence engine. Java objects communicate with the outside world via XML data structures all of which must pass through comprehensive server-side security checks.

XSL stylesheets are used to format the XML data structures for output. Different style sheets can be applied depending on the desired output format. For example, one stylesheet may be applied to create an HTML form for editing on a PC, another for editing on a PDA and yet another may be applied to the same data to create a PDF formatted document for printing. Other style sheets may be applied to format data for CSV, tab-delimited, fixed-width or XML exports. Data can also be formatted and routed using the embedded SIF Zone Integration.

The separation of business logic from the data and presentation layers gives Infinite Campus the ability to quickly adapt to changing K12 education needs to take advantage of any new technology advancements. Infinite Campus developers can provide enhancements, build entirely new functionality or provide specific customizations quickly. If there are advancements made in database technologies, presentation interfaces or other unknown future technology advancements, Infinite Campus can take advantage of these new marketplace innovations and provide them to districts without disrupting production as usual.

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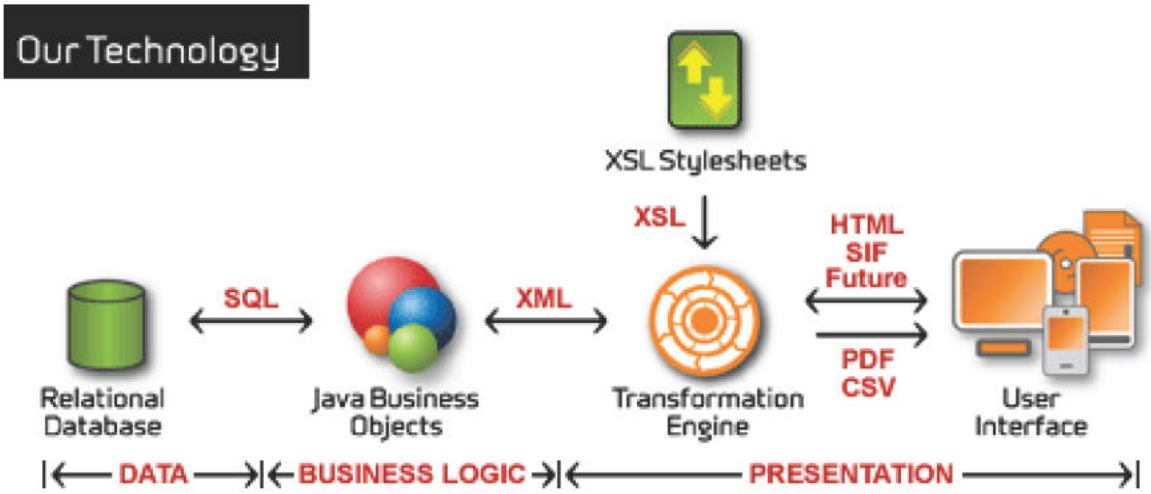


- Tier 1: Presentation

  Infinite Campus SIS is a web-based system using end users' web browsers. PCs, MACs and an assortment of mobile devices in this tier are supported. Our web-based system typically uses a low amount of bandwidth through the use of Asynchronous JavaScript and XML (AJAX), Rich Internet Application (RIA) techniques and GZIP compression. We take extra steps to reduce network usage by using bandwidth conscious user interface designs. Our system's data transfer rate is unbeatable.

  - Asynchronous JavaScript (AJAX) and XML

    Web applications send data to and retrieve data from a server asynchronously (in the background), without interfering with the display of the existing page. With AJAX, the entire web page does not have to reload each time the user performs an action which increases interactivity, speed, functionality and usability.

  - Rich Internet Applications (RIA)

    RIA techniques enhance the traditional desktop applications by making the software more connected, interactive and responsive. Our system has a built-in network that provides users with an interface that is faster than traditional applications. With real-time streaming and responsiveness, Infinite Campus customers benefit from increased productivity.

  - GZIP

    Infinite Campus provides a free software application used for file compression. Transferring large files from one computer to another can be a timely process. With GZIP, files are compressed from their original size. The smaller the files, the faster they transfer.

- Tier 2: Business Logic/Application

  The business logic/application tier is hosted on the application servers running Apache Tomcat and Java. These servers are linearly scaled based upon the number of concurrent users needed to be supported.

  Apache Tomcat is an open-source Web server that implements Java Servlet. It is favored at Infinite Campus because it is quick and scalable. We've developed our system to the Java Servlet specification making it portable to many other Java application platforms.

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Infinite Campus adds one application server per every 10,000 students. We implement a high availability load balancer which distributes user sessions across application servers.

Memory is very important when determining application server distribution. Large reports can consume huge amounts of memory. That's why our application servers are 64-bit machines with plenty of Random Access Memory (RAM), typically 12 to 16 GB.

- Tier 3: Data Tier

We use a MS SQL Server relational database management system (RDBMS) with data stored in a highly optimized set of tables. The tables have been strategically designed by Campus Architects for the best optimization possible. Our customers benefit from greater overall database organization, reduction of redundant data, improved quality of data and a decrease in possible loss of data integrity.

We feature an object-oriented security model that both facilitate user and group management while ensuring the safety of data. We securely store all historical data the district wishes to retain as well as current and future-focused data. All data is kept online and can be accessed in real time. Campus Enhanced Data Warehousing adds a second database server with the second database optimized for reporting and analysis.

Ad hoc reporting lets Campus users efficiently and securely create their own reports and modify and deploy these reports quickly. It's designed so users can share filters and reports as well as make personalized changes when needed.

### Java

Infinite Campus plans to continue using Java Web Start to run our mass scheduling wizard software for the foreseeable future. Our combinatorial optimization algorithms are very CPU and memory intensive and by running these on client workstations we effectively distribute the load and can dedicate much more processing resources to optimize school schedules without impacting other system users. Our java client communicates with our web servers over secure HTTPS/XML so no special firewall or port configurations are needed and we encourage users to run on the latest JVM from Oracle so that it has all the latest security patches. Very few users need to have a java JVM and the scheduler wizard installed, typically one per school. The java client can run on PC, Mac or Linux workstations and is deployed and kept up to date with java web start technologies.

### Entity Relationship Diagram

The Entity Relationship (ER) diagram is a sample from our schema with some core tables. Our full schema is 1500 tables with extensive documentation but this sample can be used to highlight the advantages of the Infinite Campus data modeling.

Infinite Campus uses a single district-wide database that contains all longitudinal data from all modules and products. All schools reside in the same database and there is no aggregation processing delays or overhead involved to look at district-wide data. All future and historical years of data reside in the same tables as the current year. This means that all data is kept online and accessible to users with access rights to view it.

We never delete data and we have no end of year data archive process. Much of our schema is clustered on school calendars so that all school based data can change year to year while preserving history. For non-school based data, many tables track history using effective dates or date ranges. We keep a dated history of every name a student or person has ever used, we date range every school or course enrollment, we date range all household memberships or household addresses. Keeping all data is important when you can use this history to predict the

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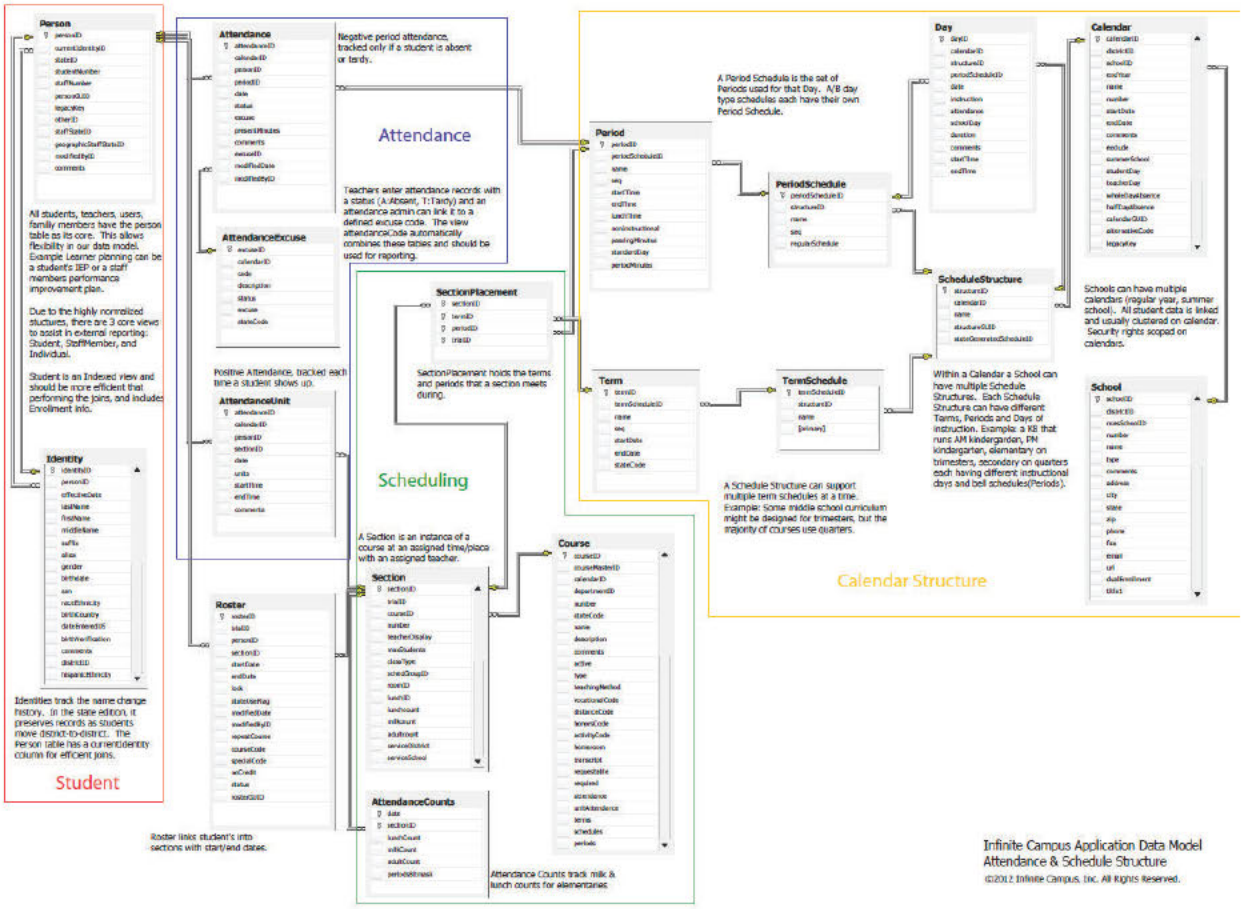
future. For example, we have started piloting Campus Early Warning which uses data mining techniques to predict student dropouts.

Scalability and performance is also a big focus of our data schema. Clark County, Nevada (the 5th largest school district in the U.S.) is a district of 330,000 students and they imported 27 years of historical data into our database. Since we don't archive and take data offline this means that a scalable data schema is critical to daily operations. We offer the proven system that can scale up to the supersize districts. We achieve this through good clustered index design so that no online transaction processing (OLTP) query needs to scan through all historical data.

No SIS will ever meet 100% of a district's unique data reporting needs out of the box. Therefore, all districts receive full Open Database Connectivity (ODBC) or Object Linking and Embedding, Database (OLE DB) access to their data. We design our schema using clear, readable names. Whenever possible we expose common queries or business logic through views and stored procedures so that end users can reuse this to meet their own needs.




*Entity Relationship (ER) Diagram*

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### HOSTING

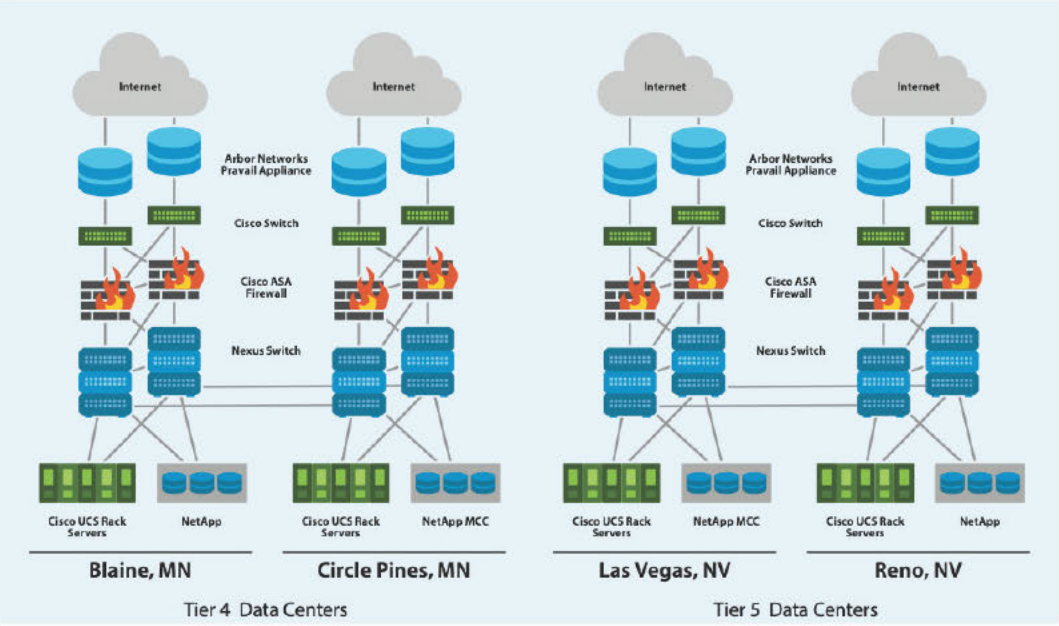
Campus Managed Services provides the hardware and software services needed to effectively operate and maintain your Infinite Campus investment. By relying on Campus Managed Services, expect to reduce costs and minimize the risk of managing hardware, software and associated operations, while freeing IT staff to focus on other district technology needs. Campus Managed Services provides nightly backups, warm site failover, disaster recovery and real-time data replication so district's data is always available.

As with all other services provided by Infinite Campus, hosting is not outsourced to a third-party. With a track record of a 99.9% hosting uptime, our state of the art data centers are up to date with security best practices to prevent DDoS attacks, avoid internet outage and provide fast backup services when the customer needs it the most. We believe this is the best and only way to ensure that your data is safe, secure, available and never leaves the United States. We provide state of the art hosting services with our multiple tier-4 and tier-5 data centers. We do it this way because we know this provides the best value and security to our customers.

If a third-party hosting provider like Amazon, Google or Rackspace was the better option, we would switch over. However, we haven't found another vendor who would prioritize your needs the way we can. With only one vendor to answer to, our customers are assured that their data is our top priority.

Infinite Campus data centers are set up in active / active pairs that can support full production loads should its partner data center go offline. In addition to our redundant architecture and internet, we have also built in multiple layers of security to protect and secure our customers' data sets along with unlimited always on DDoS services to further ensure your data sets are always available to you day or night.

With Infinite Campus Hosting, data is backed up nightly at the Campus Data Centers. Nightly database backups help districts recover and restore data records if they are ever accidentally deleted or corrupted through user error. All districts receive this service. Remote backend access to the database is available using an ODBC connection upon request.



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*Tier 4 and Tier 5 Gold Data Centers*

### Cloud Choice Hosting

This is our recommended choice for medium to large-sized districts. It provides the greatest degree of freedom and flexibility in selecting which specific version number of the product to run and when to switch versions, all at an unbeatable price point.

Cloud Choice provides a dedicated, virtual hosted environment. Each district gets their own virtual servers; this is not a shared platform. Each application server gets one installation of Apache Tomcat for the Campus web service. Two web apps (Campus web app and Staging web app) host a single district. Campus web app contains both production and sandbox applications. The production login is where the day-to-day work of the district is accomplished. The sandbox is where data experiments can be conducted by more technically proficient users (e.g. the scheduling team investigates a new high school schedule structure). In addition, a staging web app contains the staging application and is designated for testing new code deployments. Staging sites provide private instances of both the application server and district database.

For 10,000 students or less, Campus SIS resides on a combination server containing both the application and database. For every additional 10,000 students, one application server will be added. When a district requires more than one application server, a load balancer is added.

Microsoft SQL Server Reporting Services (SSRS) is included in the Cloud Choice Hosting model. Districts use SSRS to build custom reports and extracts not currently available out of the box. With SSRS, users can push event driven reports to others. These users can then drill into Campus data elements for further understanding based on their current security authorization. Reports can be updated with any standard Microsoft tool.

*Cloud Choice Hosting Features:*

- Private application service
- Private database service
- Choice of application version number
- Choice of install date of a newer application version
- Cloud capacity is automatically scaled to meet district needs
- Powerful Data Extract Utility included to schedule data exports
- Multiple tier-5 data centers for redundancy

### Onsite (In-District) Hosting

In situations where internet connectivity is unreliable or district stakeholders prefer to host their data within the physical bounds of the district, Infinite Campus offers an Onsite Hosting option. By relying on Infinite Campus to provide Onsite Hosting, districts realize reduced costs and operational overhead by eliminating the need to own and operate their own equipment. Campus Managed Services provides nightly backups, warm site failover and disaster recovery.

Onsite hosting provides a dedicated environment on physical hardware maintained by Infinite Campus at the district's data center. The Campus app is inside the district's network and behind the firewall. Each app server gets one installation of Apache Tomcat for the Infinite Campus web service. Two web apps (Campus web app and Staging web app) host a single district. Campus web app contains both production and sandbox applications. The production login is where the day-to-day work of the district is accomplished. The sandbox is where data experiments can be conducted by more technically proficient users (e.g. the scheduling team investigates a new

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high school schedule structure). In addition, a staging web app contains the staging application and is used for testing. Staging sites provide private instances of both the application server and district database.

For 10,000 students or less, Campus SIS resides on a combination server containing both the application and database. For every additional 10,000 students, one application server will be added. When a district requires more than one application server, a load balancer is added.

Campus Managed Services ensures that the operating system licenses on servers are current and compatible. The Microsoft SQL relational database license is also managed by Campus Managed Services. Any software updates or patches needed or recommended by the various component manufacturers are taken care of by Campus Managed Services.

A Campus Managed Services professional schedules necessary system server and software maintenance to keep the Infinite Campus system running optimally and ensure backups are in order. Maintenance is scheduled to meet the district's needs and avoid disruption of daily use of the production system. In addition, Campus Managed Services keeps an inventory of servers available for overnight replacement if or when a failure causes the system to be inoperable. If it is determined that a server is not performing adequately, Campus Managed Services will work to determine the best approach to resolve the issue.

*Onsite Hosting Features:*

- Choice of application version number
- Choice of install date of a newer application version
- Software is maintained remotely by Campus Technicians
- Servers are supplied by Infinite Campus and located at the district
- Servers are remotely managed by Campus Technicians using Remote Desktop Protocol (RDP) Access.
- Server capacity is initially scaled to meet district

### Disaster Recovery

Campus Managed Services provides disaster recovery and warm site backup service. Campus Managed Services can restore and provide access to the district's data from the Infinite Campus data centers if the district suffers a disaster or hardware failure until the district is back up and running.

Data is backed up nightly at the Campus Data Centers. Nightly database backups help districts recover and restore data records if they are ever accidentally deleted or corrupted through user error. Included in nightly backups are student documents and pictures. All districts receive this service. When hurricanes, tornadoes and floods have hit our customers, they have had the experience of getting back up and running within a short time with minimal to no loss of data.

A full backup of each production database is taken nightly, with a copy securely transferred back to Infinite Campus headquarters for disaster recovery purposes. Should the district encounter a disaster recovery situation, Infinite Campus will immediately bring up a temporary site in our national data center using the most recent backup in the archive. A URL redirection to the temporary site will be made available and the district can resume normal business operations via the temporary URL until the permanent site is recovered and back up.

### Backup and Recovery for In-district Hosting

The following steps will be followed in the event of failure of the Infinite Campus owned equipment. The last nightly backup of the database will be made available from Infinite Campus for limited access as defined in the

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data center failure as described below. Capacity would be increased to accommodate full production. Hosting maintains backups per the retention policy of 30 days remotely at our data centers.

A system recovery is needed when a system component is not functioning as expected. Resolutions range from support tickets to disaster recovery.

Definition of system components needing a recovery process include:

- Database Server - The database server is either a separate server or on the same hardware as the application server.
- Application Server – An application server is either a separate server or on the same hardware as the database server.
- Balancer – A balancer is separate appliance device.

The recovery plan is dependent on severity on the incident and configuration of the site. Large systems are more redundant so it is more cost/time effective as a recovery plan. Smaller systems fall back to the previous backup. Smaller systems can be made more redundant as an additional service.

- Plan 1 – Submit a Support Ticket

  A support ticket should be used to address normal system configuration issues. Examples include ODBC user access, sandbox databases for testing and training and application timeout changes.

- Plan 2 – Technician Visit

  A technician will be sent when a hardware failure has occurred and needs part replacement. The visit will be scheduled with the district by the technician and be submitted by Campus Hosting. The visit can be the result of customer support ticket or from Infinite Campus Hosting when an error is detected.

- Plan 3 – Overnight Replacement

  Campus Hosting keeps an inventory of replacement hardware for overnight replacement when the technical visit cannot be resolved or the failure causes the system to be inoperable. The last backup of the database would be made available from Infinite Campus for access.

- Plan 4 – Disaster Recovery

  This is the result of a site being destroyed and offline for an extended period of time. A disaster recovery plan will be created and used to determine the recovery process. The last backup of the database would be made available from Infinite Campus for access. Capacity would be increased to accommodate full production.

### Scheduled Maintenance

Infinite Campus has 2 maintenance windows per month. The window is 12 AM CT – 6AM CT Saturday morning for maintenance that is known to have an outage. And Saturday morning 6AM – 6PM or maintenance that is not expected to cause an interruption of services for our customers. Emergency changes are excluded from this window and are communicated as needed.

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## SYSTEM SCALABILITY AND PERFORMANCE

Infinite Campus was designed for districts of all sizes and has had proven success with more than 2,000 school districts across 45 states. So whether it's a district with less than one hundred students, or a region or state with more than one million students, our system can scale to meet any need.

Scalability allows a system to handle growing amounts of work in a graceful manner. A scalable student information system (SIS) accommodates a growing number of concurrent users and data records by simply increasing the amount of server hardware needed to support the growth implemented in a linear approach.

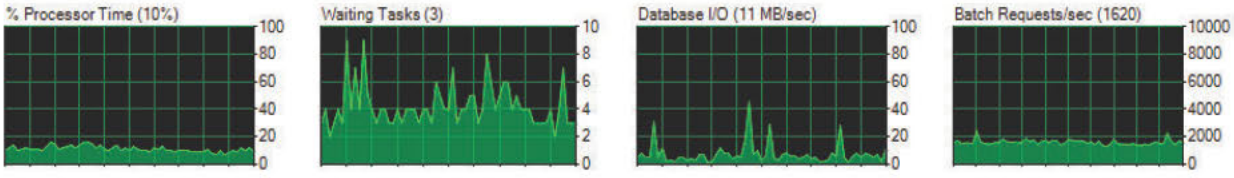
In general, on the database side, we plan for production, sandbox and staging databases plus daily tasks and two weeks of local backups. It needs to be noted that Infinite Campus is providing the hardware (whether it sits on site or is hosted by Infinite Campus) and we guarantee optimal performance configuration. We have deployed over 10,000 schools and based on that experience, we understand the amount of storage that is needed. We provide more hardware (at no additional cost) if needed for optimal performance.

To take advantage of scalability, software system designers must select the appropriate technologies to design the internal architecture of the system. Designers decide how data is presented to users, how to optimize data entry and how the data is stored and retrieved. These considerations need to be determined before coding begins since "retrofitting" these important elements is virtually impossible without a full system rewrite.

Infinite Campus architecture is unique. Our technology has three tiers: Presentation, Business Logic/Application and Data. Each tier scales to any size, so both large and small districts benefit from the system's unique and highly optimized design. By separating logic from the data and presentation layers, it makes it easy to scale up or down to meet changing enrollment situations. Infinite Campus eases the data management challenges of a growing student population, increasing stakeholder access and expanding school building openings.

### Performance

Infinite Campus is able to easily adjust bandwidth based on an increase or decrease of demand. Over 25 years of SIS and SQL Server tuning experience has made Infinite Campus the most scalable system on the market. Clark County School District (CCSD), NV with 330,000 students, 374 schools and 26,000 end users, uses Infinite Campus. During peak operation, CCSD experiences over 1,600 transactions per second with the database server running at only 10% capacity (see graphs below) and users continue to experience sub-second response times.




A typical student information page will load in a sub-second, but larger batch reports can take longer to query and render. Our batch reports work by rendering thousands of individual student reports into a single pdf file. Along with many formatting options, batch reports have several print options that allow users to queue or schedule the generation of these reports so that they can run in the background.

Example: CCSD high school with 2,559 students

| Report | Duration |
|---|---|

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- Schedules 1 minute, 48 seconds
- Report Cards 8 minutes, 40 seconds
- Progress Reports 8 minutes, 40 seconds
- Official Transcripts 6 minutes, 31 seconds

## SECURITY

Infinite Campus takes security seriously. We have a system security plan approved by the U.S. Department of the Interior to accommodate our customer, the Bureau of Education (BIE), a federal program that uses Infinite Campus as their student system. No other SIS provider is required to meet this level of security. All our cloud-hosted operations are subject to yearly SOC 2 Type II examination reporting. Our security measures include virus detection/scanning, firewalls, system monitoring, zero trust modeling, threat hunting and encryption.

Infinite Campus first completed a SOC 2 type II security audit in 2016 and have done so on an annual basis since that time. The SOC 2 is a security certification with rigorous requirements. Infinite Campus volunteered to become SOC 2 compliant for the safety and security of our customers' data.

The BIE contracts the U.S. Department of Interior (DOI) to create a System Security Plan based on National Institute of Standards and Technology (NIST) guidelines. This plan is required to obtain an Authorization to Operate (ATO). An ATO is the U.S. government's indication that a computer program and service provider has met the requirements to operate the system and established sufficient security procedures to safeguard the system and data. To gain and maintain our Federal ATO, Infinite Campus employees who work with federal data systems must be fingerprinted, pass a federal background check and pass the yearly Federal Information System Security Awareness in addition to having Privacy and Records Management training. All employees participate in quarterly security awareness training.

### Virus Detection/Scanning

All cloud hosted environments are hosted behind SourceFire Intrusion Prevention Systems (IPS) instances. All servers have continuous virus detection and prevention services enabled with virus definitions being updated nightly.

#### Firewalls

High Availability (HA) firewalls control incoming and outgoing network traffic from both the application and database servers. All data transmitted over the network is encrypted using configurable protocols that allow definition of high security ciphersuite to include ECDHE, CHACHA20-POLY1305 and AES-GCM.

### Encryption

All application level communication is protected by 2048 bit SSL encryption in transit. Each user session is assigned a unique sessionID that expires after a configurable time limit of inactivity. Sensitive data is encrypted at rest in the database.

### System Monitoring

Infinite Campus actively monitors systems using many solutions, including the following:

Hardware health, Performance, Application Availability, Response Time and Operating System level resource utilization are all monitored by and thresholds are alerted on SolarWinds. SolarWinds is an enterprise-level

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application and performance monitoring solution. This system is used to proactively deal with system resource issues to maintain service level agreements (SLA): https://www.solarwinds.com.

Virus and vulnerability scanning and updates are remotely managed and monitored through a suite of tools by Avast CloudCare https://www.avast.com/business/products/cloudcare and Tenable Nessus https://www.tenable.com

Windows Server Update Services (WSUS) is leveraged to ensure that our systems are receiving all important and critical updates from Microsoft in a timely fashion. This helps maintain SLA by eliminating operating system vulnerabilities as they are discovered and patched.

### User Security

The Infinite Campus security model provides the ability for multiple levels of access to accommodate different types of users and to prohibit users from viewing data for students not enrolled in their campus or classes. The multi-tier system employs an advanced object-based security model that is both role and function-based. System administrators assign rights by group or individual; tools and abilities to view, edit or delete information (at the module page and field level) are selected and determine what is visible to stakeholders. Users can be assigned to more than one group providing true multi-user modality. Once logged in, the user has access to all modules they have permission to access.

- Permissions

  Allow user groups and/or individual users read, write, add and delete access. User security also restricts users to specific schools and specific school years. The “Read” right indicates the information on the corresponding tool may be viewed by the user. When applicable, the user is also allowed to print information. The user will NOT have access to the save, add or delete icons in the action bar; the “Write” right indicates the user may view and modify the information. The save icon in the action bar will be functional. This right allows the user to modify only existing data in the area since adding new data is controlled by the “Add” right. This right includes the ability to change or remove data from a specific field; and the “Delete” right indicates the information on the corresponding tool may be removed. This right provides the ability to completely delete an existing record, including all data contained within the record.

- User Account Structure

  The Infinite Campus multi-tier system employs an advanced object-based security model that is both role and function-based. System administrators assign rights by group or individual; tools and abilities to view, edit or delete information (at the module and page level) are selected and determine what is visible to stakeholders. User Authentication can be accomplished through Active Directory LDAP or Campus authentication. User accounts can be batch added, updated or deleted through a user account batch management tool.

- User Account & Profile Maintenance

  Users can be assigned to more than one group providing true multi-user modality. Field-level access can be configured for very sensitive fields (for example, allowing or preventing users in certain roles to see students' social security numbers). Users can manage their own password or username recovery and security email address. User security admins can disable, delete, force a password change or inactivate individual user accounts.

- User Group Profile & Maintenance

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## Proposed Application and Computing Environment

System administrators determine what types of user groups the system will manage. For example, teachers, attendance clerks, or guidance counselors can be assigned group rights. Administrators can then define what system rights each group type will be allowed under each system's functionality including read, write, add or delete capabilities.

- User & Group Access Security Matrix

  Account administrators can define access to application menus and functions by adding or removing user or group rights. This is done through an easy-to-use checkbox list managed within the system admin section of the product. Security can be established at login, sub-system, application, file and user levels.

- Audit Reporting of System & Application Access

  Each login attempt by a valid user is logged. The log includes time/date, IP address, browser and version and is immediately viewable to the user in their preferences and to system administrators. If the "Log in as user" capability is used, the username is also logged.

## USER SECURITY MODEL

The Infinite Campus security model provides the ability for multiple levels of access to accommodate different types of users and to prohibit users from viewing data for students not enrolled in their campus or classes.

### Portal Level Users

- Student Account – The most restrictive type of account is the student account. A student can only view their own data. Student access to data and screens is controlled centrally at the school calendar level.
- Parent Account – Each parent is given portal access to one or more students through a census relationship. As families and households change over time, our system makes it easy to make sure all guardians have the appropriate level of access. A student can also be granted parent-level access over themselves or their siblings in emancipated situations. Parent access to data and screens is controlled centrally at the school calendar level.

### Staff Level Users

Staff accounts have greater granularity of access control.

- Tool/Screen Rights – Each tool in our product menu is controlled by one or more tool rights. Each tool right may have Read/Write/Add/Delete granularity and/or more sub-rights underneath it for more control. Sensitive fields like Social Security Number often have their own sub-right.
- Calendar Scope Rights – Data within the system is scoped to school and year and read/write access can be controlled per year. This lets the administration grant "read only" access to historical information or grant access to future calendars in preparation for scheduling for the following year.

A staff user's access is the intersection of their tool rights and their calendar scope rights. In order to modify data on an Attendance screen, you would need Write level access to the Attendance tool and Write level access to the calendar you are changing.

- Restricted Teacher Scope – If appropriate, a teacher user may have the ability to view all student data in a school calendar or only have access to students with whom they directly interact. This can be determined per user and is controlled with a special tool right. If a teacher hasn't been granted access to the entire calendar of students, then they are restricted to only students in their class rosters or through a team membership/caseload for special education, personalized learning plans, Response to Intervention, etc.

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## Proposed Application and Computing Environment

- User Groups – It is easier to manage data access by defining User Roles and then associating users to common patterns of data access.

Infinite Campus supports automatic creation and provisioning of student, parent and staff accounts based off other data in the system. The district has the capability of establishing rules to determine when automatic provisioning should happen. A person that is employed in a school can be automatically granted specific user groups based off their title and other attributes on their employment assignment. A student account can be created automatically when they are first enrolled. This same automated routine can disable accounts as employments end or a number of days after the last enrolled date. User provisioning data can flow outbound to other systems through an IMS OneRoster interface. Each integrated third-party system through OneRoster is data and calendar scoped just like a user.

### Mobile Security

Infinite Campus security is evident throughout the system and accommodates users in a true multi-user modality including when using a wireless device. Because Infinite Campus is a multi-tier system, it employs an advanced object based security model that is role and function based. Individual stakeholders are provided one or more login identities. When a stakeholder logs in with a particular identity, they see only the tools they have been assigned and only the data the Infinite Campus business logic associates with these tools. Wireless and mobile devices, whether through the browser or through the application, use the same authentication and obey the same user rights as when a user is signing into Infinite Campus from a PC or Mac.

### Suspected Breach

Should a breach or suspected breach occur, Infinite Campus will initiate our incident management process to investigate, mitigate and prevent. A part of this process includes notifying a district superintendent or their designee if there is any concern that district data was breached or exposed.

### Authentication

User authentication may be performed either by the application itself or by using other trusted services such as Active Directory (AD). Campus Active Directory uses Lightweight Directory Access Protocol (LDAP) to authenticate against a Windows Active Directory (AD) providing a universal logon to Infinite Campus. Using established staff user names and passwords provides easy access to Infinite Campus and improves end-user productivity. Campus LDAP supports multi-forest environments in which student and faculty user accounts can be stored on different servers.

The integration of Windows AD and Infinite Campus reduces system administration's management of multiple security accounts for Campus staff users. System security can be managed in a centralized location using previously assigned usernames and passwords, rely on Campus to provide logon access to the Campus Portal for parents and students and simplify the task of adding, modifying and deleting user accounts by managing it through one system. Infinite Campus also provides a wizard to allow for bulk changes of LDAP accounts as well as in import tool using a CSV file to import accounts into Infinite Campus.

Infinite Campus can also participate in a SAML SSO environment as the service provider or identity provider. SAML is a secure industry standard protocol for single sign on environments. Infinite Campus customers have already configured SSO environments between Infinite Campus and many third-party systems. Infinite Campus has also worked with customers on other methods of synchronizing user accounts besides SAML and we are confident one of our solutions will work with third-party vendors required by the district.

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As an additional level of security, staff users receive an email when someone logs into their Campus account from an unknown device for the first time. Using two factor authentication, districts can enable the "Send an alert and require a verification code when logging into a new device" option which when enabled, will send an email containing a unique eight-character verification code which must be entered before a user is allowed to access Campus using an unrecognized device.

### Multi-Factor Authentication

Infinite Campus offers several forms of authentication including Lightweight Directory Access Protocols (LDAP) to authenticate against a Windows Active Directory (AD) providing a universal logon to Infinite Campus, SAML SSO for Google IDP or Azure AD and Campus authentication.

### FERPA/HIPAA

Infinite Campus, in its role as a vendor to educational agencies and institutions (EAs), receives disclosures from the EAs of personally identifiable information (PII) contained in student records. Only information that is needed for Infinite Campus to perform services outsourced to it by the EA is disclosed to Infinite Campus. These disclosures are authorized under the Family Educational Rights and Privacy Act (FERPA), a federal statute that regulates the privacy of student records by EAs that receive financial assistance from the U.S. Department of Education. Infinite Campus, as a contractor to the EA, receives the disclosures on the same basis as school officials employed by the EA, consistent with FERPA regulations, 34 CFR §99.31(a)(1)(i)(B). Consistent with those regulations, Infinite Campus has a legitimate educational interest in the information to which it is given access because the information is needed to perform the outsourced service. Infinite Campus is under the direct control of the EA in using and maintaining the disclosed education records, consistent with the terms of its contract.

Infinite Campus is subject to the same conditions on use and redisclosure of education records that govern all school officials, as provided in 34 CFR §99.33. In particular, Infinite Campus must ensure that only individuals that it employs or that are employed by its contractor, with legitimate educational interests – consistent with the purposes for which Infinite Campus obtained the information -- obtain access to PII from education records it maintains on behalf of the district or institution. In accordance with 34 CFR §99.33(a) and (b), Infinite Campus may not redisclose PII without consent of a parent or an eligible student (meaning a student who is 18 years old or above or is enrolled in postsecondary education) unless the agency or institution has authorized the redisclosure under a FERPA exception and the agency or institution records the subsequent disclosure. An example of such a disclosure is when Infinite Campus is requested by a school district to assist the district in the transfer of the student records from our system to another system.

Infinite Campus will not sell or otherwise use or redisclose education records for targeted advertising or marketing purposes. Infinite Campus does not allow advertising within it products. Therefore, there is no behavioral or targeted advertising. Infinite Campus uses data within its products only to deliver the services contracted by the educational institution. Infinite Campus may use anonymized, non-PII data internally to improve the products and services it delivers to EAs.

HIPAA protected records held in a Student Information System are subject to FERPA protection rather than HIPAA protection.

### Product Release Schedule

The Infinite Campus release model is based upon a continuous release cycle. Release Packs are routinely delivered every four weeks and contain the results of many development activities. Rx Packs are delivered on an as-needed basis and contain the results of just a single or very few development activities.

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## Proposed Application and Computing Environment

Any given Release Pack is a collection of enhancement updates, regulated updates and bug fixes. Each development activity proceeds in parallel to other development activities and gets packaged in a Release Pack only when it has passed all testing and is ready for delivery. Unforeseen complications in one development activity do not hinder the delivery of other development activities.

Infinite Campus delivers updates known as Rx Packs on an as-needed basis. If a critical, high priority bug is reported, it needs to be addressed as quickly as possible. State Reporting changes may also warrant an Rx Pack release to meet mandated deadlines. All regulated development items target a Release Pack well in advance of the state-imposed deadline for school districts. If, however, a complication arises causing a regulated development item to miss its targeted Release Pack, an Rx Pack is used to deliver the regulated update as quickly as possible yet still in advance of the deadline.

### Release Pack Load Tests

To scale our database and application, we continually focus a tremendous amount of effort on performance tuning of our products. We run a full load test of our system every four weeks right before a product release. We scale up that test based off 150% of the peak load ever recorded on our largest customer and on hardware provisioned to a quarter of what they run in production. We simulate grade book scoring and grade posting from the end of year grading window, the load from the start of school scheduling, heavy student app and parent app usage and the peak measured load from any other significant part of our products, all happening at the same time. All tests are updated with every product release and any significant performance regression stops our release until it can be resolved.

We understand the importance of load testing to ensure each release is performant and will never negatively impact a district's environment, no matter the size. Many vendors will run a load test to check a box on an RFP response, but we have integrated it as part of our core development process. We publish the results of the load tests every quarter on our corporate website.

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*Release Pack Load Tests*

Infinite Campus has based our load testing on our largest district (330,000 students and 40,000 employees), simulating their peak usage, which happens during their grading windows. We evaluate their peak usage and always set the load testing targets at 150% of that usage. These tests are focused on the two largest groups of users: parents and students (accessing Campus Student and Campus Parent) and teachers (using Infinite Campus to score, grade and take attendance). A smaller subset of tests also exists to simulate administrative tasks and are run concurrently with the user-focused tests. Our standard is to run the full suite of tests for an hour and then compare throughput to our targeted results, CPU and Memory usage along with Database activity.

For example, one of our targets is to have 225,000 scoring and 300,000 grading updates per hour without performance issues. This test also simulates having 28,500 parents and students logging into Campus Parent and Campus Student and accessing most of the links within the Portal.

## PRODUCT DEVELOPMENT LIFECYCLE

Infinite Campus follows a highly iterative and agile development methodology in which high level goals are set, yet all aspects of the lifecycle are broken down into small, bite-size chunks. These aspects include requirements gathering, design, code and test. Each iterative cycle, known as a sprint, includes all of these and enables us to be responsive to changing situations.

### Software Development Commitments

To commit to any development project, two basic criteria must be met: 1) there is a demonstrated market need for the desired functionality, and 2) the project is in line with the company strategy. Infinite Campus has a dedicated product management team that sets priorities for the development organization. Through a variety of inputs, much of which is direct and indirect customer input, product managers prepare business cases for development projects. Once created, the business cases are reviewed by product managers, company officers and other appropriate stakeholders to determine if a commitment should be made to pursue the project. When a decision is made to move ahead with the business case, an iterative design and development project ensues.

Business cases are created, reviewed and accepted/rejected/modified on a continual basis. Likewise, the projects that result from approved business cases are continually prioritized and scheduled for resources. This model allows Infinite Campus to continually review important product decisions early and often.

Infinite Campus follows a customized, agile methodology for all of its development projects. The primary benefit of agile practices is that they afford a development team to quickly respond to customer feedback, changing requirements and unforeseen challenges. The typical approach is to frequently expose working software to end users and make necessary adjustments based on their feedback. Infinite Campus follows this model, but with a twist. The customized aspect of Infinite Campus's methodology is to precede the iterative development cycle with an iterative approach to high-level design. The purpose of this model is to quickly and effectively work through the design considerations that occur with any project *before* making the heavier development investment.

Business analysts and user interface experts create interactive mock-ups of system functionality and solicit customer feedback through various avenues including, but not limited to, usability tests. The interactive nature of these high-level designs is paramount to the success of this approach. Users can certainly provide some feedback based upon demonstrations or screenshots of user interface mock-ups, but the real valuable feedback comes when they put their hands on interactive mock-ups. Watching the users in action quickly pinpoints the areas of the system that they struggle with and identifies opportunities for improvement. Interacting with mock-ups in this way also exposes functional areas that may be missing entirely.

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Once the iterative high-level design work is complete and accepted, Infinite Campus then commits to an iterative approach toward the detailed design and development. Taking a two-phased agile approach in this way– first high-level design and then development – enables Infinite Campus to reap the benefits of agile practices without incurring unnecessarily heavy development costs.

When the commitment to development is made for any given project, a development team is resourced to the project. This team consists of the business analyst(s) who worked on the high-level design and detailed functional requirements; software engineers who write the software; and quality assurance analysts who help ensure we thoroughly test the software. These teams then follow a typical agile methodology, such as Scrum, with the added benefit of having a solid high-level design already in place.

## DEVELOPMENT PROCESS

Infinite Campus development processes are built on a comprehensive quality assurance program encompassing all phases of the software development lifecycle. Fundamentally, the program should **validate** that we are building the right product and **verify** that we are building the product right. It must ensure an affirmative answer to the following two questions:

- **Validation:** Does the product address the needs of the district and school?
- **Verification:** Does the product perform as intended?

The tenets that form the foundation of quality assurance at Infinite Campus are summarized below:

- Multiple sets of eyes on everything we do
- Test early, test often, test thoroughly
- Build, deploy and test multiple times per day in a continuous integration environment

### Multiple Sets of Eyes on Everything We Do

Requirement reviews, design reviews, architecture reviews and code reviews are an integral part of every development effort to ensure that multiple sets of eyes review all resulting artifacts of the software. Requirement reviews and design reviews include people across the company, including those in customer-facing roles such as support representatives, client executives and product managers. Often, requirement reviews and design reviews include customers in the form of focus groups. Architecture reviews and code reviews are highly technical in nature and are conducted primarily by system architects and software engineers. The goal of the architecture and code reviews is to ensure consistency across the system and identify defects as early as possible in the development cycle.

### Test Early, Test Often, Test Thoroughly

The Infinite Campus testing strategy is based on the premise to test early, test often and test thoroughly. Testing is the responsibility of many roles at Infinite Campus, including but not limited to quality assurance analysts, business analysts and software engineers. Though testing occurs throughout the development lifecycle, it is essentially categorized into the following phases: unit testing, integration testing, release testing and beta testing. Within these phases, multiples types of tests occur, such as functional tests, regression tests, usability tests, security tests and performance tests. Testing is always performed across a large variety of hardware, operating system and browser configurations. Each phase is described more thoroughly in the following sections.

### Unit Testing

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The process for unit testing actually begins before code is even developed. As the business analyst is defining requirements for the system functionality, the quality assurance analyst is working alongside to produce a comprehensive test plan. As the requirements evolve, so does the test plan. When requirements firm up to the point that software is developed, functional testing commences immediately and continues throughout the development cycle.

The primary focus of unit testing is to test functionality in an environment that is undisturbed by other software development projects. At Infinite Campus, many development projects are concurrently underway. Unit testing allows for deep and thorough functional tests for a specific project. Actual testing begins as soon as there is working software to test, even if that software is less than 5% complete. The testing continues in an iterative fashion as the development for the project evolves.

The software engineer, business analyst and quality assurance analyst are the three primary roles involved in any software development project. All three of these roles are responsible for unit testing. The software engineer is responsible for creating automated unit tests, most commonly using JUnit and similar unit testing frameworks. The business analyst tests to ensure that the functional requirements have been met and the system behaves as designed. The quality assurance analyst produces the comprehensive test plan and attempts to break the software any which way through negative testing, edge case testing, etc. When the type of system change warrants it, performance testing also begins during this phase of the development cycle. Performance baselines are established, and subsequent benchmark tests are run to compare against the baseline.

When new enhancements are introduced or the user interface of existing functionality is significantly changed, two other types of testing will occur with customers: usability testing and external functional testing. In both cases, test environments are set up at Infinite Campus and made externally accessible to customers who are willing to test. Usability testing is focused solely on the intuitive nature of the user interface, whereas external functional testing helps to validate that the functionality is meeting the customers' needs. The purpose for both tests is to receive and incorporate district feedback on the functionality while it is still early in its development lifecycle. Once the development is complete and all three roles have signed off on their testing, the software is checked into the integration environment and testing progresses to the next stage: integration testing.

### Integration Testing

Integration testing is the act of testing the software of a single project in an environment where it is integrated with all other system code. This is critically important because there are dozens of areas in the code base that are under construction at any given time. Integration testing is focused on both functional and regression tests. During this phase, the testing ensures that the recently checked-in code still operates as it should after being integrated with the entire code base. It also ensures via regression testing that it does not break previously working software. This is accomplished in large part through an ever-growing suite of automated regression tests, though complemented through manual regression testing as well.

On a nightly basis, static and dynamic security tests are run against all software. These tests scan the system looking for security vulnerabilities and automatically create system tracking issues for any vulnerability that they discover.

Performance testing is also performed during integration testing. System monitoring tools are constantly checking for performance anomalies during the integration testing that occurs daily.

### Release Testing

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Every release pack goes through a final round of release testing before it is released to customers. With confidence gained by the testing conducted up to this point, the release pack is packaged and deployed to a set of sites where a full suite of automated regression tests is run against that newly created package.

Finally, before a release pack is declared "generally available" to all customers, it goes through a "limited availability" (LA) status where it is deployed to a small number of identified districts. These districts agree to update their production environments with the LA release, run it through a suite of their own tests and immediately inform Infinite Campus of any issues they encounter. If they report such issues, they are resolved before the release is declared generally available to all.

### Beta Testing

When delivering new enhancements or significant changes to existing functionality, Infinite Campus will often release the software through a two-phased beta cycle to solicit even more feedback. The software is designed such that beta testing can occur in a production environment, but without any loss of legacy functionality.

The first phase of beta test, known as "closed beta," is released to a small number of participating districts, usually no more than a dozen or so depending on the project. The second phase, known as "open beta," is available to all districts customers. Finally, after the beta period has expired and feedback from beta test participants indicates that the functionality is solid, the newly developed functionality is made generally available to all customers in a release pack.

### Continuous Integration Environment

Infinite Campus puts a lot of emphasis on building, running and maintaining a large suite of automated unit tests and regression tests. The system build is considered the lifeblood of a development organization. A fully automated continuous integration environment is critical to keeping one's finger on the pulse of the build. Infinite Campus maintains a continuous integration environment, in which a full system build is packaged and deployed to testing sites multiple times per day with a full run of automated regression tests. If there is ever a failure in the build, deployment or any of the tests, the relevant software engineers who checked in the code are automatically notified via email and immediately act upon the failure.

### Quality Assurance

Quality assurance takes place throughout the entire development cycle, and it takes many forms. Requirement reviews, architecture reviews and code reviews are an integral part of every project that ensure multiple sets of eyes review all resulting artifacts of the software. Testing is comprehensive and takes many forms as well: automated unit tests are created by developers, automated regression tests are created by a separate test automation team, manual functional tests are performed by people in a variety of roles and manual regression tests are performance by QA analysts. At the heart of the development model is a continuous integration environment, in which the entire system is built, deployed and tested via the automated tests multiple times every day.

Many external steps are taken to solicit feedback from customers. Through the iterative nature of defining the detailed requirements, the business analyst(s) and/or product manager(s) continue to reach out to customers to ensure the requirements continue to hit the mark. As the resulting software starts to take shape but long before completion, testing sites are set up and made externally available for customer testing. Input from customers during this external testing cycle feeds right back into the development cycle. Depending on the nature of the project and resulting functionality, the software is released to customers in a staged fashion. The first stage is Closed Beta, in which the functionality is enabled only for a select few districts. Infinite Campus works closely in

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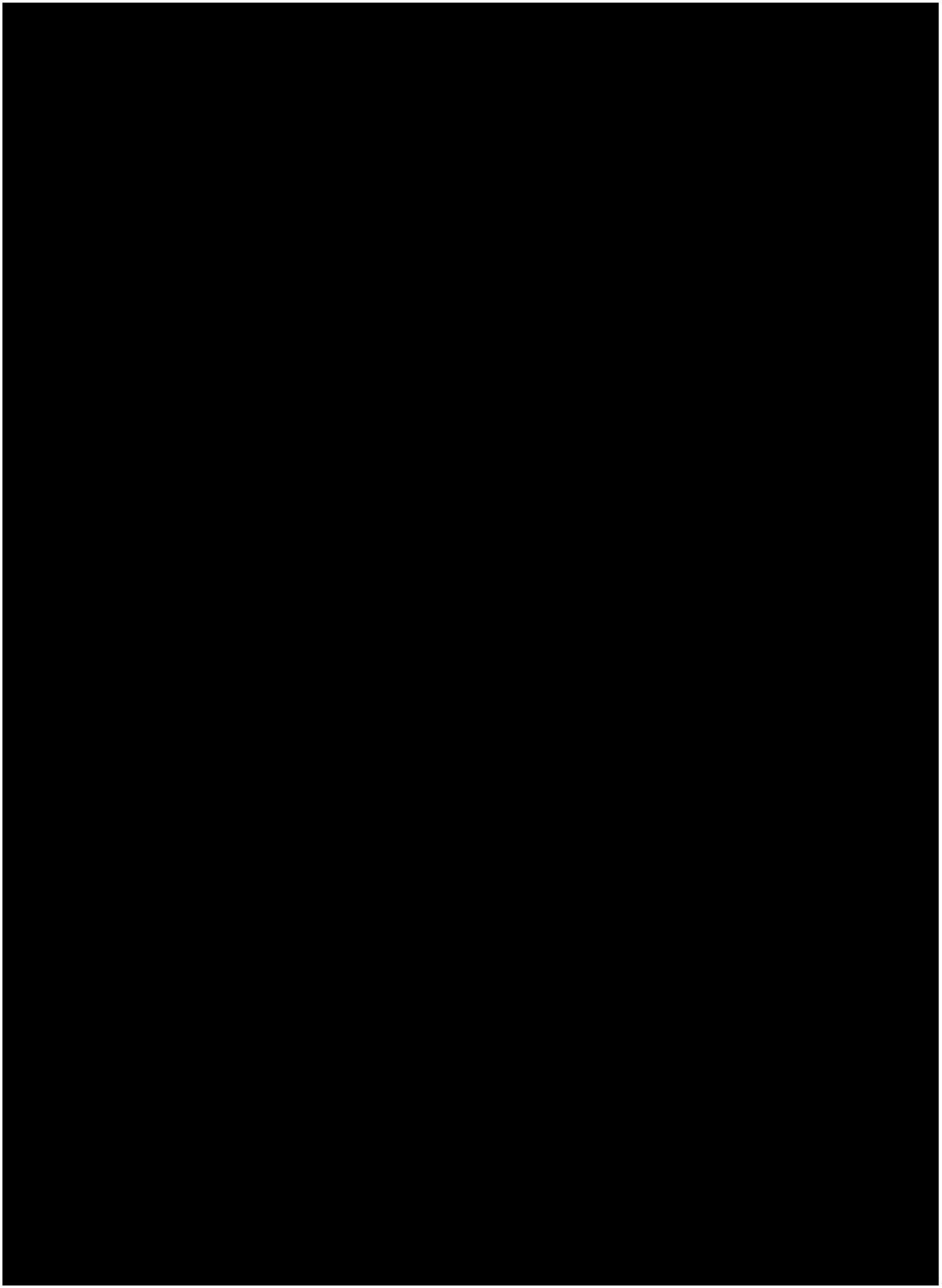
partnership with these selected districts during the closed beta period to resolve issues and respond to their feedback in a very timely fashion. The next stage is known as Open Beta, in which the functionality is optionally enabled for all district customers. These two beta periods are exceptionally important because they serve to identify necessary changes that can only be found once the system is used in a production environment. The final stage of delivery is known as "generally available." Once the results of any given development project are generally available in a release pack, any further changes that are requested to that functionality starts the cycle all over again beginning with business cases.

### Programming Languages

Our front-end development results in standardized HTML5, JS, CSS and we use Angular and Typescript to build it. Our application tier is mostly written in Java and Groovy. Data science features are written in Python and R and some reports are formatted in XML, XSL and XSL:FO. The database backend uses T-SQL and we use SQL Server specific language features.



# SECTION 5

## Third Party Products / Optional Software

For this section, there are zero (0) third party products included with the base response that are not sourced either by Infinite Campus (via CIC) or developed and owned by CIC.

We did include a Data Visualization option that includes a combination of Infinite Campus tools (Data Warehouse storage), CIC tools (CIC Analysis Portal content, CIC Reports on the Portal), and hosting services provided by both CIC and Campus (Tableau Server hosted at Infinite Campus).

The Tableau Creator / Tableau Server licenses are provided by Tableau Software through CIC; CIC is an authorized reseller for Tableau software and has been since 2008. CIC is the largest K-12 focused Tableau reseller in the USA. We have negotiated special pricing (on a per student basis) that is significantly less than pricing direct from Tableau for Tableau Server.

We also provided information on a new Suite from Campus, called Campus Analytics. Your RFP did not ask for this, but many of our customers (especially high schools) are adopting this tool to identify and monitor students that are at-risk of dropping out. This tool uses machine learning algorithms (comparing 70+ data points on students) to accurately predict (with 94% accuracy) which students are likely to struggle and not graduate.

Further, Early Warning may be used to also monitor student progress on attendance plans, behavior plans, learning / RtI plans and measures student stability and parent / student engagement by looking at a variety of stability factors stored in Infinite Campus.

Campus' Early Warning is unique in that it's fully integrated and the algorithms update with new data from 6 million + students hosted by Infinite Campus around the country. All data used is anonymized (student PII is removed) and loaded into a national data warehouse at Campus. We can start predicting results with about 30 days worth of student data on a specific student.

And that's just the beginning! More functionality using machine learning is in development now, with other applications adding to the suite over time, while the price stays the same.

# SECTION 6

## Responses to Functional / Technical Requirements

Functional requirements and our responses are provided in this section.

We included the base system and required modules in the pricing section (Section 12), also included optional products that can be added initially or later if desired.

We also provided notes / comments where applicable to document our understanding of specific requirements and our answers to each.

**CIC / Infinite Campus Responses**

| General Requirements | Vendor Response | Comments |
|---|---|---|
| **System Architecture:** | | |
| The system is 100% web-based allowing the entire system to be accessed via a web browser. | Y | Infinite Campus uses Responsive Design throughout the base system. Some premium products (e.g. Online Registration Prime) are being re-developed to also be Responsive Design in the near future. |
| The system is one fully integrated system not separate systems linked together. | Y | Infinite Campus is fully integrated, one database on the back end, and real-time updates throughout the system. |
| The system must support the use of standard industry browsers (Chrome, Firefox, Safari) for all transactions and online via district-wide area network, via Internet connections, and Microsoft Windows workstations | Y | End users need a compatible browser (Chrome, Firefox, Safari, Edge, etc.) on their device and an internet connection. Custom forms designer(s) need a copy of Adobe Acrobat Pro. Tableau Creator users need a license for Tableau Creator (Desktop Pro and Prep). |
| The system should not require specific plug-ins for browsers to utilize its core functions | Y | The Schedule Wizard tool presently requires Java Web Start (JWS). Campus is re-designing this tool to eliminate JWS in a future update, the specific date has not been determined yet. |

**CIC / Infinite Campus Responses**

| General Requirements | Vendor Response | Comments |
|---|---|---|
| Data is only entered once in the system and then is available in real time throughout the entire District. For example: Addresses and parent records are not duplicated within the system, rather they are entered once and then linked to the appropriate students. | Y | Infinite Campus utilizes the Only Handle Information Once (OHIO) design concept, where data is entered once, and relationships to other data is stored as well. Each person (parent, student, staff member, emergency contact, etc.) has a single record for their "person" data (name, race / ethnicity, ID numbers, gender, birthdate, etc.).<br><br>Person(s) are linked to one or more household(s) as needed. Address(es) are also entered once and linked to the household(s) that live there. All of the above include start and end dates as well. Search(es) performed then may locate a person by ANY current or prior name(s). Each household record tracks all people that are currently or have ever been in the household; address records display all households that are located at each address now or in the past.<br><br>Further, Campus maintains all data records for all years. Thus a user (with security rights) may access prior data the same ways they access current information, forever. |
| The system is deployed using a district-wide approach so that all data across the District is stored in a single SQL database with real time update for all online transactions. | Y | Yes, Campus is a single SQL Server database for the district, with real time updates as soon as a change is made, a record is added or deleted, etc. |

**CIC / Infinite Campus Responses**

| General Requirements | Vendor Response | Comments |
|---|---|---|
| The system supports various methodologies for movement from screen to screen within the application, including but not limited to: Traditional Menu-Based Access, Wizards or workflow based processing, integrated quick access to most common next screen functions. | Y | Infinite Campus offers multiple options.<br><br>Parents / students (using the Campus Parent Portal / Campus Student Portal) navigate via menu items (which can vary by school depending on functionality they want to have parents / students use).<br><br>Staff and teacher options presently vary, depending on the hosting model used. In-district (servers in the district managed by Campus) and self-hosted customers (self-hosted customers supply their own server hardware and OS / SQL Server licenses) use traditional menus with nested sub-menus. Basic letter / keyword search functionality is also provided to locate a desired program, screen, or report. Many "step / process based" screens that require multiple steps to be completed in sequence (e.g. Standards Alignment Wizard) use a step by step wizard that guides the user through all of the steps.<br><br>Customers choosing Cloud Choice hosting (server software and database is stored and managed by Infinite Campus off-site) have more options today. Teachers, administrators and staff users in Cloud Choice districts benefit with Elastic Search functions to locate a program, screen, or report by entering letters and numbers), related data is included with this search also. Their user interface also provides a traditional menu / folder concept, plus users may mark frequently used items as "Favorites" and store / access their personal favorites via a new Favorites toolbar. The past 10 items (screens / reports) used are displayed and may be accessed from the "Recent Tools" toolbar as well. Campus intends to provide the same options for In-district and self-hosted customers in future releases. |
| The system provides the ability to establish new data fields. | Y | No HTML nor programming experience required! |

**CIC / Infinite Campus Responses**

| General Requirements | Vendor Response | Comments |
|---|---|---|
| A comprehensive data dictionary complete with database schema and data mappings is provided. | Y | CIC also provides regularly scheduled and / or custom training sessions for district technical staff to learn and use the Campus database schema. We included 32 hours of technical training with the response. |
| If new customizations are supported, new customizations will survive all new application releases. | Y | Customizations are also stored in separate tables in the database, such that as new updates are loaded, customizations made are NOT impacted. |
| Custom data fields may be included on existing screens. | Y | Custom field(s) also may be accessed with Ad-Hoc filter and reporting / query tools. |
| User has control of custom field types such as numeric, date, check box and text fields. | Y | |
| User has control over field definitions including field size. | Y | |
| User has control over presentation sequence on screen. | Y | |
| User defined fields may be marked as required for data entry purposes. | Y | Required field(s) display on screen in Red font, and are automatically preceded by an asterisk (*), to assist end users who are red-green color blind. |
| Users may enter lists of valid values for pop-up selection during data entry. | Y | |
| User defined fields are available for reporting purposes. | Y | |
| Interactive help text may be defined with new data fields. | Y | The available Help Text may be customized for ANY screen, not just custom screen(s), the text may include district process and procedure instructions, etc. as desired. |
| The system provides on screen indications of students with alerts or other notations on file. | Y | These are called "flags" in Infinite Campus. Each flag can be configured to display (or not) when viewing student records, used for ad-hoc filters, included on ad-hoc reports, etc. Additional details also may be included as desired. |
| The system has specialized teacher-level access that maintains security specifically to functions that may be performed by teachers. | Y | |
| The system should allow full school level control of parameters managing operational policies. This includes parameters such as attendance, scheduling and grading. Schools should not have to share processing rules. | Y | |

**CIC / Infinite Campus Responses**

| General Requirements | Vendor Response | Comments |
|---|---|---|
| The system is fully normalized, integrated and real time. For example, the updating of any data element is done only once, and is then reflected throughout all applications. | Y | |
| The application software should be fully normalized for input purposes. All data, including family, contact and address data should be entered only a single time. | Y | |
| The system supports real-time registration of students at either the school or District level. | Y | This requires either Campus Online Registration or OLR Prime (each are premium products, available for an extra charge but fully integrated and developed and maintained by Campus). Most districts your size or larger opt for OLR Prime, which was included with our response. |
| The system supports online registration of students. | Y | |
| The system allows withdrawn student records to be immediately available for record transfer to other schools. | Y | |
| The system maintains an unlimited number of school years of history for all student activity. | Y | |
| All modules within an application program should provide a common look and feel in command structure, navigation, functionality, etc. | Y | |
| The system must accurately handle attempts by two or more users to update the same record at the same time, but must not restrict any number of users to access the same record concurrently. | Y | |
| Error messages are easily comprehensible by the user and are displayed in an online manner. | Y | |
| The system has the capability for displaying pictures of students. | Y | |
| The system provides an on-line pull-down list of all valid values for each validated field. | Y | |
| The system must include non-proprietary open database connectivity (ODBC or JDBC) to allow for interface access between database systems and different marketplace tools. | Y | Campus supports both ODBC and JDBC connections. |
| The system should be capable of supporting multiple views of the database for different sets of users. (For example, limiting specific views to admins and. teachers) | Y | |

**CIC / Infinite Campus Responses**

| General Requirements | Vendor Response | Comments |
|---|---|---|
| The application provides user managed support to export data to other systems in a variety of formats such as: ODBC, MS RTF, standard text, MS Excel, XML, CSV, etc. | Y | Standard reports are generated to PDF for all reports. Some reports also support DOCX (MS Word) and CSV (MS Excel) formats. Ad-hoc reporting tools (e.g. Data Export) also support exports to XML, HTML, Delimited and Fixed Length text, and PDF format(s). |
| The application should provide a fully integrated query capability which uses a graphical interface employing such functions as point and click, drag and drop, graphical displays, etc. | Y | The Campus Ad-Hoc Data Viewer and Data Analysis (Pivot Designer) tools both support drag and drop, column sorts, etc. Both are included in the Ad-Hoc tools in the base system.<br><br>Campus has recently added the ability to save graphical reports (e.g. bar charts, pie charts, heat maps, etc.) and add to user menus within Campus for end users.<br><br>The annual Campus Cloud Choice and In-district hosting fees also include a developer license to MS SQL Server Management Studio for customer tech staff use. Reports developed with these tools may include text, numbers, charts, etc. Access to these reports also may be added inside the Campus UI for end user access from within Campus. |
| The system accommodates "school within a school." | Y | |
| The system has built-in spell check abilities in all free writing areas. | Y | Yes. All longer text fields include spell-check. |
| **Security Architecture:** | | |

**CIC / Infinite Campus Responses**

| General Requirements | Vendor Response | Comments |
|---|---|---|
| The application must support a broad set of security policies to manage general security settings. Security policy must be able to be varied for administrative staff, by teacher and for external access by parents/students. | Y | Campus uses both group roles and individual overrides. A specific user may belong to one or multiple groups; their rights also may be overridden for that person specifically. Campus then grants rights to each person based on the highest level of security granted to them personally or by their assigned groups.<br><br>In addition, reports (including ad-hoc reports) honor field level security for each user running the report. This works GREAT especially for shared ad-hoc reports. |
| Security policies must allow the District to determine the length of the passwords. | Y | Campus provides a series of tools that district administrators can use to control user passwords and authentications. For example, Campus can assign an "initial" password that is used on the first login, and requires the user to change it. As the user enters their desired password, a "meter" graphic displays in different colors and bar length; when the user password meets or exceeds the algorithm requirements, the bar displays in GREEN and at 100%. The user cannot proceed until their password is at 100% or better. |
| Security policies must allow for the ability to store the user password in an encrypted format. | Y | All user passwords are stored encrypted (parents, students, staff). System admins can force a user password change for a specific person, or for various groups, using specific timeframes, etc. but never can view user passwords. |
| Security policies support Active Directory. | Y | Campus supports both LDAP and SAML 2.0 authentications. |
| Security policies support system generation of a random password that may be used for a single login by users prior to their setting their own password. | Y | Campus supports two-factor, time based authentication as an option (included with the base system, no extra cost). |
| Security policies prevent all administrative and support staff from seeing a user's password. | Y | System admins can force a user password change for a specific person, or for various groups, using specific timeframes, etc. but never can view user passwords. |

**CIC / Infinite Campus Responses**

| General Requirements | Vendor Response | Comments |
|---|---|---|
| The system supports role based security which includes the ability to manage the screens or pages that users in a specific role may access. | Y | |
| The system supports role based security which includes the ability to manage fields that users in a specific role may access. | Y | |
| The system supports role based security which includes the ability to manage the functions (add, change, delete and inquire) on each screen that a user in a role may perform on each screen that may be accessed. | Y | |
| The system fully supports the definition of user groups, allowing controlled access to various school data by user group. | Y | |
| The system fully supports the definition of user groups, allowing any number of users to be assigned to a user group | Y | |
| The system allows a user to be assigned to multiple user groups and roles when appropriate. | Y | |
| The security system should have the ability to automatically sign off inactive users from the system after a user defined time period. | Y | District defined parameter (the default is to warn the user after 50 minutes of inactivity, then log them off after 1 hour). |
| The system should maintain a record of the last user time that each data record is changed. This record must include at least the user making the change as well as the time and date of the change. | Y | Base Campus includes the Data Change Tracker module, which uses SQL Server transaction logging to track changes to identified tables / fields, including before and after values, who entered / changed, date and time. Additional storage space is required to track these changes over time. Campus does not charge for the Data Change Tracker module, but does charge for the added storage. We included 2 years of "rolling" change history storage with the response. The number of years of rolling change history may be changed at each subsequent renewal date. |
| The system has the ability to restore changed data. | Y | |

**CIC / Infinite Campus Responses**

| General Requirements | Vendor Response | Comments |
|---|---|---|
| Security is based on unique usernames and passwords. | Y | Infinite Campus encrypts ALL user passwords. Thus, password reset requests can be managed by your support team, normally a temporary "one time use" password is provided to the person (be it a staff member, parent, student, etc.) that is required to be reset on first use. "Mass resets" to users / groups also may be initiated by support desk members with rights to do so.<br><br>Note that users with network accounts may be authenticated via LDAP and their passwords managed by your LDAP tool (e.g. Active Directory). Campus also supports single sign on using SAML 2.0 standards, with tools like ADFS, Oracle, etc. being the identity provider. |
| System supports field level security. | Y | For highly secure fields (e.g. homeless, meal status, etc.). |
| The system provides teachers with access to student records for only the students enrolled in their classes. | Y | |
| The system security restricts school site users from changing District-defined tables. | Y | |
| The system provides access to users and the ability to define if that user can add, change, delete, or have no access to specific screens. | Y | |
| The system provides the ability to update user security available online. | Y | |
| The system provides the ability to allow District control of District identified tables. | Y | |
| The system provides the ability to use an external authentication system such as Active Directory. | Y | |
| The system provides the ability to define user/group/school level profiles across schools/District. | Y | |
| The user session will timeout after a specified period of inactivity. | Y | District defined parameter (the default is to warn the user after 50 minutes of inactivity, then log them off after 1 hour). |
| The system displays a warning message before an automatic log off due to inactivity. | Y | |

**CIC / Infinite Campus Responses**

| General Requirements | Vendor Response | Comments |
|---|---|---|
| The system provides the ability to produce and print auditor reports of specified audited field information. | Y | This is a function (control of which tables / fields within that the district wants to track change history for, and audit reports) provided by the base system Data Change Tracker tool. The only cost for the district is hardware storage. |
| **Capacity Requirements:** | | |
| The system supports an unlimited number of fields within the system (including user defined fields). | Y | |
| The system supports an unlimited number of tables. | Y | |
| The system supports an unlimited number of entries within a table. | Y | |
| The system supports an unlimited number of screens. | Y | |
| The system supports an unlimited number of user defined reports. | Y | |
| The system supports an unlimited number of students. | Y | |
| The system supports an unlimited number of schools and support departments. | Y | |
| The system supports an unlimited number of simultaneous users on the system. | Y | |
| The system supports an unlimited number of registered users. | Y | |
| The system supports an unlimited number of user groups. | Y | |
| The SIS provider has current customers using the current version of the system being proposed in this RFP, with a student population larger than 4,400 students, 6-12, and alternative sites. | Y | |
| **Calendar Requirements:** | | |
| The system supports unique calendars for each school. | Y | Especially important during the pandemic! |
| The system supports unique calendars for each track within a school. | Y | |
| Calendars must be interactively used by all functions throughout the student system. | Y | |
| The system supports the ability to designate special days (inclement weather days for example) for each calendar. | Y | |
| The system supports year-round calendars. | Y | |
| The system supports user defined calendar day codes, such as instructional day and non- instructional day. | Y | |
| The system maintains all prior year calendars indefinitely. | Y | |

**CIC / Infinite Campus Responses**

| General Requirements | Vendor Response | Comments |
|---|---|---|
| **End of Year/New Year Processing Requirements:** | | |
| The system supports ending enrollments for students individually and in mass. | Y | |
| An End Date can be mass assigned. | Y | |
| An End Status can be mass assigned. | Y | |
| A Diploma Date can be mass assigned. | Y | |
| The system supports the automatic promotion of students to the next grade level. | Y | |
| The system supports the automatic enrollment of students into the next school based upon student zoning information. Additionally, the system supports the automatic enrollment of students into the same school regardless of zoning information. An example would be students on granted variances or school choice selections if the school knows the student will be returning the following year. Also has the ability to create rules on how and where students should be rolled over. | Y | With Campus using a single integrated database, year end rollovers are MUCH simpler than other SIS products. Each student's enrollment record controls access and visibility |
| Students can be excluded from being automatically promoted based upon District-defined criteria, for example, if a student has been flagged to be "retained". | Y | |
| The system supports the automatic rolling forward of scheduling data, including calendars, term schedules, period schedules, grade levels, courses, sections with section placement, teacher assignments, room assignments, grading credits, scheduling rules, attendance codes, scheduling teams. | Y | Future calendar(s) may be setup whenever desired; for example, many high schools use the Multi-Year Academic Planner (MYAP) tool (included in the base product, no extra cost) to capture and report on student course requests for 3 years into the future. |
| **Document Management:** | | |
| The system provides the ability to upload District forms such as permission slips, court papers, and health forms into the application. | Y | This is a really cool new feature! Campus now supports unlimited interactive user defined forms (e.g. field trip requests, concussion forms), learner plans (EL, 504, Behavior, Health) within the system. eSignature functionality was also added for parents, students, and staff to sign the form(s) as needed. Tracking of who was assigned each form, what the status is (who has signed, who has not, etc.) is also a new feature. |
| The forms can be viewed and printed. | Y | |

**CIC / Infinite Campus Responses**

| General Requirements | Vendor Response | Comments |
|---|---|---|
| District forms that have been completed by hand can be uploaded into the application and associated directly with a specific student. | Y | Documents and filed are stored in the Campus Digital Repository. Campus provides 1 mb of storage space per student at no charge. Additional storage space (if needed) may be added at each renewal year for a flat price of $2.50/GB. |
| The completed form can be printed. | Y | |
| **Messaging and Notices Requirements:** | | |
| The system supports the ability to send messages to the entire school staff. | Y | |
| The system supports the ability to send messages to a user defined group. | Y | Campus includes E-mail Messenger with the base product, no extra cost.<br><br>We also offer Campus Messenger Voice (extra cost module) that adds voice and SMS text messaging throughout the system. Additional details and pricing on Messenger Voice can be provided at a later date if desired. In the coming months, Messenger Voice is being completely re-developed as a "mobile first" application, with the same and more functionality as the current Messenger Voice tool. Things like automatic links to social media (Facebook, Twitter, etc.) are being added, and the product will be re-branded as the Campus Communicator. Pricing for a district your size will be the same or less as the present Messenger Voice module. |
| The system supports the posting of District-wide notices. | Y | School notice(s) also may be entered and displayed to staff users, parents / students, or both. |
| The system supports the posting of school-wide notices for only those users who have access to the school. | Y | |
| **Online Help Requirements:** | | |
| The system provides an on-line help library for interactive use. | Y | The Campus Community website is provided by Infinite Campus with the base license. All staff users may utilize Campus Community 24 x7 x 365. |
| The system provides an on-line manual for interactive use. | Y | Please see above comments. |

**CIC / Infinite Campus Responses**

| General Requirements | Vendor Response | Comments |
|---|---|---|
| The system provides printable online manuals. | Y | Community pages can be downloaded to a PDF file. The restriction is that our documentation is copyright protected and for use only by customers, staff and parents / students with a current Infinite Campus license. |
| The system provides the ability to search for specific help topics. | Y | Links from the base system screens hyperlink directly to Campus Community for documentation, videos, and simulations. Any district created custom help text information is also available from the desired screen(s) in similar fashion. |
| The system provides the option to print the help. | Y | Community pages can be downloaded to a PDF file. The restriction is that our documentation is copyright protected and for use only by customers, staff and parents / students with a current Infinite Campus license. |
| **Staff Tracking Requirements:** | | |
| The system supports detailed tracking of all types of staff members, including but not limited to teachers, administrative staff, volunteer staff, maintenance staff and other staff member types. | Y | Campus can store unlimited people |
| The system tracks standard demographic data tracking for staff members such as name (first, middle, and last name), date of birth, address, former names, email address and other miscellaneous fields. | Y | Within the Census module, a number of additional screens are available (e.g. Assignments, Employment, Credentials, etc.). User defined screens and fields may be added as well, no limits. |
| The system tracks basic HR information on a staff member including but not limited to the employee ID, full time status, hire date, emergency contacts, education level, position, exit date, years of experience, etc. | Y | |
| The system accommodates uploading staff pictures. | Y | To Campus, a person is a person. Thus, all people can have pictures. |
| The system tracks multiple school assignments for a single staff member including the assignment dates, assignment percentages and types of assignments at each school. | Y | Note also that Campus requires ONE login and password per person. For staff that work at multiple buildings, district support team, etc., they are provided a series of drop-down controls to choose the school year and school name, plus the calendar (if one or more schools has multiple calendars, like summer school) they wish to work with, run reports on, etc. |
| **District and School Management Requirements:** | | |

**CIC / Infinite Campus Responses**

| General Requirements | Vendor Response | Comments |
|---|---|---|
| The system supports the setup of standard District information including district name, state number, phone, URL, complete address, county. | Y | |
| The system supports specific schools to be excluded from state reporting. | Y | Specific students and enrollments also. |
| The system maintains all grade levels supported for each school. | Y | |
| The system maintains default promotion (i.e. Grade 9 promotes to Grade 10) detail for each grade level offered. | Y | |
| The system supports the setup of standard school information including school name, state number, phone, fax, email, address. | Y | |
| The system supports the setup of standard school information including principal information, Title 1 indicator. | Y | |
| The system maintains room information for each school including maximum capacity. | Y | |
| **Searching Requirements:** | | |
| The system supports searching for students at the school level and District-wide, based upon permissions. | Y | |
| The system supports searching for students based upon first name, last name, or a combination of both. | Y | Campus provides multiple search options and fields, depending on the context. Cloud Choice hosted customers today also may use ElasticSearch, which finds screens, reports, students, courses, etc. based on letters and numbers entered by the user. Programs / screens reports on the left side of the pop up window, students on the right. Very similar to a Google search, but cooler! |
| In addition to searching by name, the system also supports searching for an individual student or group of students based upon user defined criteria, including student ID, grade, birth date, gender, and any other demographic data elements as defined by the District. | Y | Campus now also includes cool new "ElasticSearch" tools for more intelligent searches by name (person name, student name, course name), ID numbers, etc. ElasticSearch also is used for intelligent name searches of modules, screens, and reports, including custom screens and reports. |
| The system supports "matrix searches" within each screen. For example, on a student demographic screen, the user could enter information into specific fields and generate the results based on the criteria entered (10th grade males). | Y | Any available filter(s) that the end user has rights to also may be used for group searches (e.g. show me all students with 5 or more absences, 1 or more failing grades, 3 or more behavior events, etc.). |

**CIC / Infinite Campus Responses**

| General Requirements | Vendor Response | Comments |
|---|---|---|
| The system supports searches based on starts with text, contains text, exact match with text | Y | |
| In addition to students, searches are also provided for other key data types such as families, caretakers, staff members, etc. | Y | |
| Required State of Illinois reporting. | Y | Included with the base license, no added fee. |
| **Student Information Reports** | Y | |
| 20. Can mailing labels be generated easily? | Y | A standard mailing label screen / report is provided, with options for WHO you want included (students, guardians, teachers, staff), which calendar(s) to include, etc. Further tools are provided to select groups of people within those main categories. Any ad-hoc user filters also may be used.<br><br>WHAT you want included also has multiple options, including Guardian's name, Salutation (e.g. To the Parent/Guardian of), Private mailing addresses, and starting positions to match common label formats for standard laser printers.<br><br>Labels also may be sorted different ways, such as name, city and name, or zip code to save postage costs for mass mailings.<br><br>A label report is also provided for teachers, where their students are grouped by course. |
| Does The application produce mailing labels which can include:<br>Student name<br>To the (guardian last name) family<br>Guardian name<br>Mailing address<br>Residential Address<br>City, state and zip code<br>Home phone number<br>Student number Required | Y | Home phone number and student ID number normally are NOT included with standard mailing labels.<br><br>That said, a custom mailing label format may be created that does include this type of information either using the Campus ad-hoc tools, or the provided SQL Server Reporting Services (SSRS) tools. |

**CIC / Infinite Campus Responses**

| Reports and Queries | Vendor Response | Comments |
|---|---|---|
| The application should allow users to generate reports in multiple formats, including but not limited to WYSIWYG for onscreen viewing, output to text for viewing in MS Word or other word processors, output to MS Excel, output to XML format, output to PDF format, output to HTML format. | Y | Standard reports are generated to PDF for all reports. Some reports also support DOCX (MS Word) and CSV (MS Excel) formats. Ad-hoc reporting tools (e.g. Data Export) also support exports to XML, HTML, Delimited and Fixed Length text, and PDF format(s). |
| The system provides the ability for custom reports to be shared among users. | Y | Ad hoc reports (e.g. Filter Designer, Data Export, etc.) may be assigned to user group(s) or may be kept private for each user as desired. Shared reports to user groups enable all users in each group to use shared reports and filters. |

**CIC / Infinite Campus Responses**

| Enrollment | Vendor Response | Comments |
|---|---|---|
| The system supports online registration of students. | Y | Campus Online Registration Prime (OLR Prime) streamlines new and existing student registrations with a configurable, flexible solution that will adapt to your district needs. OLR Prime has been 100% integrated with base Campus SIS from the beginning! |
| Students, Staff, and parents can be searched for in the entire system easily. | Y | Infinite Campus offers multiple searching options.<br><br>Staff and teacher options presently vary, depending on the hosting model used. In-district (servers in the district managed by Campus) and self-hosted customers (self-hosted customers supply their own server hardware and OS / SQL Server licenses) use traditional menus with nested sub-menus. Basic letter / keyword search functionality is also provided to locate a desired program, screen, or report.<br><br>Customers choosing Cloud Choice hosting (server software and database is stored and managed by Infinite Campus off-site) have more options today. Teachers, administrators and staff users in Cloud Choice districts benefit with Elastic Search functions to locate a program, screen, or report by entering letters and numbers), related data is included with this search also. |
| **Student Demographics Requirements:** | | |
| Student demographic information can be tracked in separate data fields, including first name, last name, middle name, nickname, gender, race/ethnicity, birth date, student unique ID, phone number, birthplace and other data as required by the District and State of Illinois. | Y | |
| The system accounts for Identity History (name changes, etc.) | Y | The Identities tab acts as a historical record of the person's demographic information. Path: Census > People > Identities. Each name is tracked with start and end dates, all historical changes are stored forever. Thus, searches will result in both current and past names for all people. |

**CIC / Infinite Campus Responses**

| Enrollment | Vendor Response | Comments |
|---|---|---|
| Indicators are provided for special programs or language data, including English proficiency, home language, homeless, immigrant, gifted and talented, migrant. | Y | |
| Student pictures can be uploaded. List all format types and explain process. | Y | The Photo Export / Import Wizards are used with your school photographer. The Export Wizard creates a CSV file for students at the school that is sent to the photographer with student names and ID numbers.<br><br>The photographer / company sends back a zipped file (Student numbers, Lifetouch Link, Person ID numbers or Mixed mode zipped file), where each picture has the ID number for the name, will assist in bulk loading student and staff pictures to the system.<br><br>Individual pictures also may be added (Census > Demographics) by uploading a picture from a smartphone, etc. |
| The system provides the ability to mark student data as private allowing the private data to be left out of reports or letters that are generated. | Y | |
| The system provides the ability to automatically assign a unique student ID Number. | Y | |
| The system provides the ability to automatically assign a student ID Number based upon District defined parameters. | Y | |
| All student data, including enrollment history, schedule, attendance, programs, grades, transcripts, credit summary, assessments, behavior, transcript, fees, lockers, and athletic eligibility are easily viewable by searching for the student only one time and not having to search for each data area of the application. | Y | |
| The student's enrollment history displays a complete history of the student's enrollment in chronological order. | Y | |
| The student's enrollment history displays the start date/end date, start status/end status for each entry and for each school. | Y | |
| The student's schedule can be viewed, including any drop/add dates. | Y | |
| The student's schedule can be printed. | Y | |

**CIC / Infinite Campus Responses**

| Enrollment | Vendor Response | Comments |
|---|---|---|
| The student's attendance history can be viewed, indicating total absences and tardies for the school year. | Y | |
| Special programs applicable to a student can be flagged, such as IEP, 504 or graduation plan. | Y | With Campus "Flags", flags can be deployed to include details for some users, while only showing the flags per student for others. For example, some users may be able to access student learning plans while other users may be limited to only seeing that a plan exists, but not view the plan itself. |
| Alerts can be flagged, such as medical alerts or court order issues. | Y | Medical conditions identified in the Campus Health module (base system, no extra cost) appear automatically, with the condition(s) and details included. A court order issue, parent contact issue, etc. are great examples of customizable flags. |
| The interim, progress, and final grades are displayed showing the student's progress over the entire school year. | Y | |
| The student's transcript has the ability to display multiple years' data of the courses the student completed and the corresponding grade/mark through graduation. | Y | The Multi-Year Academic Planner (MYAP) tool displays coursework for all grades earned, courses in progress, and future courses the student has registered for. |
| The student's credit summary displays the total amount of credits the student has earned. | Y | With drill-down by course, term, credits earned, and grade using the Academic Planner screen. On the Portal also for parents and students. |
| Student assessment scores and results (District, State, and National) are available online. | Y | No limit on the number of assessments per student. Campus provides tools for setting up assessment screens, CIC also has developed best practice layouts for commonly used IL assessments, such as SAT and family, ACT and family, IL state assessments, EL assessments (ACCESS for ELs), etc.<br><br>Note also that entire test screens and / or individual score lines may be printed on student transcripts, and made available to parents and students on the Portals. |

**CIC / Infinite Campus Responses**

| Enrollment | Vendor Response | Comments |
|---|---|---|
| Student assessment scores and results across years so a student's progress on a specific test can be tracked over multiple years. | Y | No limit on the number of assessments per student. Campus provides tools for setting up assessment screens, CIC also has developed best practice layouts for commonly used IL assessments, such as SAT and family, ACT and family, IL state assessments, EL assessments (ACCESS for ELs), etc. |
| The student behavior summary displays each incident, the date of the incident, other participants involved, and any resolutions. | Y | |
| Student behavior records across years so a student's behavior can be tracked over multiple years. | Y | |
| **Contacts** | | |
| Parents/Guardians) are entered into the system as their own record and not on the student record. | Y | Each person in Infinite Campus (parent, student, staff member) has their own record, and are in the database ONCE. Families are connected via "households"; students, emergency contacts, service providers, and other people may belong to one or more households as needed, no limits. |
| Parents/Guardians) only need to be entered into the system once, even if there are multiple students in the District tied to that parent/guardian. | Y | What we call "Only Handle Information Once" (OHIO) |
| The system tracks caretakers (parents/guardians) email addresses. | Y | All people have 4 phone number "containers" and 2 email address containers. These may be changed on the Portals directly by parents and students, or can be done in the school office for those folks that don't use the Portals. |
| Each parent/guardian associated to a student can be given different access to the student's data. | Y | |
| Other people (such as doctors, case managers, and probation officers) are entered into the system as their own record and not on the student record. | Y | Yes. For example, if a doctor's name, address, phone number, email address changes, it's entered ONCE, and immediately reflected throughout Infinite Campus. |
| Other people (such as doctors, case managers, and probation officers) only need to be entered into the system once, even if there are multiple students in the District tied to that contact. | Y | |
| Parent/Guardian and other contact associations are made by selecting the relationship from a user defined drop down list box. | Y | |

**CIC / Infinite Campus Responses**

| Enrollment | Vendor Response | Comments |
|---|---|---|
| When changes need to be made to a parent/guardian or other contact's information (such as a phone number), the change is made only once and reflected across the District for all students who are associated with that parent/guardian or contact. | Y | What we call "Only Handle Information Once" (OHIO). Note also that parents can make changes to their household members, emergency contacts, etc. throughout the year using the Campus Parent Portal for themselves and other household members and contacts. |
| The system easily accommodates split families, where a student lives with two parents residing at different locations. | Y | Absolutely! |
| The system allows the student to have a different last name than one or both parents. | Y | The Identities tab acts as a historical record of the person's demographic information. Path: Census > People > Identities. Each name is tracked with start and end dates, all historical changes are stored forever. Thus, searches will result in both current and past names for all people. A student is identified as same by having an enrollment record. An employee is identified by having a current Assignment record. |
| **Address Requirements:** | | |
| The system maintains the address information for all households | Y | |
| A family can have more than one active address. | Y | A good example is a street (residence address) and also a PO box. |
| An address can be identified as the student's primary address. | Y | |
| The system supports flagging addresses or contacts for additional mailings. | Y | Campus does this with all "people", addresses, and households to avoid duplicate records. We also provide "Merge Record" functionality to resolve duplicate records after the fact, if for example a person or student record is duplicated, where the user can view both records side by side and pick / choose what data elements to pull from each into a new combined single record. |
| The system supports multiple data fields for capturing an address, including number, prefix, street name, direction, apartment, state, zip code, county, and latitude/longitude coordinate. | Y | |
| When associating a student or other person to an address, the address can be selected from a list (such as a county street file) of available addresses and not need to be typed. | Y | The Campus address database may be loaded from a variety of sources (e.g. USPS download, a list of addresses from local utility company records, from the city / county planning department, etc.). |
| The system provides the ability for new addresses to be manually entered. | Y | |

**CIC / Infinite Campus Responses**

| Enrollment | Vendor Response | Comments |
|---|---|---|
| Addresses can be searched by various criteria, including house number or P.O. Box, street name, apartment, city, state, zip code. | Y | |
| An address can be associated to specific schools within the District. | Y | Each address has a secondary screen that identifies the default school for that address. Note also like the rest of Campus, those include start and end dates, for tracking changes over time.<br><br>Each address also contains latitude and longitude fields for use with mapping tools and plotting addresses (and the people who live there) on tools like Tableau. |
| The system validates that the school the student is enrolling is associated to their home address and provides a warning if outside the school boundary. | Y | System setting to generate warnings; or to disallow the address if the school assigned is not the default school. Note that both can be set by user also, where some get a warning, others are not able to proceed. |
| If the enrolling students' home address is outside the school boundary, the system supports allowing the enrollment by selecting designated district variance codes. | Y | |
| The system accommodates those students who are designated as homeless. | Y | |
| The system provides a birthday report displaying student birthdays by date, date range, or month. | Y | A "Census by Birth Date" report is included (with from and to dates); can also generate reports and filters using the ad-hoc Filter Designer tool. |
| The system provides the ability to print mailing labels that can also be limited to one per household. | Y | |
| The system provides the ability to view a student's complete enrollment history from one screen. | Y | |
| The system allows the student to be enrolled in two schools simultaneously. | Y | |
| The system provides a simple method to view the start dates/end dates, start status/end status for each enrollment record. | Y | |
| The system allows for pre-enrollment into the next school year. | Y | |
| The system accommodates transfers, withdrawals, and new enrollments. | Y | |

**CIC / Infinite Campus Responses**

| Enrollment | Vendor Response | Comments |
|---|---|---|
| The system captures all data pertaining to student enrollment, including grade level, start date, end date, start status code, end status code, track. | Y | |
| The system captures all data pertaining to graduating students, including projected graduation date, diploma type, diploma date, and graduation status. | Y | |
| The system provides the ability to automatically assign a staff ID Number based upon District defined parameters. | Y | Same thing with auto-assignment of student ID number(s) |
| The staff's District employment history displays a complete history of the staff's employment in chronological order. | Y | |
| The staff's employment history displays the start date/end date, start status/end status for each entry and for each school. | Y | |
| The system contains reportable fields for District Assignments such as "Employment Type, Position, Job code, Assignment Code, Department, Non-Classroom Support Codes" | Y | |
| The system contains reportable fields for Teacher Credential Type Information for all Illinois Credential Types | Y | Credential types and other fields provided in Campus Census > Credentials are user-defined. |

## CIC / Infinite Campus Responses

| Scheduling | Vendor Response | Comments |
|---|---|---|
| **Course Setup Requirements:** | | |
| The system supports a District course catalog | Y | Note that the Course Master catalog is then normally copied down to each school for use there. Also, individual course(s) may be active or inactive by school and by calendar / year. |
| The system supports an unlimited number of courses. | Y | |
| Course IDs can be alpha-numeric. | Y | 11 digit, alpha-numeric course IDs |
| Course names can be alpha-numeric. | Y | 30 digit, alpha-numeric course names |
| Courses can be designated as standards-based. | Y | |
| Standards can be associated to a course. | Y | |
| Associating standards to a course pre-populates the teacher grade book with the standards. | Y | Note that this was recently changed to enable standards changes and updates throughout the year. A new "Push to Sections" tool was also added, which tracks when standards are changed at the course level but have NOT yet been "pushed" to sections. |
| Courses can be marked active and inactive. | Y | |
| Courses can be made available to specific schools or groups of schools. | Y | |
| Marking a course inactive prevents a student from requesting that course. | Y | |
| Courses can be associated to state codes. | Y | |
| Courses can be associated to subject areas for graduation requirements. | Y | |
| Sections can span more than one term. | Y | |
| Sections can span more than one period. | Y | |
| A maximum number of students can be designated per section. | Y | |
| A GPA weight can be given per course. | Y | |
| A course can be flagged to have no impact on GPA. | Y | |
| Bonus points can be associated to a course. | Y | |
| Courses can be excluded from grading. | Y | |
| Courses can be excluded from appearing on the transcript. | Y | |
| Courses can be flagged as vocational courses. | Y | |
| Courses can be flagged as homeroom. | Y | |
| Courses can be flagged as being available for course requests. | Y | |

**CIC / Infinite Campus Responses**

| Scheduling | Vendor Response | Comments |
|---|---|---|
| Courses can be flagged as non-attendance courses. | Y | |
| Descriptions can be written for each course. | Y | |
| Course rules can be provided and enforced by the system. | Y | |
| Fees can be associated to a course. | Y | |
| All students enrolled into a course with a fee will automatically be assigned that fee. | Y | The Course Fee Wizard tool is provided to make mass changes to student fees, based on the student's initial schedule and for subsequent schedule changes. |
| Course constraints can be provided and enforced by the system, such as Course A can only be taught by a specific teacher, Course A can only be taught in a specific room, Course A can only be taught by a specific teacher and in a specific room, Course A can only be taught during specific terms, Course A can only be taught during specific time periods of the day, a teacher can only teach during specific terms, a teacher can only teach during specific time periods of the day, a specific room can only be used during specific terms, a specific room can only be used during specific time periods of the day. | Y | "Rules" and "Build Constraints" can be set at the course level for assigning teachers and rooms, as well as course links. A course link might be student requests World History A in 1st semester, then s/he also needs to get World History B in second semester. Campus' rules / build constraints functionality covers (and more) the various scenarios described. The Schedule Wizard tool (base system) uses the defined rules and constraints to then generate the Master Schedule for each school and year. |
| Course set-up requirements can be carried over automatically from year to year, including course sections with schedule placement, teacher assignments, room assignments, scheduling rules, scheduling teams, scheduling teams assignments. | Y | With the Schedule Wizard tool, present schedule scenario(s) can be rolled forward into future year(s) and used as a starting point as desired in future year(s). Note also that ALL saved scenarios (actual real final schedule and all other options that are saved each year for each school) can be accessed and rolled into the new year. |
| Counselors and other designated staff members can manually add course requests for a student. | Y | |
| Parents/students can interactively enter course requests from a parent/student portal. | Y | The Multi-Year Academic Planner (MYAP) tool manages (entry, tracking and reporting) of course requests for multiple years (most high schools track 8th through 12 grades if students can earn credits in 8th grade).<br><br>Parents / students are normally given access to these tools to reflect on past credits earned, credits "in progress" and future course requests, all from the same place. |

## CIC / Infinite Campus Responses

| Scheduling | Vendor Response | Comments |
|---|---|---|
| Course requests can be designated as required or alternates. | Y | |
| Course requests can be assigned to students in mass. | Y | Several tools are provided, including the Request Wizard tool (assigning requests by student groups), teacher recommendations, and the MYAP tool. |
| Course requests can be made for an entire grade level. | Y | |
| Course requests may be made for a specific group of students or scheduling team. | Y | |
| **Scheduling Students Requirements:** | | |
| The system provides the ability to manually add students to a class. | Y | |
| The system provides a walk-in scheduler for individual student scheduling. | Y | |
| The walk-in scheduler allows a complete look at the student's current schedule, any empty periods, and course requests. | Y | |
| The walk-in scheduler supports real time interactive schedule additions and changes. | Y | |
| The walk-in scheduler provides the ability to search for all courses available that fit the student's schedule. | Y | |
| The walk-in scheduler allows for searching for specific courses that meet user defined criteria to fill a student's schedule. | Y | |
| The system provides for students to be scheduled for classes at another school in addition to home school. | Y | |
| The system provides for students to be scheduled into the next school year without affecting the current schedule. | Y | |
| The system provides for courses to be dropped from the student's schedule while retaining the course history. | Y | |
| **Master Scheduling Requirements:** | | |
| The system supports various scheduling scenarios including block scheduling, period rotation, school within a school, team scheduling, and house or mini-campus schedule. | Y | Schedule Structures provides a means of allowing different groups of students (by grade level, by different terms, by different day layout) to have a unique layout for their learning day. They allow the school calendars to have multiple schedules in one calendar, instead of having one calendar with each type of schedule. Path: System Administration > Calendar > Calendar > Schedule Structure. |

**CIC / Infinite Campus Responses**

| Scheduling | Vendor Response | Comments |
|---|---|---|
| The system provides user friendly tools to facilitate the building of the master schedule. | Y | The Schedule Wizard tool provides interactive drag and drop management of section placement(s) with real-time updates. |
| The master schedule enforces scheduling rules that have been set for a course. | Y | Please see above comments about rules and build constraints. |
| The master schedule enforces scheduling constraints that have been set for a course. | Y | |
| The master schedule supports multiple versions of the master schedule. | Y | No limit, and history is kept forever for each scenario that is saved. |
| The master schedule interface allows for additions and changes to be made to courses. | Y | |
| The master schedule interface allows viewing of conflicts. | Y | |
| The master schedule interface allows for viewing of courses without enough seats, full sections, empty sections, singleton courses, sections with locked rosters. | Y | |
| The master schedule interface allows for loading of students into classes. | Y | The Schedule Wizard loading tool loads students into classes based on entered rules, build constraints, and balancer options (e.g. you can assign priorities to load by student counts, balance by gender, race / ethnic minority, special ed status, number of behavior events, etc.). |
| The master schedule balances by number of students. | Y | The Schedule Wizard loading tool loads students into classes based on entered rules, build constraints, and balancer options (e.g. you can assign priorities to load by student counts, balance by gender, race / ethnic minority, special ed status, number of behavior events, etc.). |
| The master schedule balances by gender. | Y | Please see above comments about balancing. |
| The master schedule balances by number of students classified as special education. | Y | Please see above comments about balancing. |

**CIC / Infinite Campus Responses**

| Scheduling | Vendor Response | Comments |
|---|---|---|
| The master schedule loads students in user-defined order, such as random order, grade level. | Y | The Schedule Wizard loader tool will assign all students by default. Alternatively, the scheduler person can limit and load by specific courses (e.g. load all singletons and lock; then load all doubletons and lock; etc.). Can also load and lock by grade (e.g. schedule all 12th graders first and lock; then load all 11th graders and lock; etc. |
| The master schedule loader can re-load all students with one run. | Y | And super fast also! |
| The master schedule loader will enforce locked rosters when completing future runs. | Y | As discussed above, we often see customers loading a specific group of students, then lock those students into their courses, and run the loader again (multiple times) for the next group of students. |
| Class size can easily be monitored and reported on | Y | The Schedule Wizard provides the ability to "color code" courses, teachers, rooms and sections to identify criteria. For example, highlight in yellow all courses that don't have enough seats to handle all of the requests; and / or highlight in yellow all full sections, all singletons, etc. Green highlights are used to find missing information (e.g. we scheduled the course, but need to find a room or a teacher). Red highlights are used to identify student roster conflicts, teacher conflicts and room conflicts. |
| **Standard Scheduling Reports:** | | |

**CIC / Infinite Campus Responses**

| Scheduling | Vendor Response | Comments |
|---|---|---|
| The system provides an open rooms report displaying the rooms that are not being used per term and period. | Y | NOTE: While Campus provides all of the reports below (and more), we find that most schedulers DON'T use them much past their first year using Campus! The reason is the interactive, drag and drop nature of the Schedule Wizard tool. Using the Schedule Wizard tool, the scheduler can drag and drop sections, create new sections and move them around, while getting instant feedback of any changes being considered. Thus the old "lather, rinse, repeat" process with other SIS systems (enter the master, load the requests, run the reports; discuss changes, enter changes, re-run reports) GOES AWAY with Infinite Campus. Customers tell us they save between 50-70% of the total time needed each year developing schedules and resolving conflicts with Infinite Campus scheduling tools.<br><br>The Open Rooms Report will list the rooms that are not scheduled with a course section for the term and a corresponding period. In addition, when the scheduler person is manually adding rooms or teachers for a section, those teachers / rooms that are already assigned for that term / period display with a light red background, while those that are not assigned yet display in the pop up window with white background. |
| The system provides a request batch report listing all of the student course requests that can be filtered and generated in multiple ways, such as any saved filter/query, grade level. | Y | The Request Batch Report generates a list of student requests, one page per student for the selected calendar year in the toolbar and can be generated and filtered in multiple ways such as any saved filter/query, grade level, etc. |
| The system provides a request conflict report displaying potential scheduling conflicts based on user defined criteria, filters or queries. | Y | The Schedule Conflicts Report lists each non-alternate request that has bot been fulfilled in the currently active trial Options for types of conflict reports include: Conflict, full schedule, singleton conflicts, and no seats remain. |
| The system provides an under requested student report displaying a list of students that have not requested enough courses to fill a schedule. | Y | The Student Gap Scheduler Wizard searches for students who have an empty period in their schedule. When an empty period is found, a user can generate a report to review the information or fill the gap using the Walk-In Scheduler without printing a report. Path: Scheduling > Student Gap Scheduler |
| The system provides a request detail report listing the students that have requested a specific department or course. | Y | Path: Scheduling > Reports > Request Batch |

**CIC / Infinite Campus Responses**

| Scheduling | Vendor Response | Comments |
|---|---|---|
| The system provides a request satisfied summary showing the count of requests and requests satisfied per grade, per course. | Y | Path: Scheduling > Reports > Requests Satisfied |
| The system provides a room usage report displaying what sections meet in each term and period for each room. | Y | Path: Scheduling > Reports > Room Usage |
| The system provides a teacher load report displaying teacher utilization, such as the number of courses, sections, periods, student, and special education students. | Y | Path: Scheduling > Reports > Teacher Load |
| The system provides section rosters that can be filtered and generated based upon multiple criteria including terms, periods, effective dates, and teachers. | Y | Path:  Scheduling > Reports > Master Schedule |
| The system provides student schedules that can be filtered and generated based upon multiple criteria such as alphabetical, grade level, zip code, user groups, periods, terms, and teachers. | Y | Path: Scheduling > Reports > Schedule Units |
| The system provides a report of students with less than a specified number of classes. | Y | Path: Scheduling > Schedule Gap Filler |

## CIC / Infinite Campus Responses

| Behavior | Vendor Response | Comments |
|---|---|---|
| **Behavior Incident Requirements:** | | |
| The system must include the tracking of behavior/discipline incidents, participants (students), actions (responses), and detailed comments. | Y | Also the ability to store images/documents, and add user-defined field(s) as desired. |
| The system includes the tracking of both positive and negative behavior/discipline events. | Y | Positive and negative resolutions (rewards and punishments) also. We call these tools "Behavior" vs. "Discipline" like other SIS vendors do, because Campus does both positive and negative behavior events from the beginning. |
| The system supports an unlimited number of students participating in each behavior/discipline event. | Y | |
| The system supports an unlimited number of actions for each student participating in each event. | Y | |
| The system must support user-defined behavior/discipline event tables defining each type of behavior/discipline event that is tracked. All behavior/discipline event types are provided to users as pull-down tables during data entry. | Y | In a Campus behavior incident report in, you can filter incidents with the selected Type. Incident types are assigned in the Event Types tool and can be aligned as either Award or Discipline. |
| The system includes the tracking of behavior/discipline incidents, participants (students), actions (responses), and detailed comments, including event name, date, time, location, person referring the incident, weapons used, referral name, student role in the incident, resolution, resolution date, resolution end date, comments. | Y | The Behavior Management Tool in Infinite Campus allows users with the appropriate tool rights to manage existing behavior as well as enter new behavior incidents. An incident is made up of 2 parts, the Incident Information, which provides the general information about the behavior incident and the participants in each event and any assigned resolutions. Information entered in these areas in visible on the student's Behavior tab as well. |
| The system includes tracking and reporting that allows the District to distinguish whether incidents occurred during school hours or after school hours. | Y | |
| The system includes tracking of any contributing factors to the incident such as drugs and alcohol. | Y | |
| The system includes tracking for any weapons used in an incident. Additionally, the incidents should be queryable and filterable based on the weapons used. | Y | |

**CIC / Infinite Campus Responses**

| Behavior | Vendor Response | Comments |
|---|---|---|
| The system tracks if a police report was filed and the police report number and whether arrests were made by police. | Y | Also if law enforcement was contacted and arrived, but no arrest(s). |
| The system should be able to provide relationships between multiple behavior/discipline events that are related. For example, multiple fights at a ballgame. | Y | Campus Behavior is Incident based. Thus multiple events (what the students did) can be linked to a single incident (maybe 4 students got into a fight at the basketball game, and 2 of those students also were drunk). |
| The system must support user defined discipline action tables associated with each event defining each type of behavior/discipline action that is tracked. Associated actions can be created for all participants in each event. All behavior/discipline action types are provided to users as pull-down tables during data entry. | Y | Participant roles also, such as victims, witnesses, etc. all can be a part of each Incident and one or more Events. |
| For each response or action the system should track the date the action was initiated, the action type, staff name responsible, whether student was suspended and type of suspension, an indication of whether the student admitted their responsibility for offense. | Y | |
| If the student was suspended or expelled, the system should track the date range of the suspension or expulsion, the type of suspension, the number of days of suspension, the current status of suspension, an indication of the student's eligibility to return to school and the date of eligibility. | Y | |
| **Behavior/Discipline Letter Requirements:** | | |
| The system generates multiple behavior/discipline letters that can be sent out by mail, through the parent portal, or email when certain triggers are reached. Additionally, the letters can be saved in PDF format. | Y | The Behavior Letter Wizard allows schools and districts to create disciplinary letter templates, using pre-defined trigger criteria and "mail merge" text and graphics. Users are able to initially create behavior letter template(s), and then generate those letters whenever desired. Letters can be saved in PDF format and printed and mailed. Email message templates are also supported to send to parents / students via the Portal and / or their email account(s).<br><br>For example, a detention notification letter template can be different than an ISS letter / notification vs. OSS or Expulsion templates. |
| **Standard Behavior/Discipline Reports:** | | |

**CIC / Infinite Campus Responses**

| Behavior | Vendor Response | Comments |
|---|---|---|
| The system provides standard reports for analysis of behavior/discipline events and resolutions. | Y | |
| The reports can be filtered and generated based upon multiple user-defined criteria and ad hoc filters. | Y | |
| The system allows a user to lookup behavior/discipline events associated with a student including, but not limited to, the incident number, date, time, staff member and all responses to the event. | Y | Note also that rights may be different (e.g. a behavior administrator or dean can view all incidents / events / resolutions for all students, while a student advisor, interventionist, etc. can be limited to viewing only the students they are responsible for). |
| The system will print reports of all behavior/discipline incidents for each student during the current school year. | Y | |
| The system will report the total number of students involved for each type of behavior/discipline incident for each grade or all grade levels. Example includes the total number of students involved in alcohol-related incidents in grade 6. | Y | |
| The system will report the total number of students who received a type of disciplinary action for each grade or all grade levels. Example includes the total number of out-of- school suspensions this school year. | Y | |
| The system provides the capability to create user-defined ad-hoc reports using selected or all behavior/discipline data. | Y | The only limits are from the user's security rights. |
| The system provides the capability to sort total incidents and total actions taken by grade, ethnic code and gender. | Y | Campus Data Analysis also provides visualizations (bar charts, line charts, pie charts, heat maps, etc.). |
| The system will report the number of incidents that occurred on the grounds of the District-operated facilities. | Y | Note that you can and often do have non-students involved in behavior events and resolutions, those people may be tracked in Campus as well. |

| Behavior | Vendor Response | Comments |
|---|---|---|

**CIC / Infinite Campus Responses**

| Behavior | Vendor Response | Comments |
|---|---|---|
| The system will report the number of incidents that occurred during any type of school- sponsored activity that is held away from the home school, such as a football game, field trip, class trip, etc. | Y | Provided the details are entered in Campus. We provide a location field also that can be used to report out non-school facility behavior incidents / events / resolutions vs. those that occurred on school property. |
| The system will report the number of incidents that occurred on any school sponsored transportation, including bus transportation to and from school-sponsored events. | Y | Please see above. |
| The system allows the user to download selected or all behavior/discipline records associated with a student record for a given date range. | Y | |
| The system allows the user to export selected or all behavior/discipline records associated with a student record for a given date. | Y | |
| The system allows the user to export selected or all behavior/discipline summary data for a given date range. | Y | |
| The system must provide for the ability to view all of a student's behavior/discipline history for a single school, across all schools for a single school year, for a single school for multiple years or across all schools for multiple years. All behavior/discipline history should be maintained for an unlimited number of years. | Y | |

**CIC / Infinite Campus Responses**

| Attendance Reporting | Vendor Response | Comments |
|---|---|---|
| **Attendance Setup and Business Rules:** | | |
| The attendance system must provide extensive business rules to manage the unique requirements of each school. All setup tables and business rules must be managed at the District or school level. | Y | Note: in the fall of 2020, Campus added support for both physically present students (for schools with students attending in person) and also tracking participation for virtual students. |
| The system must support District-defined attendance reason codes to record the reason that students are absent or tardy. | Y | |
| District-definable attendance codes are associated with District-definable attendance types. | Y | |
| The system must support multiple attendance calendars and be able to account for holidays, snow days, in-service days, and unlimited number of user-defined day types. | Y | |
| The system allows users to define multiple calendars for each school. | Y | |
| **Classroom Attendance Monitoring Requirements:** | | |
| School site office staff is able to view which teachers have taken attendance and which teachers have not on a daily basis. | Y | The Classroom Monitor tool displays with color codes which teachers have recorded attendance (green highlight is Yes, red highlight is No) for each section and period. |
| School site office staff with appropriate security assignments is able to take attendance for the teachers on a daily basis. | Y | In addition, the Classroom Monitor allows the attendance office to rapidly enter attendance by section for teachers who forget to do so, 1 period subs, etc. |
| **Attendance Letter Requirements:** | | |
| The system supports multiple attendance letters that can be printed in batch and sent out by mail when certain attendance criterion is reached. | Y | Unlimited user defined letters and email messages may be setup. Email / voice / text messages may also be scheduled to be sent automatically. |
| Attendance letter criteria can be set in multiple ways, such as when a student reaches a specific number of absences or tardies or type of absences or tardies as defined by the user, the system generates a letter. This system should accommodate both period and daily attendance. | Y | The Attendance Letter Criteria page allows selection of the letter type (determines how attendance events are counted), types of attendance events (statuses/events), the time considered for the events, and which course sections are included. |
| The system provides a user-friendly attendance letter tool to create attendance letters. | Y | The Attendance Letter Wizard walks the user through the creation of an attendance query and a letter format. Letters generate by selecting students who met entered criteria, and users can choose which eligible students actually receive a letter. |

**CIC / Infinite Campus Responses**

| Attendance Reporting | Vendor Response | Comments |
|---|---|---|
| The system should consider tardies when initiating parental notification letters. Users may denote the number of tardies that equal a single absence for notification purposes. | Y | |
| Up to four notification letters may be generated for each notification area defined. | Y | No limit |
| The system must track each time that a notification letter is generated. | Y | Date and time each student received each letter is tracked. |
| The system does not send the same letter twice for a student within the same semester. | Y | Date and time each student received each letter is tracked. For example, a school may have a 5 day letter and a 10 day letter. When the student hits 5, the 5 day letter is sent and tracked. Letters are not then generated for the student until they reach the next cutoff (e.g. at 10 days, the student gets the 10 day letter). |
| **Office Attendance Requirements:** | | |
| Attendance can be taken in the school or District office by student or batch, by day, by period, by hour. | Y | Note: in the fall of 2020, Campus added support for both physically present students (for schools with students attending in person) and also tracking participation for virtual students. Students learning virtually may use the Portal to record their participation, which then is brought into Campus attendance, viewable by teachers, etc. |
| Ability to query or search attendance for specific students, days, periods, types, reasons, terms and other user defined criteria and display in an easy to view/read user-friendly format. | Y | Dashboards and visualizations are available also. |
| User-definable attendance codes are associated with user-definable attendance types. | Y | |
| Supports both period and daily attendance by entering attendance codes and comments. | Y | |
| Ability to override and overwrite existing attendance status. | Y | |
| Ability to overwrite existing teacher comments, append teacher comments, or leave existing comments unchanged. | Y | |
| Batch attendance taking provides the ability to select a date range, enter attendance codes for the absence, and enter associated comments. | Y | |
| Ability to batch edit for a user-defined group of students. | Y | |

**CIC / Infinite Campus Responses**

| Attendance Reporting | Vendor Response | Comments |
|---|---|---|
| Ability to print perfect attendance and irregular attendance reports by teacher, student, and/or grade specified by user-defined criteria and date range. | Y | |
| Ability to print Chronic Absentee reports that can produced students with >10% absentee rate. Option to extract unexcused, excused, and/or both district defined attendance codes with user-defined date range | Y | |
| **Student Attendance Records Requirements:** | | |
| Student attendance records are kept with the student year over year. For example, if a 12th grader had been in the District his entire academic life, a user with the correct permissions could see that student's 2nd grade attendance records within the system. | Y | |
| The system provides for tracking and reporting of total days absent and/or tardy for each student during the present school year or within a given date range. | Y | |
| The system provides for tracking and reporting of total days present for each student during the present school year, utilizing multiple District-defined codes. | Y | |
| The system provides for tracking and reporting of total days absent for each student during the present school year, utilizing multiple District-defined codes. | Y | |
| The system provides for tracking and reporting of consecutive absences for each student. | Y | |
| The system must maintain attendance for students that enter and withdraw multiple times within the same school year. | Y | |

| Attendance Reporting | Vendor Response | Comments |
|---|---|---|
| The system should allow for a student to simultaneously attend multiple schools and track the attendance at each school and for the District as a whole. | Y | |
| The system must allow for the transfer or retrieval of absences, tardies and dismissals to the grade reporting module. | Y | |

**CIC / Infinite Campus Responses**

| Attendance Reporting | Vendor Response | Comments |
|---|---|---|
| The system must be able to display absences in real time to parents and/or contacts when a student is marked absent. | Y | Infinite Campus is 100% integrated, including attendance. Parents / students view changes in real time on the Campus Parent / Student Portals. |
| All attendance changes (and deleted records) are maintained in a separate table. | Y | |
| **Teacher Attendance:** | | |
| The system provides a user-friendly interface that allows a teacher to access and take attendance for only those classes taught by that teacher from a teacher workstation. | Y | |
| Teachers should be interactively notified during absence entry when students are dropped or enrolled in their classes. | Y | |
| Teachers should have access to prior dates as defined by the school in order to maintain absence data from the classroom. | Y | |
| Teachers should have access to student contact data such as parent's phone numbers, addresses and email addresses, secondary family contact data and emergency contact data. | Y | |
| The system allows the teacher to access student attendance history for the specific class for which roll is being taken on an interactive basis for review. The history should include the reason codes for the absences. | Y | |
| During attendance taking, the system reports to the teacher or the office each student that has a recorded absence. | Y | |
| Teachers are notified of student special concerns, such as special ed, 504 plans, health concerns, etc. | Y | |
| Electronic attendance report submission is available for teachers. | Y | |
| **Standard Attendance Reports Requirements:** | | |
| The system provides an average daily attendance (ADA) detail report which calculates ADA based off either whole day or half day attendance defined in the calendar, summarizing the data by student, grade and calendar. | Y | |
| The system provides an attendance reason report which counts the attendance period and attendance days grouped by attendance reason. | Y | |
| The system supports both summary and detailed attendance reports based on date ranges, number of absences, excused and unexcused absences, reason codes, etc. | Y | |

**CIC / Infinite Campus Responses**

| Attendance Reporting | Vendor Response | Comments |
|---|---|---|
| The system provides an attendance period count report displaying attendance marks that meet user-defined criteria by period. | Y | |
| The system provides a student daily or period detail report listing student attendance by day or period detail for a user-defined number of times and/or a specified date range. | Y | |
| The system provides a detailed report listing student attendance by teacher or course detail for a specified date range. | Y | |
| The system provides a substitute attendance roster report for substitutes to record classroom attendance. | Y | |
| The system provides a daily absence listing. The system provides a daily absence report. This report shows which students were absent on the specified date. The sort fields are last name, first name, middle name, gender, grade, parent/guardian name, telephone, absence date, student ID, absence code for period or daily (AM/PM) attendance. | Y | |
| The system provides a comprehensive attendance list. | Y | |
| The system provides a teacher daily report. | Y | |
| The system provides multiple format options for produced reports | Y | |
| The system provides P1, P2, and Annual state mandated attendance reports | Y | |
| The system provides reports for summer school and supplemental hourly calendars | Y | |
| The system provides reports for class size Average, producing a student count for each teacher on the last attendance day of the attendance month summarizing average enrollment over the user specified date range. | Y | |
| The system provides reports for attendance percentages by calendar and user-defined date range. | Y | |

## CIC / Infinite Campus Responses

| Health | Vendor Response | Comments |
|---|---|---|
| **General Health Requirements:** | | |
| The system must have the ability to track detailed health information on all students in the system. | Y | The Campus Base System includes a comprehensive Health module. This fall (due to the pandemic) Campus added a new Daily Health Log screen for tracking students with symptoms, etc.<br><br>The Campus survey tool may be used to get parent input each morning of students exhibiting symptoms at home (or not), then a SQL stored procedure is provided by Campus to transfer survey results over to the Daily Health Log screen for each student. All of the above may be accomplished with tools in the base system. |
| **Immunization Requirements:** | | |
| The system tracks an unlimited number of immunization types for students. | Y | IL immunization requirements tracked for each student (by age) and updates made as a part of IL state reporting |
| The system allows a student to be marked as exempt from an immunization. | Y | |
| The system tracks multiple shots for each immunization type and reports each date that an immunization was administered. | Y | |
| The system should maintain business rules for each immunization type and automatically determine if a student has complied with immunization requirements. | Y | |
| The immunization compliance for each student is clearly visible on the screen, without having to generate a report. | Y | Student status(es) for each immunization is displayed in color (grreen highlights if in compliance, red if not). Immunization statuses are also displayed on the Portals for parents and students. |
| **Health Conditions and Intervention Requirements:** | | |
| The system must track an unlimited number of health concerns on each student and allow for a user maintained table of health concerned codes and types. | Y | Campus ships with ICD 10 codes pre-loaded. The district can choose to add new codes, remove codes, change descriptions, etc. as desired also. |
| The system should maintain a description of each health concern for each student. | Y | |
| The system should maintain a history of all past health concerns that are no longer active. | Y | |

**CIC / Infinite Campus Responses**

| Health | Vendor Response | Comments |
|---|---|---|
| The system must be able to track medications administered. An unlimited number of medications must be supported for each health visit. | Y | Campus also tracks quantities for each medication, and counts down as those are given to students. A notification threshold point to request more medications is stored as well. For example, the parent brings in 20 doses, and the notification threshold is set at 5 doses. When the available doses reaches 5, then notifications are sent to parents to bring in more medicine. |
| System must be able to maintain extensive health notes on each student. | Y | No limit. Documents also may be uploaded and stored (health document security is separate from other document storage in Campus). |
| The system provides the option to set an alert flag for health concerns. These alerts can be viewed by all staff depending on user-defined access requirements. | Y | One example is a student's bee-sting allergy and the need to carry an epipen throughout the day-in this case the district may decide to allow staff who work with the student throughout the district to be aware of the student's medical needs. |
| **Screening Requirements:** | | |
| The system tracks an unlimited number of student screenings such as vision, hearing, scoliosis, height and weight, or any other user-defined screening. | Y | Health screenings (vision, hearing, scoliosis, height and weight, and others) can be entered for a group of students using the Health Screening Batch Entry tool. |
| **Health Visit Requirements:** | | |
| The system tracks each health visit for each student and the details of the visit including visit type, visit date, visit time, resolution, resolution date, medications administered, and comments. | Y | Note also that office visits may be scheduled for future visits. Example would be a student who needs to visit the office each day for a blood test, to take medication(s) at specific times / dates, etc. |
| The system should provide access to the student health log for an unlimited historical period of years. | Y | |
| **Standard Health Reports Requirements:** | | |
| This system provides a daily health report listing the health events and resolutions that occurred on a specific date or date range. | Y | |
| This system provides an immunization summary report that can be filtered and generated based upon user defined criteria, such as grade, effective date, user generated filters. | Y | |
| This system provides an immunization compliance report that can be filtered and generated based upon user-defined criteria, such as grade, immunization type, compliance status, etc. | Y | |

**CIC / Infinite Campus Responses**

| Health | Vendor Response | Comments |
|---|---|---|
| This system provides a screening compliance report that can be filtered and generated based upon user-defined criteria. | Y | |
| This system provides a health alerts summary report that can be filtered and generated based upon specific criteria. | Y | |
| This system provides a health condition summary report that can be filtered and generated based upon specific criteria. | Y | |

## CIC / Infinite Campus Responses

| Assessment & Testing | Vendor Response | Comments |
|---|---|---|
| **Assessment Requirements:** | | |
| The system tracks an unlimited number of Assessments, including: | | |
| State Assessments | Y | The Campus Assessment module enables user-configured screen(s). CIC provides best practice layouts for commonly used assessments, such as SAT / ACT families, IL state assessments, EL assessments such as ACCESS, etc. 3rd party vendor assessment data, district and school assessment data also may be stored in Campus and printed on transcripts, shared with parents / students via the Portal, etc.<br><br>Campus provides tools (Test Setup, Score Import Wizard, etc.) to facilitate importing scores, validating imported data prior to loading, etc. |
| National Standards (SAT, ACT, PSAT, AP) | Y | |
| District Defined Tests | Y | |
| Teacher Scored Assessments | Y | |
| The system allows test scores to be tracked at multiple levels, including: Test level, sub-test level, strand level, sub-strand level | Y | |
| The system allows multiple test score types, including: Scale Scores, Raw Scores, Percentile Scores, Percentage, Curve Equivalent Score, Pass/Fail Scores, etc. | Y | |
| The system tracks multiple passing scores for each test. | Y | |
| The system tracks rubric score results (i.e., Exceeds, Meets, etc. 4, 3, 2, 1, etc.) | Y | |
| The system tracks specific information regarding the Assessment, including: | Y | |
| Test Name | Y | |
| Test Date | Y | |
| Test Year | Y | |
| Grade Level | Y | |
| Number of Items | Y | |
| Test Type (District, State, National) | Y | |
| Special Accommodation | Y | |
| NCLB Test Category | Y | |

**CIC / Infinite Campus Responses**

| Assessment & Testing | Vendor Response | Comments |
|---|---|---|
| The system tracks multiple scores for a student repeating a test. | Y | The school may choose to include each time the student took a specific test and the results on transcripts, or may choose to let Campus choose the highest score only on transcripts. |
| The system displays all tests a student has taken across an unlimited number of school years. | Y | |
| The system provides the option to print assessment results on the transcript. | Y | |
| The system provides the option to have teachers view assessment scores for the students assigned to them. | Y | |
| The system provides an Assessment Import Wizard to easily import results. | Y | The Score Import Wizard in Infinite Campus allows districts to import student test scores into Campus from external data sources. |
| Imports provide exception reports of items with errors not imported. | Y | Score Import Wizard tool |
| **Online Assessments Requirements** | | |
| The system provides an integrated Online Assessment tool with test item creation and test bank creation as part of the core system. | Y | Campus teachers may create quizzes within Campus Instruction, these may be multiple choice or true / false questions. Students take these assessments using the Student Portal; student responses are automatically scored and results brought back to the teacher gradebook when scored. Campus also supports the IMS Global LTI standards for seamless 3rd party assessment tool integration with vendors like Naiku, Otus and Illuminate DnA.<br><br>3rd party vendor tools that support LTI may be linked by teachers to their gradebook assignment(s). When they are, students log in to the Campus Student Portal, and are seamlessly transferred over to the 3rd party tool (SSO) to take the assessment. Items that support automatic computer scoring are then scored when the student submits the assessment online, results recorded in the Campus grade book along with the date / time when the student submitted their work. Teachers may view results, score items via a rubric or total points, all from the grade book. |
| Test items can be created by authorized users in the district. | Y | |

**CIC / Infinite Campus Responses**

| Assessment & Testing | Vendor Response | Comments |
|---|---|---|
| Test items can include multiple choice answers. | Y | |
| Test items can include true/false answers. | Y | |
| Test items can include short answer. | R | 3rd party tools can do this and linked back to Infinite Campus as discussed above. |
| Test items can include essay responses. | R | 3rd party tools can do this and linked back to Infinite Campus as discussed above. |
| The "correct" answer can be flagged in the test item bank for auto scoring once the student completes the assessment online. | Y | |
| Test items can be reviewed by authorized users before being approved to be used on an assessment. | Y | |
| Assessments can be created by choosing individual test items to include on the assessment. | Y | |
| Test items can be marked as "randomized" so each student receives the same questions but in different order. | Y | |
| Teachers can assign the online assessment for all students or a sub group of students. | Y | |
| Teachers can assign a time frame of when the online assessment should remain active on the student Portal. | Y | |
| Teachers can define the number of points possible per test item. | Y | |
| Students can access the online assessment using any device with internet connection. | Y | |
| After completing the assessment, the student's responses automatically appear in the teacher's grade book in real time. | Y | Date and time the student submitted their work also. |
| Assessment reports display analysis reports per student. | Y | |
| Assessment reports display analysis reports per class. | Y | |
| Assessment reports display analysis reports per question. | Y | |
| Integrates with 3rd party item banks & test content | Y | |
| **Assessment Reports** | | |
| The system provides an Assessment Accommodations Report to easily view which students need special accommodations. | Y | |

**CIC / Infinite Campus Responses**

| Assessment & Testing | Vendor Response | Comments |
|---|---|---|
| This system provides a Test Results Report that can be filtered and generated based upon specific criteria, including: | Y | |
| Grade Level | Y | |
| Any Saved Filter/Query | Y | |
| Effective Date | Y | |
| Test Type (District, State, National) | Y | |
| Test Result | Y | |
| Test Score | Y | |
| The system provides an integrated Data Analysis Tool to analyze test scores in pivot table format. | Y | The provided Pivot Designer tool can generate bar / line / pie charts, heatmaps, etc., with drill down to view specific student(s). 3rd party tools (SQL Reporting Services, Tableau, Power BI, etc.) may use ODBC / JDBC connections for added visualizations and dashboards, with end users seamlessly accessing those from within Campus using SSO. |
| The system provides an integrated Data Analysis Tool to analyze test scores in line graph format. | Y | |
| The system provides an integrated Data Analysis Tool to analyze test scores in pie chart format. | Y | |
| The system provides an integrated Data Analysis Tool to analyze test scores in bar chart format. | Y | |
| Can share reports & assessments on a granular basis to sites, roles, grade levels, users | Y | Outline links are provided throughout Campus to seamlessly link access to external reporting / visualization tools from within the Campus UI without re-entering user IDs and passwords. |
| **Data Reporting, Analysis & Visualization** | | |
| Easy to navigate interface for all users | Y | |
| Customizable administrator and teacher data "dashboards" | Y | |
| Dashboards can display data from multiple external data sources | R | Requires Tableau / Power BI. Please also see notes on each in the Data Mgmt section. |
| All users can easily create customized data reports using data from a multiple assessments or other data as desired | Y | External data not stored in Campus requires 3rd party tools such as SSRS, Tableau, Power BI, etc. |

**CIC / Infinite Campus Responses**

| Assessment & Testing | Vendor Response | Comments |
|---|---|---|
| Can create customized reports with charts, graphs and calculations | Y | |
| Can create a variety of form letters using any data housed in the system | Y | |
| System has “pre-built” reports available for the most important data sets (e.g., state test scores, 3rd party assessments such as MAP, ACT) | Y | Infinite Campus enables third party applications (such as Tableau, Microsoft Power BI, etc.) to seamlessly connect to Campus data sources. CIC provides (with our Analysis Portal content) 100+ SQL Server stored procedures and tables (loaded into the Campus Data Warehouse) to facilitate using these tools with Campus data sources CIC's AP content also provides 1200+ pre-built visualization and dashboard templates, which can be deployed inside of Campus. Many of CIC's templates are designed for commonly used IL assessments. |
| Data reports have the ability to “drill-down” to the district, school, classroom and student level | Y | |
| Can query the system to generate a group of students based on multiple criteria | Y | |
| Can create a variety of specific student groups for data analysis purposes | Y | |
| Can perform longitudinal analyses of data | Y | Multiple year visualizations may be created using Tableau, Power BI, SSRS, etc. as well and shared with parents, students, teachers and other staff members inside of Campus. |
| Provides data analyses at the standard and learning target level | Y | |
| Provides a business intelligence tool for creating specialized query-based reports | Y | Base Campus includes the Pivot Designer tool. 3rd party applications like SSRS, Tableau, Power BI, etc. also may be seamlessly integrated in Campus. |
| Has the ability to import or create custom learning standards (learning targets) | Y | Campus supports the IMS Global CASE standards. As ISBE updates the state standards on the IMS Global site, those updates are linked into Infinite Campus to transfer stare standards into Campus. The district or schools then may modify and extend the standards and use your district standards in Campus. |
| Has a variety of detailed student profile reports and a student data dashboard | Y | |

**CIC / Infinite Campus Responses**

| Assessment & Testing | Vendor Response | Comments |
|---|---|---|
| Provides a student and parent web portal for access to a variety of data and information | Y | CIC's Reports on the Portal (ROTP) enables secure access to custom reports (using SSRS) and visualizations (Tableau, Power BI) to parents and students via the Portals. This tool also enables vizes to be displayed on custom screens within Campus for teachers and staff use. We included the pricing for ROTP as an option. |
| Can perform predictive analyses on a variety of data sets | R | Requires Tableau / Power BI. Please also see notes on each in the Data Mgmt section. |
| Data reports from local assessments includes detailed item, standards and subgroup analyses | Y | |
| **Assessment Development and Delivery** | | |
| Assessments can be created at the district, school and teacher level | Y | Campus Quizzes are created at the teacher level. 3rd party assessment tools following the LTI standards and used with Campus typically also can be created at the school and district level. |
| Assessments can be aligned to state standards and custom standards or learning targets | Y | |
| Has pre-built assessments available based on common core or curriculum materials | R | Most 3rd party assessment tools include alignment of their items with state / national standards. |
| There are item types available that assess learning at varying depths of knowledge | R | |
| A wide variety of technology-enhanced item types are available to delivery and create within the system | R | Base Campus does multiple choice and true / false "quizzes". More elaborate test items require a 3rd party tool such as Illuminate DnA or Naiku, etc. |
| Assessments can be created from 3rd party item banks | R | |
| Can create local item banks at the district, school and teacher level | R | |
| Can deliver assessments via plain paper answer documents | R | |
| Scanning of answer documents can be completed through a variety of methods | R | |
| Can deliver online assessments | Y | |

**CIC / Infinite Campus Responses**

| Assessment & Testing | Vendor Response | Comments |
|---|---|---|
| When testing online students can enter their constructed response items online and teachers can score online | Y | Campus Learning (included with the proposal) uses Scoring Rubrics for teachers with complex assignments. Teachers can indicate various proficiency level expectations with each category or standard evaluated with an assignment (e.g. a 5 page term paper may include standards or other requirement categories, with the teacher setting and publishing expectations for each. For example, to receive a score of 4, the student work needs to include xxxx; for a score of 3, the work needs to address yyyy; and for a score of 2, zzzz. Expectations are published to the Portal for student / parent viewing when the assessment is shared with them.<br><br>For scoring, the teacher may view the student assignment online on the left, and each scoring rubric on the right, simply clicking on the score for each component or standard. Campus then automatically scores the results and posts the student grade(s). After the teacher has graded the assignment, parents and students can view the results via the Portal, and view their scores on each standard or component as scored by the teacher. |
| Can create, deliver and score "performance-based" assessments (e.g., early literacy assessments) | Y | |
| **Other Features and Functionality** | | |
| Can manage student special status' (e.g., special education, SES) | Y | |
| Multi-tiered system of Support and Response to Intervention capabilities for intervention assignment and tracking | Y | |
| Supports RtI interventions, intervention groups, track sessions & session notes | Y | RtI plans can be created and goals set and tracked in Infinite Campus along with RtI session delivery, tracking, and scoring within the Campus Gradebook. |
| Has a repository of student learning resources aligned to state standards | Y | |
| Has OCR/CRDC collection and reporting function | Y | CRDC reports, extracts, and setup items are included for all CRDC functions that require SIS data in base Campus. |
| Has Perkins collection and reporting function | Y | |

## CIC / Infinite Campus Responses

| Data Management Platform | Vendor Response | Comments |
|---|---|---|
| **Data Management Requirements:** | | |
| The system provides an integrated data platform | Y | Note: We responded to the items in this section with base Infinite Campus functionality. We noted those items that can be done using Tableau software for advanced analytics as well. Most of our customers in IL use Tableau with Infinite Campus. We included pricing for Tableau, the Campus Data Warehouse, and recommended services as an option with the pricing. |
| The data platform flattens the production database structure for better data analysis and performance capabilities. | Y | The Campus Data Warehouse Export tool is provided at no charge. The district is charged for storage space needed (with Cloud Choice hosting) at $1,000 / year. This tool makes a copy each night of your Campus production database and copies it over to your Data Warehouse server (either at Campus for $1,000 / year or in-district on your own Data Warehouse server machine. Part of the process is that selected SQL database tables are also automatically "flattened "to improve performance when using with by third party applications, such as Campus ad-hoc reporting tools, SQL Server Reporting Services (SSRS), Tableau, etc. |
| Access to the data platform can be set by user. | Y | |
| Access to the data platform can be set by role. | Y | |
| The snapshot of the data platform can be scheduled to be refreshed daily. | Y | Note that refreshes also can be stopped when needed, such as over winter break, spring break, etc. |
| The snapshot of the data management can be scheduled to be refreshed weekly. | Y | |
| The snapshot of the data platform can be given a start date. | Y | |
| The snapshot of the data management can be given a start time. | Y | |

## CIC / Infinite Campus Responses

| Data Management Platform | Vendor Response | Comments |
|---|---|---|
| The data platform is seamlessly integrated with a visualization tool, Business Intelligence tool | R | Infinite Campus enables third party applications (such as Tableau, Microsoft Power BI, etc.) to seamlessly connect to Campus data sources. CIC provides (with our Analysis Portal content) 100+ SQL Server stored procedures and tables (loaded into the Campus Data Warehouse) to facilitate using these tools with Campus data sources CIC's AP content also provides 1200+ pre-built visualization and dashboard templates, which can be deployed inside of Campus. |
| The visualization tool utilizes drag and drop analysis tools for easy analysis of data. | Y | Campus ad-hoc tools (Data Viewer and Pivot Designer) both provide drag and drop functionality, so does Tableau. |
| The data can be displayed in multiple formats, including: | | |
| Bar Graphs | Y | |
| Line Graphs | Y | |
| Pie Charts | Y | |
| Line Charts | Y | |
| Scatter Plots | R | Tableau and MS Power BI can do these. Note that both Tableau and MS Power BI can use non-Campus data sources also and publish / deploy to end users on the web with Infinite Campus. |
| Maps | R | Requires Tableau / Power BI |
| Heat Maps | Y | |
| Time Series Displays | R | Requires Tableau / Power BI |
| The data from the platform can be exported in multiple formats, including: | | |
| PDF | Y | |
| HTML | Y | |
| Excel | Y | |
| Rich Text | Y | Many Campus reports may export directly to MS DOCX format. |

**CIC / Infinite Campus Responses**

| Data Management Platform | Vendor Response | Comments |
|---|---|---|
| The data from the platform can be published as a dashboard for end users to consume. | Y | Campus enables ad-hoc queries, data cubes, etc. to be developed as the data sources; the Pivot Designer tool also enables charts and graphs to be saved and deployed to end users via the Campus menus. Tableau or Power BI is required for displaying multiple visualizations on a single dashboard. |
| The system provides for other district 3rd party systems data, such as Library or Transportation systems data, to be imported into the system | R | Requires Tableau / Power BI |

## CIC / Infinite Campus Responses

| Special Education | Vendor Response | Comments |
|---|---|---|
| **Special Education Requirements:** | | |
| Is there a Special Education module that can be purchased with the SIS? | Y | Base Infinite Campus includes support for unlimited learner plans. Infinite Campus maintains the IL IEP (based on state requirements) as well with the base SIS license fee. Related documents needed for IEPs and learner plans (meeting notices, manifestation determininations, progress reports, etc. also may be created and stored in Campus.<br><br>With Campus Custom Forms (included with the base product) eSignatures also may be included with custom plans and forms, sent to parents and students via the Portal. Parents / students may view and sign on the Portal. Campus then tracks the status for each form (are signatures required? If so, who has signed, who has not? etc.). |
| The special education module can be fully integrated with the student information system. | Y | All Campus modules were developed by Campus (not purchased from 3rd party companies) and are 100% integrated with real time updates. |
| The special education module shares the same database as the application. | Y | All Campus modules were developed by Campus (not purchased from 3rd party companies) and are 100% integrated with real time updates. |
| The system indicates to users throughout the application that a student is a special education student. | Y | Typically using a flag in Campus. |
| The system provides user-managed tables to support pull-down lists for all multiple selection data fields. | Y | |
| The system provides the tracking of the initial special education meeting date. | Y | |
| The system tracks the IEP start date. | Y | |
| The system tracks the IEP end date. | Y | |
| The system tracks the IEP evaluation date. | Y | |
| The system tracks the eligibility date. | Y | |
| The system tracks whether the student is Medicaid eligible. | Y | |
| The system allows for a primary disability to be identified | Y | |

**CIC / Infinite Campus Responses**

| Special Education | Vendor Response | Comments |
|---|---|---|
| The system supports the tracking of up to three secondary disabilities. | Y | Base Campus tracks primary and secondary disabilities for ISBE reporting. Additional disabilities (no limit) may be added as user-defined fields and included on custom plans / forms. |
| The system tracks the staff member managing each disability on file for a student. | Y | The Team Members tool lists the individuals who are part of a student's special education team, including counselors, case managers, family and service providers. Case manager(s) for each plan also have a list screen that displays all students they are managing, with drill down to details on plan documents, etc. The RtI module (base system) also provides a tool for recording interventions provided, progress monitoring score(s), and generates a line graph showing student progress over time vs. their plan goal(s). |
| The system tracks the date of exit IEP. | Y | |
| The system individually tracks all special education services being provided to a student. | Y | |
| For each service being provided, the system tracks, at a minimum, the start date, end date, service location, service provider, and frequency. | Y | |
| The system provides the ability to track an unlimited number of special education evaluations in each school year. | Y | |
| For each evaluation performed, the system reports the date, the evaluation results and the associated instructional setting. | Y | |

**CIC / Infinite Campus Responses**

| Teacher Access | Vendor Response | Comments |
|---|---|---|
| **Teacher General Requirements:** | | |
| The teacher can be provided view-only access to student data for those students assigned to them. | Y | |
| The teacher has real-time access to the system, both at school as well as off campus. | Y | All Campus users require a smartphone or tablet (Apple iOS or Android) or a standard desktop or laptop (Windows, Mac, or Chromebook) and a browser (e.g. Chrome, Firefox, Edge, etc.). That plus internet access enables all users to access Infinite Campus from anywhere. |
| The teacher has access to any special concern alerts, such as health problems or court orders. | Y | |
| **Teacher Attendance Requirements:** | | |
| Teachers can take attendance online for both period and daily attendance. | Y | Note: in the fall of 2020, Campus added tracking of student participation for virtual students also. Students may mark their participation via the Portal, and / or teachers can adjust based on student work submitted that day, attendance via video conferencing, etc. |
| Teachers can take attendance from an online roster or online seating chart. | Y | |
| The seating chart includes pictures of the students that can be printed. | Y | |
| Teachers have the option to include comments when marking a student absent or tardy. | Y | |
| Once a teacher takes attendance, the attendance is immediately available for the District, school administrative staff, and parents to have access. | Y | Everything in Campus is 100% integrated, with real-time access throughout. |
| The system provides the teacher a history of the student's attendance. | Y | Parents and students also may view detailed attendance data (updated in real time) via the Campus Portal. |
| The teacher's attendance roster automatically shows any student who has been pre-excused for an absence, such as a sports activity or doctor appointment. | Y | Absence codes entered in the office are provided to teachers in real time. Attendance codes recorded by the office may NOT be changed by teachers. |

| Teacher Access | Vendor Response | Comments |
|---|---|---|
| Once a student is registered into a class, the teacher attendance roster is automatically updated. | Y | Future roster change(s) also are shared with teachers (e.g. student Mary Jones was added to your roster on xx/xx/xx date; likewise student drops are also automatically created and notifications sent to the teacher (student Billy Smith is dropping your class as of yy/yy/yy). |
| **Teacher Electronic Grade Book Requirements:** | | |
| The system includes a teacher gradebook. | Y | |
| The gradebook is completely integrated and shares the same database with all other areas of the product. | Y | All of Infinite Campus is 100% integrated with real time updates. |
| Once a student is registered into a class, the teacher gradebook is automatically updated. | Y | |
| The gradebook supports traditional grading as well as standards-based grading. | Y | Campus Learning (extra cost module, included with the proposal) also has a standards-aligned interface. Traditional gradebook view has each assignment in a separate column; the Progress Monitor tool changes that to be each STANDARD is displayed in each column, with the student's overall proficiency on each standard / substandard displayed (may be color-coded also with green = proficient or better and red for below proficient). The number of pieces of evidence is displayed in the upper right corner of each cell, missing and ungraded assignment icons are displayed also. Drill down to details by assignment for each student / standard is also provided. Longitudinal tracking across years by standard is also supported. |
| The gradebook supports the creation of categories, such as homework, quizzes, and tests. | Y | |
| The gradebook allows for a category of assignments to be automatically excluded from the grade calculation. | Y | |
| Assignment categories can be assigned a weight. | Y | |
| Assignments within a category can be excluded from showing on the parent/student portal. | Y | |
| The gradebook can automatically drop the student's lowest grade in each assignment category. | Y | |
| The gradebook supports an unlimited number of assignments to be created for an assignment category. | Y | |

**CIC / Infinite Campus Responses**

| Teacher Access | Vendor Response | Comments |
|---|---|---|
| An assignment can be given a weight. | Y | |
| The gradebook supports both alpha scales (for instance A-F) as well as Rubrics (for instance 1-4). | Y | |
| The teacher can grade assignments individually or for all students in mass. | Y | Campus provides tools for mass entry / fills of grades for all students (by column), and for all points / standards on a specific assignment by student (horizontal fills). |
| The gradebook displays a running total of the student's points earned, allowing the teacher to always be aware of the progress of each student. | Y | |
| The system enforces a grading window during which time the teachers can publish/post grades for report cards. | Y | |
| The ability for teachers to publish/post grades does not require any syncing of data or uploading of information by disc. | Y | |
| There is the option for the teacher to utilize a comment bank when adding comments for a student's report card. | Y | Comments may be school defined and selected / edited for each student by teachers; teachers may also enter their own comments for progress reports / report cards, with spell check provided. |
| There is the option for the teacher to enter free text comments for the student's report card, based upon permissions. | Y | Spell check included |
| The entire gradebook (assignment categories and assignments) can be copied across terms and years. | Y | |
| Specific assignments can be copied across terms and years. | Y | |
| A gradebook template can be created and utilized by multiple teachers. | Y | Gradebook templates may be set at the course level, and "pushed" down to each section, including changes made during the year. |
| **Teacher Communication Requirements:** | | |
| The teachers can create messages and publish them to the parent/student portal. | Y | Teachers can create messages to send to the parent/student portal. Also, they can use a message template as well. |
| The teacher can send messages to parents/guardians. | Y | |
| The teachers can send an electronic notice to parents/guardians regarding missing assignments. | Y | Teacher can notify parents regarding missing assignments through the Message Center. |

## CIC / Infinite Campus Responses

| Teacher Access | Vendor Response | Comments |
|---|---|---|
| The teachers can send an electronic notice to parents/guardians regarding failing grades. | Y | Parents can choose to receive to receive notifications regarding overall grade changes, assignment grade detail, or a specific grade threshold which if reached would then trigger an automatic notification to go out. |
| **Standard Teacher Reports Requirements:** | | |
| The system provides an attendance summary displaying the total absences and tardies for each student. | Y | |
| The system provides a missing assignment report which can be filtered and generated by multiple criteria, including student, term, and assignment. | Y | |
| The system provides a student summary report listing the student's assignments and scores that can be printed and used for mailings. | Y | |

| Teacher Access | Vendor Response | Comments |
|---|---|---|

| Parent and Student Access | Vendor Response | Comments |
|---|---|---|
| **Parent/Student Access Requirements:** | | |
| The system provides an integrated parent/student portal. | Y | Note: Campus changed to separate Parent and Student Portal apps in the summer of 2019. Reasons mainly are parents and students each do different things, and in many cases, one performs functions the other can't. For example, students submit assignments not parents. Likewise, parents pay fees, make household member changes, etc. and students don't.<br><br>The parent and student portal mobile apps are downloaded at no charge from the Apple store for iOS devices, and from Google Play site for Android devices. As the district takes Campus updates throughout the year, the portal apps are automatically updated for parents / students when they log into the portal(s) the next time, saving parents and students from having to do that themselves. Only "shell" program updates require parents / students to do updates on their mobile devices. Having a "shell" mobile app is required for Campus to send real time device notifications to parents and students.<br><br>Teachers, administrators and staff DO NOT require a mobile app, those functions don't need device notifications and may be accessed on mobile devices with a standard browser and internet connection. |
| The parent/student portal provides interactive and real-time access to all student data directly from the student information database to parents/students accessing the portal. | Y | Note that with Campus Learning, assignment details entered by teacher(s) in Canvas or other LMS systems are viewable also on the Campus Portals for Parents and Students, so they may view all Campus SIS and related data in one place in real-time. |
| The parent/student portal provides real-time access to gradebook summary reports. | Y | |

**CIC / Infinite Campus Responses**

| Teacher Access | Vendor Response | Comments |
|---|---|---|
| The parent/student portal provides each parent with a single login to access all students that are part of their family or household. | Y | |
| The system generates passwords for access to the parent/student portal. | Y | |
| The system supports automatic generation of passwords for distribution to parents/students. | Y | |
| The system supports allowing/requiring parents to update their password upon initial access of the portal. | Y | The district can enable Password Reset to allow modification of passwords. |
| The parent/student portal provides access to student demographic information. | Y | Demographics information for the students and any non-household relationships is accessible in Campus Parent and Campus Student portals. |
| The parent/student portal provides access to student attendance data. | Y | The Attendance tool lists the absences and tardies for attendance taking periods in the selected term. |
| The parent/student portal provides access to student grades. | Y | The Grades tool shows all of the grades earned by the selected student for all tasks and standards. Posted grades are displayed in bold, with In-Progress grades indicated as "In-progress". The student's Cumulative GPA also displays at the top of the grades tab if enabled. |
| The parent/student portal provides access to class work assignments. | Y | The Assignments tool collects all of a student's assignments with the focus on today. |
| The parent/student portal provides a description of each assignment. | Y | Parents can click on assignments in the Assignments tool to view details and description of individual assignments. |
| The parent/student portal provides an assigned date for each assignment. | Y | |
| The parent/student portal provides a due date for each assignment. | Y | |

**CIC / Infinite Campus Responses**

| Teacher Access | Vendor Response | Comments |
|---|---|---|
| The system provides the ability for the District to determine which data to make available on the parent/student portal. | Y | New additions in 2020-21 include parent entry of COVID symptoms for each student on the Portal; custom online forms and plans with eSignatures; a new School Store for purchasing items (supplies, spirit wear, fees for dances and events, fees for college entrance exams, AP exams, etc.). All included with the base license fee.<br><br>Each school chooses what functionality they want their parents and students to have available as well. |
| The parent/student portal displays District and school notices. | Y | The Message Center includes announcements that are posted at a school or district level. Announcements display based on the timeline set by the creator. Additionally, the Inbox displays messages sent to the parent / student, including those from teachers.<br><br>Parents and students may also subscribe to automatic notifications sent to their devices (smartphone, tablet, desktop). Things like when an assignment is scored (and the score is below xx%), a student's grade drops below yy%, when attendance is updated, a document requires eSignature, etc. If using the Campus Food Service Point of Sale add-on module (extra cost), alerts may be sent when a student's meal account balance drops below $xx.xx as well. |

## CIC / Infinite Campus Responses

| ELL | Vendor Response | Comments |
|---|---|---|
| **English Language Learner Tab** | | |
| The system provides a way to track English Language Learner (ELL) Status Identification Date and Status History | Y | |
| A field for Expected Exit Date | Y | |
| A field for Program Exit Date | Y | |
| First Year through Fourth Year monitoring can be tracked | Y | |
| A field for Parent Notified of EL Status | Y | |
| A field for Parent Program Option Change | Y | |
| A place for LEP Services and history in relation to CALPADS reporting | Y | Campus provides CALPADS for California districts; we provide the same for IL districts based on ISBE requirements. |
| A place for LEP Accommodations | Y | |
| Fields for LEP Assessment Data and Custom Assessment Data | Y | |
| Field for the Instructional Strategy to be identified | Y | |
| A Field for the EL Instructional Type to be identified | Y | |
| A field for the Language of Instruction to be identified | Y | |
| Home Primary Language can easily be Identified in the ELL tabs/sections | Y | |
| A Field for "First Entered US School" can easily be identified in the ELL tabs/sections | Y | Note: some EL fields are tracked in the EL menu tabset and screens; some fields are tracked in the Enrollments screen in Campus for state reporting fields. Date entered US school is tracked in Census > Demographics as this normally is collected when the student first enrolls in the district.<br><br>That said, values entered for First Entered in US School appear (view only) on the EL screen in the EL tabset in Campus. |
| A calculation for "ELL Enrolled in Country Less Than Three Years" is provided and available in the ELL tabs/sections | Y | Most customers add this as a user-defined field in the EL screen, EL tabset. We also provide an ELL ISBE Date field on that screen. |
| Is there a specific EL flag? | Y | Flags are created by a school or district in Campus-any number of flags can be assigned to a student and are district-defined. |
| Ability to create EL reports | Y | |
| Ability to export EL reports into Excel & PDF | Y | |
| Ability to customize EL labels and Parent Links | Y | |

## CIC / Infinite Campus Responses

| ELL | Vendor Response | Comments |
|---|---|---|
| Can fields get locked but able to view? | Y | Campus allows Read (view), Change, Add new records, and Delete records (READ) security rights on all Campus screens. |

## CIC / Infinite Campus Responses

| Annual Cost | Implementation Cost | Student Count | Do vou provide a hosted solution, and how many districts use this solution? | List of Illinois Districts and Size / Level |
|---|---|---|---|---|
| | | | | |
| | | | | |
| Note: Pricing information is provided in Section 12. | | | | |
| | | | | |
| CIC has estimated the services required for the modules we | | | | |
| believe your district will be using. | | | | |
| | | | | |
| Once we know more about your needs and specifics about | | | | |
| the implementation start date and go live date, then we can | | | | |
| refine and adjust the prices included. | | | | |
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# SECTION 7

## Implementation Plan

### OVERVIEW

CIC uses a well-defined and proven Implementation Framework. Our continuous process- improvement approach is driven by our experiences and customer feedback. The intent of the methodology is to deliver a consistent repeatable set of processes that reduces risk, and ensures the new systems are deployed on-time and within budget.

Most customers deploying a new student information system have been using their legacy system for many years. Accordingly, staff using the legacy system may or may not have experience doing system migrations and are very concerned about how they will learn and use the new system, how service after the sale is delivered, etc.

Knowing the above, CIC's Implementation Framework is based on establishing clear objectives and deadlines from the beginning, then monitoring tasks assigned during the project (who is responsible for what by when) to ensure tasks are completed on time.

Deadlines and metrics are set and monitored for each significant part of the project, discussed below. These include tracking of metrics in these major categories:

- Setting an achievable timeline for the initial go-live date
- Creating and sharing the district Practice and Procedure document
- Creating the Communication Plan and updating district management, staff, parents and students about the change and their role(s)
- Migrating data from the legacy system, cleanup of data and final review in Campus
- Delivery of staff training, both conducted by CIC trainers and self-paced training
- Documentation of open issues and resolution of those issues during the implementation
- Post "Go Live" review, including resolution of any open items, determine additional post-go live training sessions, and on-going staff development

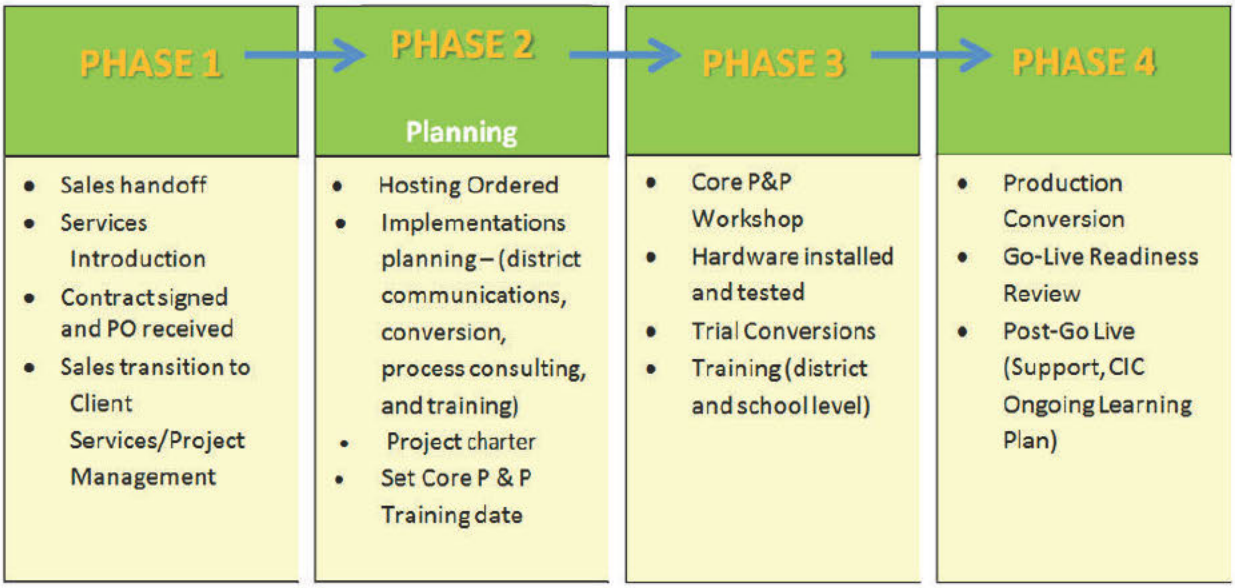
CIC's methodology is scalable to any size district from a five student school to a larger district of 100,000 students or more. CIC has successfully implemented Infinite Campus 400+ times over the past 14 years. That said, we continually review processes and tools used to improve each one and learn from what works well, and change those that don't.

In this document we will present the four phases and major tasks and deliverables. We will also describe the key roles and show an organization view of the expected project resources.

# SECTION 7

## Implementation Plan

**Phases**




**Pre-implementation Phase**

The Pre-implementation Phase is the culmination of the sales process and the transition to professional services. Sales will have completed most of the their activities including RFP response, detailed demonstrations, proposal and contract development, contract negotiation and presentation to the Board for final approval. The Professional Services Team will meet with the client to set the proper expectations as to the approach to use during the implementation of Infinite Campus in their school district. This is an important step in managing the customer as we begin the formal implementation process.

Key Tasks

- RFI/RFP response generation
- Customer demos
- Proposal
- Services introduction
- Contracts and negotiation
- Sales transition to Campus Services
- Sales introduces project manager to customer

Key Deliverables

- RFP response
- Product information

# SECTION 7

## Implementation Plan

- Customer demos
- RFP response
- Proposal
- Services introduction
- EULA and services agreement
- Sales transition

Key Resources

- District Selection Team
- District Project Manager
- Executive Sponsor or Superintendent
- CIC Project Manager
- CIC Sales Representative
- CIC Executive Sponsor

**Project Initiation and Planning Phase**

The Project Initiation and Planning Phase is where the project officially begins. This phase creates the project and formalizes a repository for all project documents. It is also the beginning of the planning process for the project, which becomes the roadmap and the scope of the implementation. From this point forward, all implementation tasks and activities will be chargeable to the school district.

An Implementation Planning session is scheduled depending on the size of the district. CIC assigns a project team of professionals who will work with the district throughout the life of the project. The district will also build a project planning team and a team of key users of the system and they will become the Core Team. It is important that the district assign its best people to these roles so we have the right people planning and establishing policy and procedures for the district in their use of Infinite Campus.

Key Tasks

- Perform pre-planning
- Conduct the Implementation Planning meeting
- Milestone planning
- Resource planning
- Staff Development planning
- Data Conversion planning
- Risk planning

Key Deliverables

- Project plan
- Project charter
- Staff development plan

# SECTION 7

## Implementation Plan

- Data conversion plan
- Risk mitigation plan
- Communications plan

Key Resources

- District and CIC Project Managers
- District and CIC Executive Sponsors
- District Training Coordinator
- CIC Trainers
- CIC Data Services Manager
- District Implementation Planning Team

**Implementation Phase**

The Implementation Phase is where we execute the plan created in the Project Planning and Initiation phase. Core Team Workshop provides the customer with in-depth knowledge necessary to make implementation decisions for the project.

Data conversion begins with an initial session discussing the conversion approach and how the Campus Conversion Analyst will work with the customer's technical staff. The conversion typically consists of several trial conversions and a go-live conversion. Each conversion will have appropriate interaction between a Campus Conversion Analyst and individuals at the district who are knowledgeable about their data. Each trial conversion will require a formal sign-off by the customer indicating that they have reviewed their data and have entered any data issues into the Campus Support Portal. The Campus Conversion Analyst then reviews the issues and makes adjustments to correct the data.

There is also a Core Practice and Procedure Workshop that is conducted with the Customer Core Team guiding them into making decisions on how they plan to set up and use Infinite Campus. This session is normally facilitated by a Campus Training Specialist, the Project Manager and/or Process Consultant. The Campus Process Consultant will be with the client to assist and guide them throughout the project.

Key Tasks

- Core Practice and Procedure Workshop
- Process consulting
- Hardware installation
- Trial conversions
- Conversion reviews and sign-off
- Coach training (building and teacher)
- End user training

Key Deliverables

- Practice and Procedure document
- Data conversions
- Training materials

# SECTION 7

## Implementation Plan

Key Resources

- Process Consultant
- Conversion Analyst
- Trainers and end users

**Go-Live Phase**

The Go-live Phase is where we begin the final steps leading us to the "Customer Go Live." This phase is started once the customer and the Campus Project Team agree that they are ready. The Go-live checklist is completed near the end of the Implementation Phase.

The final data extract from the district's legacy system is delivered and the live data conversion is performed and placed into production. End user training is conducted and in some circumstances a CIC Subject Matter Expert is on site to support the district in the first few days after go live. Any issues that arise in the district are prioritized and resolved in a timely manner. The completion of this phase signals that the district is "live" in production on the Infinite Campus system.

The key process for this phase is to transition the client over to their CIC Account Manager and the CIC Support team. The Project Manager will schedule a transition meeting between the client, the Account Manager and CIC Support manager. Once this meeting has been completed, the Project Manager will begin to phase out of the project, allowing the Account Manager to take the lead with the client.

Key Tasks

- Go-live readiness review
- Live conversion
- Production environment set up and review
- Production cutover
- District live in production
- Go-live support
- Transition introduction call
- Lessons learned review
- Project closeout

Key Deliverables

- Server health check
- Final conversion
- Go-live checklist
- Production environment
- Lessons learned summary

Key Resources

- District and CIC Project Managers
- Data Analyst

# SECTION 7

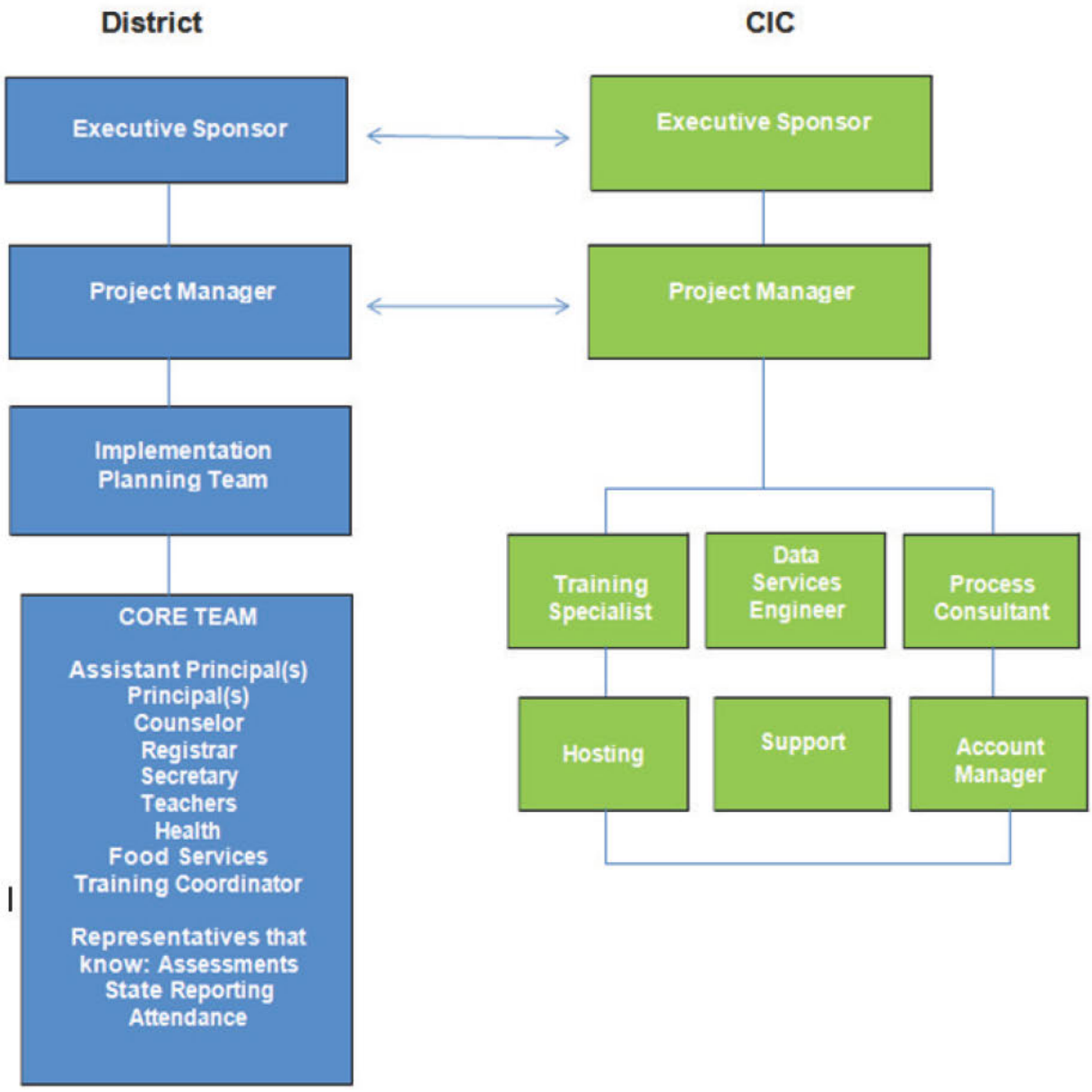
## Implementation Plan

- District End Users
- Core Team
- Trainers
- CIC Account Manager
- Support Team Manager

# SECTION 7

## *Implementation Plan*

### Project Organization Sample




**District Roles/Responsibilities**

The successful completion of the Infinite Campus implementation depends on the full commitment and participation of the district management and personnel.

# SECTION 7

## Implementation Plan

**District Executive Sponsor**

- Supports the District Project Manager empowering them through a successful go live.
- Provides quick executive-level decisions and resolution of district policy changes / issues.
- Serves as a district champion for the Infinite Campus implementation.

**District Project Manager**

Prior to the start of this project, the district will designate a District Project Manager who will be the focal point for CIC communications relative to this project and will have the authority to act on behalf of the district in all matters regarding this project.

The District Project Manager's responsibilities include:

- Manage the district's personnel and responsibilities for this project
- Serve as the interface between CIC and all district departments participating in the project
- Administer the project change management procedure with the CIC Project Manager
- Participate in project status meetings
- Obtain and provide information, data, and decisions within five working days of CIC's requests unless the district and CIC agree in writing to a different response time. Review deliverables submitted by CIC in a timely fashion.
- Resolve deviations from the estimated schedule, which may be caused by the district
- Help resolve project issues and escalate issues within the district's organization, as necessary
- Manage development and sharing of the district P&P documents
- Oversee district's communication plan
- Review with the CIC Project Manager any district invoice or billing requirements for any applicable district funded options. Such requirements that deviate from CIC standard invoice format or billing procedures must be discussed and agreed upon prior to the Agreements being signed.

**Staff Development**

The district's responsibilities related to staff development include:

- Provide a training coordinator who is responsible for:
- Partnering with the CIC Project Manager to:
    - Coordinate training sessions, dates and times
    - Communicate and coordinate the roll out to district staff
    - Schedule lab and lab readiness
- Distributes all user-session agendas for on-site courses when applicable
- The district will use CIC-trained Teacher Coaches to train the district teaching staff for full
- functionality of the instruction module.

**Data Conversion**

The district is responsible for the quality of their data. This responsibility extends to:

- Manage data cleansing
- Create data extraction
- Perform data reviews

# SECTION 7
## Implementation Plan

- Identify data conversion issues, log and track responses to issues

**District Core Team**
The Core Team will be made up of up to ten (10) persons representing various talents and responsibilities from across the district. These valued resources will each contribute their own expertise to the overall effort of the project team. This team will engage during the Core Practice and Procedure workshop to establish the patterns for implementation. This team may remain engaged in the implementation activities for the duration of the implementation.

**Project Communication in-District**
The district is responsible for communication to all stakeholders of this project including the school board, district administration, district staff, parents and students. During the Implementation Planning session the following communication plan elements are discussed by the district project team:

**Practice & Procedure**
The Core P&P workshop is an overview of Campus functionality areas in which decisions need to be made that will result in changes in current practice. The outcome of this session will be an understanding of Campus building functionality and a practice and procedure document that addresses the Core Team's decisions. It is the district's responsibility to keep a current copy posted on the project portal.

The district's responsibility for practice and procedure work is the focus of the Core team and is a prerequisite for training. Infinite Campus will provide facilitation in the practice and procedure workshop. Specific examples and likely areas that will need to be addressed will be discussed during the workshop. It is the district's responsibility to create their practices and procedures for how they will use Infinite Campus in their school district. This is one of the first activities after the implementation planning meetings and will become a cornerstone to the success of this implementation.

**CIC Roles/Responsibilities**
CIC takes responsibility for managing its resources and tasks as assigned in the planning sessions. Infinite Campus requires that all its resources working on Campus implementations are qualified in product knowledge as well as qualified in their particular area of expertise.

**Executive Sponsor**
- Provides oversight and executive support to CIC Project Manager
- Point of escalation for Campus-side issues resolution
- Internal champion for the district to CIC resources

**Project Manager**

The CIC Project Manager's responsibilities include:
- Guide the planning and execution of the project

# SECTION 7

## Implementation Plan

- Creation of the Project Charter / Detailed Implementation Plan
- Facilitate regular status meetings as agreed upon between the district and CIC
- Serve as the interface between the district and all CIC / Infinite Campus departments participating in the project
- Manage the project change management procedure with the District Project Manager
- Issues tracking and resolution
- Coordinate events and oversee activities through the four phases
- Transition to CIC Support and Account Manager

**Staff Development (Product Training and Consulting)**

The CIC Staff Development team responsibilities include:

- Provide detailed staff development plan
- Knowledgeable training specialists to deliver training sessions defined in the agreed upon staff development plan
- Provide opportunities for feedback surveys from users being trained
- Discussion regarding the ongoing needs for training in the district
- Provide electronic curriculum and training agendas
- Provide go-live support

**Data Conversion**

The CIC data conversion team responsibilities include:

- Detailed data conversion plan
- Definition of what is standard in the conversion estimate
- Discussion around systems other than the core SIS that the district wishes to include in the data conversion
- Trial conversions – Full set of district SIS plus any custom data, or outside systems agreed to be brought in during live conversion.
- Live conversion – Final mass conversion in a state of readiness for go live
- Historical data – Additional data as agreed to by the district and CIC to be brought into the production database subsequent to the live conversion.

**Infrastructure**

The Infinite Campus hosting team provides the infrastructure needed to run Infinite Campus. Hosting is the service provided to Campus customers where Infinite Campus owns and operates the hardware running the application.

The Campus Hosting team responsibilities include:

- Analysis between the Infinite Campus hosting department, project manager and the district to obtain specific details pertaining to infrastructure

# SECTION 7

## Implementation Plan

- Sizing that uses a proven model based upon experience to determine the proper setup for each district (hardware is sized to run Infinite Campus only)
- Configuration help in integrating the server(s) into the district's infrastructure
- Continuous monitoring of the district's servers to collect data about many aspects of the environment
- For on-site server(s), nightly backup of the production database, in addition to the standard Microsoft maintenance plan that does a nightly backup locally.

**Project Procedure and Quality Control**

The methodology will utilize many documents to manage the project and deliver quality. The End User License Agreement along with the Services Agreement will provide the terms and conditions for the purchase of Infinite Campus. A major deliverable generated as a result of the Implementation Planning meeting is the Project Charter. The Project Charter becomes the governing document for the implementation project. It identifies the following key elements of the project:

- Project scope
- Exclusions
- Key assumptions
- Major milestones
- Project plan and schedule
- Data conversion plan
- Staff development plan
- Completion criteria
- Resources (roles & responsibilities)
- Methods of communication

The Project Charter is the baseline to manage all aspects of the project. Any deviation will require a formal change order be created and agreed to by signature. The Campus support portal and / or CIC Google Drive(s) will be the project repository for all project documentation. All issue reporting will also be documented in Issues List documents in order to control the project and monitor tasks and due dates.

Project status frequency and communication methods will be established during the implementation planning meeting. Typically weekly (or more frequent during critical stages) status conference calls are used to manage the project, supported by written status reports. Executive review meetings can be established on an as needed basis. Post-pandemic on-site meetings can be planned for key milestones throughout the project.

# SECTION 7

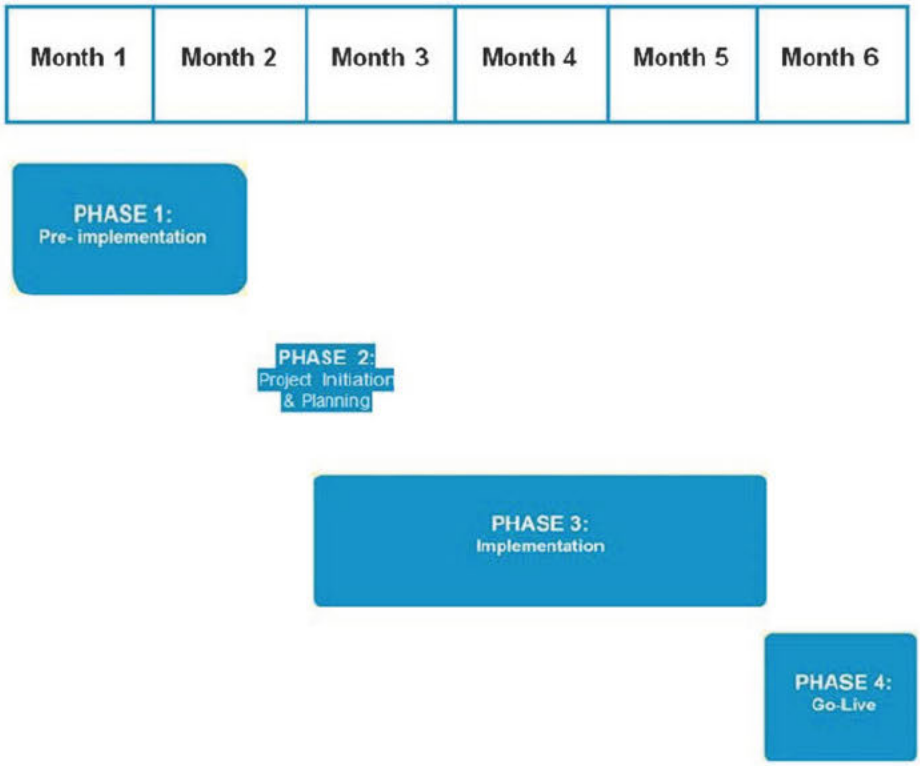
## *Implementation Plan*

## PROJECT WORK PLAN AND SCHEDULE

Once the paperwork is received, a Project Manager is assigned, the hardware and software is ordered (typically 4-6 weeks lead time is required for delivery). During this period, the Transition Planning meeting is scheduled, and work begins on data migration, review of policies and procedures, and related initial planning tasks.

At the Implementation Planning meeting, specific tasks are identified and resources assigned (Infinite Campus, CIC, and the District) to each task; due dates are also assigned for each task. During the implementation process, the task list is monitored, with progress tracked and communicated between the Project Manager and the District Project Manager, keeping all informed of progress to date, upcoming tasks due, etc.

Typical time from contract signing to "go live" ranges from 3 to 12 months, depending on the time of year selected for go live implementation, the District's work schedules, and the district size. The normal process is to first determine the "go live" target date, and then work backward from the implementation planning date through the go live date, identifying key milestones and tasks to be completed to ensure the go live date is made on time and within budget.



# SECTION 7

## Implementation Plan

### CONVERSION WORK PLAN

**Application Priorities**
Infinite Campus is an integrated system. As such there is a significant core of modules that will all be implemented simultaneously. Those include Census, Curriculum, Attendance, Grading, Behavior, Health, etc. Others that can be implemented over a short time horizon after the initial installation are Special Education, Teacher Gradebook, Parent Portal, Data Analysis, Food Service, Messenger Voice, and others.

Our implementation planning session at the start of the engagement will lay each of these items out for proper understanding of impact and priority based on the district's needs.

**Software Installation**
Infinite Campus arrives already installed and configured, delivered by our infrastructure group as part of our hosting model. There is no special client software required other than the standard supported web browsers.

**Data Conversion**
Migration of legacy data from your existing system to Infinite Campus requires teamwork from both parties to be successful. The customer is responsible for extracting data from the present system to comma-separated value (CSV) formats, using templates we provide.

CIC utilizes a sophisticated data validation tool (our Data Conversion Dashboard) to quickly load the data from the above CSV files; reports are generated that identify potential errors, missing data, incomplete data, etc., which then are provided back to the district for review and correction of the data PRIOR to submitting the data to us for the initial conversion. Documentation on the Data Conversion Dashboard is included at the end of the Data Conversion section (Section 8).

Data conversions are an iterative process. Legacy data provided is loaded by district staff into the provided Data Conversion Dashboard tool, and reports are generated that assist in identifying potential missing data, duplicated data, and errors. CIC provides training, tips and techniques that have been used successfully with other customers to standardize data during the process.

Both your Project Manager and Data Conversion Specialist will assist with questions and solutions throughout the process, working as a team with your technical staff.

Data standardization and cleansing is of particular importance in the areas of names, addresses and household (family) structures. Review / correction of data errors are the district's responsibility at each stage of the conversion process.

Assistance is also provided to review and analyze converted data once it's loaded into Infinite Campus. For example, transcripts are run, GPA's, credits earned, class ranks, etc. are compared to existing reports and data to validate.

Typically after the 2nd or 3rd iteration, CIC will load the legacy data into a sandbox database for district personnel to review converted data in Infinite Campus, assisting with the data review process. Once the

# SECTION 7
## Implementation Plan

final conversion has been approved, then final data is loaded on the production database just prior to the go live date.

**Report GAP Analysis**
A report GAP analysis is a required part of implementation. This process could / should actually be started even before the selection of a vendor. The district gathers reports that are used now and "has to have" to run its buildings and the district on a daily, weekly, monthly and annual basis.

Throughout the training and implementation process, many of the standard reports in Infinite Campus will become apparent in which of the district reports are directly replaced. Once this has been completed, the implementation team from both CIC and the district will work to determine where the rest of the reports fit:

1. Not needed / replaced by real time inquiry
2. Needed and can be generated with the standard integrated ad-hoc reporting tools
3. Needed and must be developed with an ODBC compliant external reporting tool, like SQL Reporting Services or Tableau

Development of specific custom imports, exports and custom reports (such as SQL Reporting Services reports, Tableau visualizations, etc.) are typically not included with the initial price quote, as we lack sufficient information and details of what these reports may be. As these reporting requirements are identified during the implementation process, and during the first few months after "go live", price quotes can be provided at that time by CIC for developing these reports / visualizations.

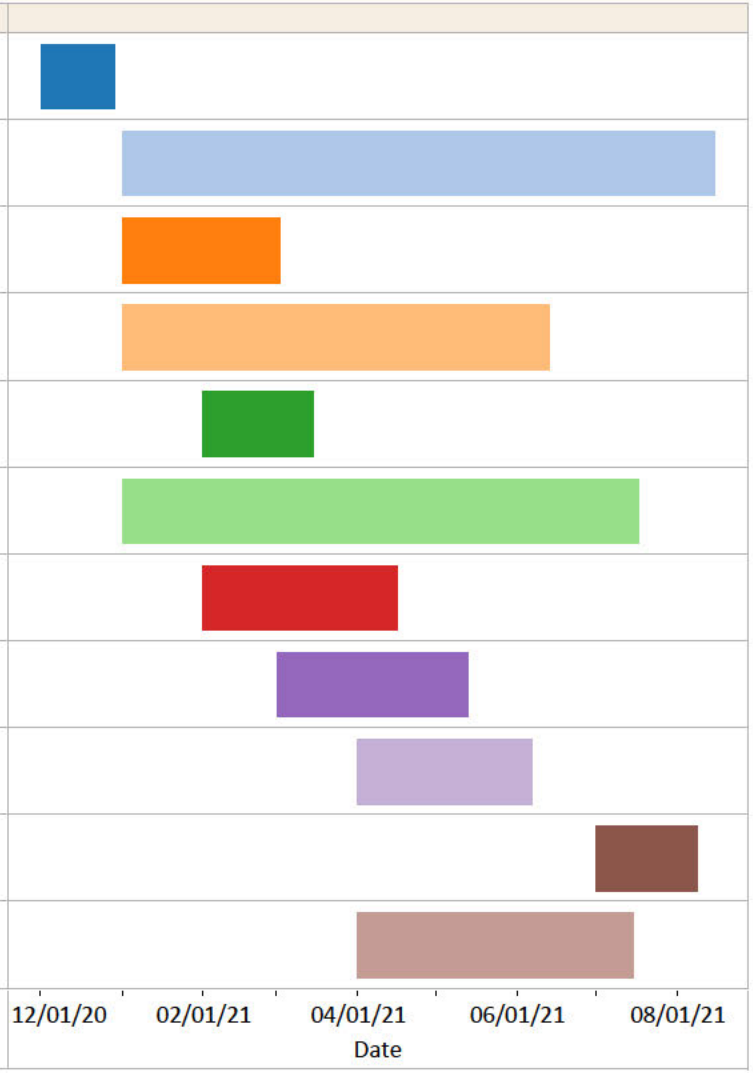
Districts having technical staff available with the time and expertise to develop custom reports / imports / exports, can choose to have their technical staff attend Campus database schema training (2 days) and intermediate SQL Management Studio training (also 2 days). Upon completing these courses, district technical staff will have the expertise to develop such reports and interfaces themselves. CIC offers these courses throughout the year at our corporate office in Greeley, CO; we also offer these courses periodically at customer locations where that makes more sense.

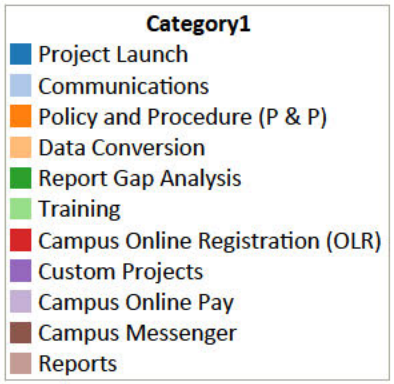
We did include 4 days of technical training with the proposal (2 days of Campus schema and 2 days with Visual Design Studio and the Campus Data Export Utility.

For a district your size, we'd recommend bringing all schools live by August 2021 if a final decision is made and paperwork provided to CIC (signed Agreements and PO's provided by March 15, 2021. Delays beyond that date would change the go-live date to a mid-year conversion such as at the beginning of January 2022. An example High Level Task List Gantt chart (from a similar recent implementation) follows at the end of this Section.

## Example School District - Task Summary

| Category1 | Min. Start Date | Max. End Date |
|---|---|---|
| Project Launch | 12/18/20 | 01/15/21 |
| Communications | 01/18/21 | 09/01/21 |
| Policy and Procedure (P & P) | 01/06/21 | 03/07/21 |
| Data Conversion | 01/11/21 | 06/23/21 |
| Report Gap Analysis | 02/01/21 | 03/15/21 |
| Training | 01/21/21 | 08/06/21 |
| Campus Online Registration (OLR) | 02/01/21 | 04/16/21 |
| Custom Projects | 03/05/21 | 05/17/21 |
| Campus Online Pay | 04/01/21 | 06/06/21 |
| Campus Messenger | 07/01/21 | 08/09/21 |
| Reports | 04/01/21 | 07/15/21 |



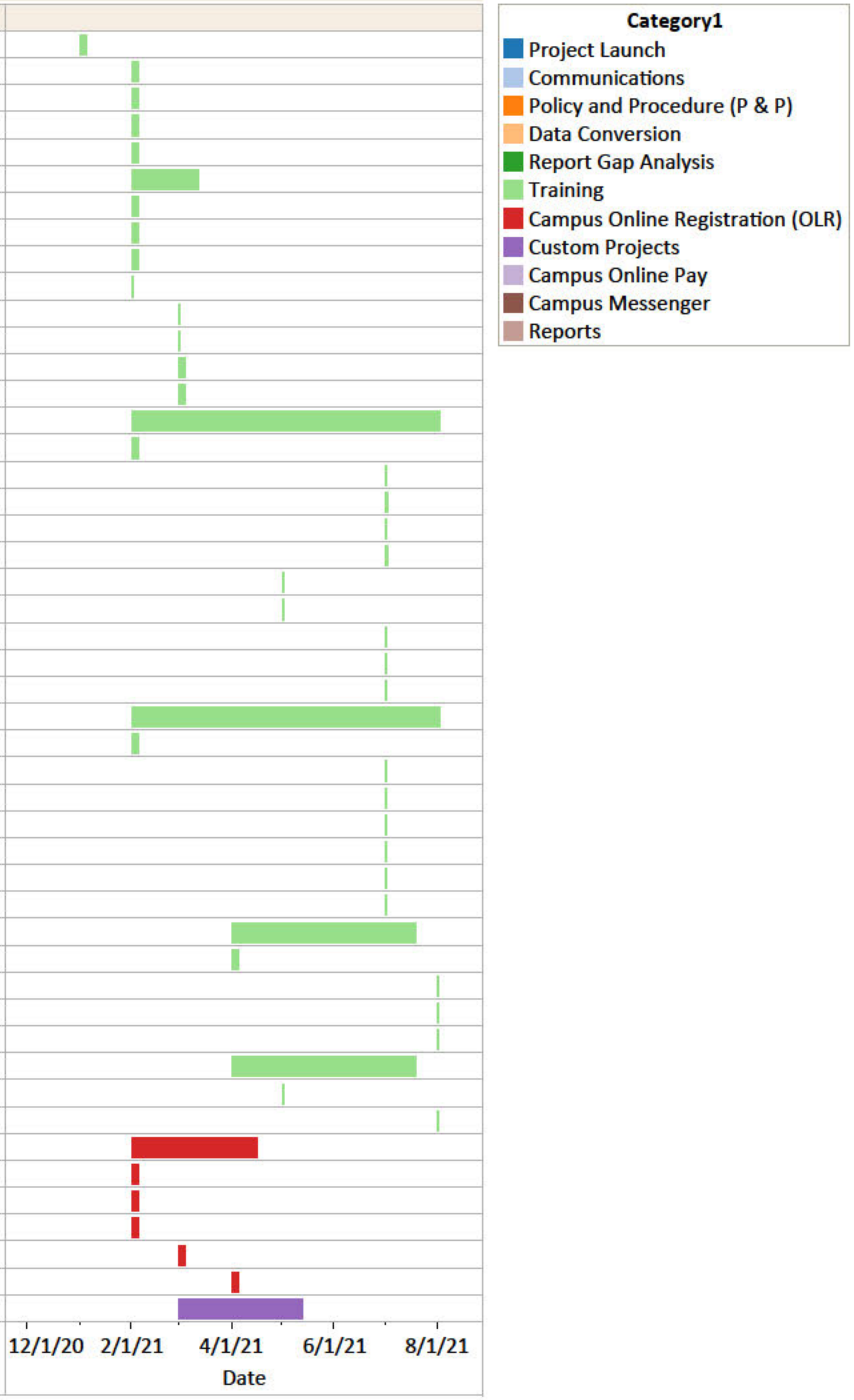



## Example School District - Task Detail

| Category1 | Task1 | Min. Start Date | Max. End D.. |
|---|---|---|---|
| Project Launch | Project Launch | 12/18/20 | 01/15/21 |
| | School Board Approval | 12/18/20 | 12/18/20 |
| | Contracts Signed and Initial PO | 12/21/20 | 12/21/20 |
| | Implementation Meeting | 01/04/21 | 01/06/21 |
| | Identify 3rd Party Integration Needs | 01/11/21 | 01/15/21 |
| Communications | Communications | 01/18/21 | 09/01/21 |
| | Develop Communications Plan - Develop Communication.. | 01/18/21 | 01/22/21 |
| | District Leadership | 01/18/21 | 01/22/21 |
| | School-Based Leadership | 01/18/21 | 01/25/21 |
| | School-Based Staff | 01/18/21 | 01/25/21 |
| | Teachers | 01/18/21 | 01/25/21 |
| | Parents | 01/25/21 | 02/01/21 |
| Policy and Procedure (P & P) | Policy and Procedure (P & P) | 01/06/21 | 03/07/21 |
| | P & P Workshop | 01/18/21 | 01/22/21 |
| | Iowa City CSD - Complete P & P Document | 02/15/21 | 03/15/21 |
| Data Conversion | Data Conversion Meeting | 01/11/21 | 06/23/21 |
| | Data Conversion 1 | 02/01/21 | 02/08/21 |
| | Data Conversion 1 - Data Submitted | 02/08/21 | 02/15/21 |
| | Data Conversion 1 - CIC Completes Data Conversion | 02/15/21 | 02/22/21 |
| | Data Conversion 1 - CIC Internal Review of Data | 02/22/21 | 03/01/21 |
| | CIC - Provide Conversion URL | 03/01/21 | 03/08/21 |
| | Data Conversion 1 - Data Review Training | 03/08/21 | 03/15/21 |
| | Data Conversion 1 - District Cleanup | 03/15/21 | 03/22/21 |
| | Data Conversion 2 (Census, 18-19 Student Append / Stud.. | 03/22/21 | 03/29/21 |
| | Data Conversion 2 - Data Submitted | 03/29/21 | 04/05/21 |
| | Data Conversion 2 - CIC Completes Data Conversion | 04/05/21 | 04/12/21 |
| | Data Conversion 2 - CIC Internal Review | 04/12/21 | 04/19/21 |
| | Data Conversion 2 - District Cleanup | 04/19/21 | 04/26/21 |
| | Data Conversion 3 - Data Submitted (Student Append) | 04/26/21 | 05/03/21 |
| | Data Conversion 3 - CIC Completes Conversion | 05/03/21 | 05/10/21 |
| | Data Conversion 4 - Data Submitted (Student Append) | 05/10/21 | 05/17/21 |
| | Data Conversion 4 - CIC Completes Conversion | 05/17/21 | 05/24/21 |
| | Data Conversion 5 - Data Submitted (Student Append) | 05/13/21 | 05/13/21 |
| | Data Conversion 5 - CIC Completes Conversion | 05/13/21 | 05/13/21 |
| | Data Conversion 6 - Data Submitted (Final Conversion- 1.. | 06/17/21 | 06/17/21 |
| | Data Conversion 6 - CIC Completes Conversion | 06/23/21 | 06/23/21 |
| Report Gap Analysis | Report Gap Analysis | 02/01/21 | 03/15/21 |
| | Iowa City CSD - Gather Current Report Examples | 01/07/21 | 01/25/21 |
| | Iowa City CSD - Report Gap - Provide Examples to CIC | 01/28/21 | 02/01/21 |
| | Report Gap - Meeting to Review Examples / Requirements | 02/11/21 | 02/15/21 |
| | CIC - Complete Report Gap Analysis Provided to District | 03/15/21 | 03/19/21 |
| Training | Training | 01/21/21 | 08/06/21 |
| | System Admin | 01/21/21 | 01/25/21 |
| | Data Conversion 1 - Data Review Part I Training (Student .. | 01/21/21 | 01/25/21 |
| | System Administration I | 01/21/21 | 01/25/21 |
| | System Administration II (User Security) | 01/21/21 | 01/25/21 |
| | Data Health Check Tool | 01/28/21 | 02/01/21 |
| | Customizing Campus | 01/28/21 | 02/01/21 |

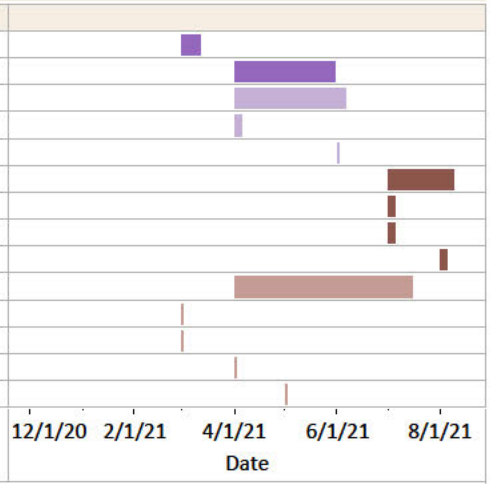
## Example School District - Task Detail

| Category1 | Task1 | Min. Start Date | Max. End D.. |
|---|---|---|---|
| Training | Census I - System Administrators | 01/28/21 | 02/01/21 |
| | Course Catalog Setup and Use | 02/04/21 | 02/08/21 |
| | Schedule Prep I - Calendar / Student Roll Forward - Syste.. | 02/04/21 | 02/08/21 |
| | Grading Setup Traditional | 02/11/21 | 02/15/21 |
| | Grading/Course Setup Standards | 02/18/21 | 02/22/21 |
| | Counselors/Schedulers | 02/11/21 | 03/23/21 |
| | Schedule Prep 2 - Requests and Courses - Middle School | 02/11/21 | 02/15/21 |
| | Schedule Prep 2 - Requests and Courses and Transcripts .. | 02/11/21 | 02/15/21 |
| | Schedule Preparation 2 - Requests and Courses and Tran.. | 02/12/21 | 02/16/21 |
| | Schedule Preparation 2 - Requests and Courses and Tran.. | 02/13/21 | 02/13/21 |
| | Schedule Wizard 1 | 03/04/21 | 03/04/21 |
| | Schedule Wizard 2 | 03/11/21 | 03/11/21 |
| | Middle School Schedule Wizard 1 | 03/05/21 | 03/09/21 |
| | Middle School Schedule Wizard 2 | 03/19/21 | 03/23/21 |
| | School/District Leadership | 02/04/21 | 08/05/21 |
| | Secondary Administrator Stakeholder Buy-In Training | 02/18/21 | 02/22/21 |
| | Behavior | 07/22/21 | 07/22/21 |
| | School Coach Secondary | 07/22/21 | 07/23/21 |
| | Limited English Proficiency (LEP) | 07/23/21 | 07/23/21 |
| | Elementary Building Coaches - Group 3 | 07/24/21 | 07/25/21 |
| | Fees System Admin | 05/20/21 | 05/20/21 |
| | Elementary Scheduling | 05/21/21 | 05/21/21 |
| | Walk-In Scheduling - High School | 07/26/21 | 07/26/21 |
| | Walk-In Scheduling - Middle School | 07/26/21 | 07/26/21 |
| | Walk-In Scheduling - Elementary | 07/26/21 | 07/26/21 |
| | School Office Staff | 02/04/21 | 08/05/21 |
| | Secretary / Building Personnel Stakeholder Buy-In Training | 02/25/21 | 03/01/21 |
| | Attendance - HS / MS | 07/29/21 | 07/29/21 |
| | Attendance - Elementary | 07/29/21 | 07/29/21 |
| | Fees - Elementary | 07/30/21 | 07/30/21 |
| | Fees - Secondary | 07/30/21 | 07/30/21 |
| | Ad Hoc I | 07/30/21 | 07/30/21 |
| | Ad Hoc II | 07/31/21 | 07/31/21 |
| | Teacher | 04/22/21 | 08/09/21 |
| | Teacher Coach Stakeholder Buy-In Training | 04/22/21 | 04/26/21 |
| | Teacher Coach - High Schools | 08/08/21 | 08/08/21 |
| | Teacher Coach - Elementary Schools | 08/09/21 | 08/09/21 |
| | Teachers Coach - Middle Schools | 08/07/21 | 08/07/21 |
| | Nursing | 04/22/21 | 08/09/21 |
| | Health: Admin - WebEx | 05/22/21 | 05/22/21 |
| | Health End User Session 1 | 08/06/21 | 08/06/21 |
| Campus Online Registration (OLR) | Campus Online Registration (OLR) Implementation | 02/01/21 | 04/16/21 |
| | OLR Activated | 02/01/21 | 02/05/21 |
| | OLR Setup Training | 02/08/21 | 02/12/21 |
| | OLR Approver Training | 02/22/21 | 02/26/21 |
| | OLR Available for New Students - KG Roundup / Registra.. | 03/15/21 | 03/19/21 |
| | OLR Available for Existing and New Students | 04/12/21 | 04/16/21 |
| Custom Projects | Custom Projects | 03/05/21 | 05/17/21 |



## Example School District - Task Detail

| Category1 | Task1 | Min Start Date | Max. End D.. |
|---|---|---|---|
| Custom Projects | Identify Custom Report Requirements (From results of R.. | 03/22/21 | 04/02/21 |
| | Complete Development of Custom Interfaces / Projects | 04/05/21 | 06/04/21 |
| Campus Online Pay | Campus Online Pay Implementation | 04/01/21 | 06/06/21 |
| | Campus Online Pay Activated | 04/01/21 | 04/05/21 |
| | Campus Online Pay Training | 06/06/21 | 06/06/21 |
| Campus Messenger | Campus Messenger | 07/01/21 | 08/09/21 |
| | Messenger Activated | 07/01/21 | 07/05/21 |
| | Messenger Training (System Admin) | 07/08/21 | 07/12/21 |
| | Messenger Training (End Users) - Group 1 | 08/05/21 | 08/09/21 |
| Reports | Standard Reports / Ad Hoc Reports and Visualizations | 04/01/21 | 07/15/21 |
| | Initial Meeting to Outline Required Reports / Ad Hoc Rep.. | 03/01/21 | 03/01/21 |
| | Phase I Reports Identified | 03/08/21 | 03/08/21 |
| | Phase I Reports Delivered | 04/01/21 | 04/01/21 |
| | Phase I Reports Reviewed and Accepted | 05/01/21 | 05/01/21 |



# SECTION 8

## Data Conversion Plan

Note: the information below and other areas covered during the implementation planning processes are also shown in Section 7 of our response. Documentation on the Data Conversion Dashboard tool is provided at the end of this section.

**Application Priorities**
Infinite Campus is an integrated system. As such there is a significant core of modules that will all be implemented simultaneously. Those include Census, Curriculum, Attendance, Grading, Behavior, Health, etc. Others that can be implemented over a short time horizon after the initial installation are Special Education, Teacher Gradebook, Parent Portal, Data Analysis, Food Service, Messenger Voice, and others.

Our implementation planning session at the start of the engagement will lay each of these items out for proper understanding of impact and priority based on the district's needs.

**Software Installation**
Infinite Campus arrives already installed and configured, delivered by our infrastructure group as part of our hosting model. There is no special client software required other than the standard supported web browsers.

**Data Conversion**
Migration of legacy data from your existing system to Infinite Campus requires teamwork from both parties to be successful. The customer is responsible for extracting data from the present system to comma-separated value (CSV) formats, using templates we provide.

CIC utilizes a sophisticated data validation tool (our Data Conversion Dashboard) to quickly load the data from the above CSV files; reports are generated that identify potential errors, missing data, incomplete data, etc., which then are provided back to the district for review and correction of the data PRIOR to submitting the data to us for the initial conversion.

Data conversions are an iterative process. Legacy data provided is loaded by district staff into the provided Data Conversion Dashboard tool, and reports are generated that assist in identifying potential missing data, duplicated data, and errors. CIC provides training, tips and techniques that have been used successfully with other customers to standardize data during the process.

Both your Project Manager and Data Conversion Specialist will assist with questions and solutions throughout the process, working as a team with your technical staff.

Data standardization and cleansing is of particular importance in the areas of names, addresses and household (family) structures. Review / correction of data errors are the district's responsibility at each stage of the conversion process.

Assistance is also provided to review and analyze converted data once it's loaded into Infinite Campus. For example, transcripts are run, GPA's, credits earned, class ranks, etc. are compared to existing reports and data to validate.

Typically after the 2nd or 3rd iteration, CIC will load the legacy data into a sandbox database for district personnel to review converted data in Infinite Campus, assisting with the data review process. Once the

# SECTION 8

## Data Conversion Plan

final conversion has been approved, then final data is loaded on the production database just prior to the go live date.

Timing of when data conversion tasks are completed will vary, depending on your decision date and when CIC receives signed license Agreements and purchase orders. CIC has successfully completed data conversions with go live dates in the fall (before school starts) and mid-year (January), as well as a few at different dates (e.g. in April). Most customers choose to go live with Campus either in early August or in January.

Once we have your paperwork completed, your CIC implementation manager will create a personalized implementation schedule that includes your expected start and go live dates, base and premium products to be implemented before or at go live or shortly thereafter, and related professional services for each.

# SECTION 9
## Training Plan

**TRAINING PLAN**

CIC believes strongly that high quality training is critical to the success of any software implementation. Therefore, in collaboration with the district, we develop a comprehensive plan that provided highly professional, just in time trainings designed to prepare users in the use of the Campus product to effectively and efficiently do their jobs.

Our training model is based on the idea that different people learn in different ways. That's why we work hard to personalize our training to meet the needs of each individual. We provide a combination of onsite training, hands-on virtual labs, live webinars, product documentation, step-by-step simulations, and videos to prepare staff, no matter what their preferred learning style, for their areas of responsibility. Training is personalized to provide users with the skills they will need to use Infinite Campus based on what their position requires them to do.

**Technical Knowledge Transfers**

There is minimal knowledge transfer necessary for maintaining the system as Campus Managed Services monitors and maintains the software and hardware remotely as part of Campus Hosting Services. Campus Managed Services also ensures that the operating system licenses on the servers are current and compatible and completes any software updates or patches needed or recommended.

CIC offers a SQL Certification Course, so the most technical users of the system can understand the database schema of Infinite Campus. This then allows for complete access to the database for any type of reporting, such as through an ODBC connection.

Development of specific custom imports, exports and custom reports (such as SQL Reporting Services reports, Tableau visualizations, etc.) are typically not included with the initial price quote, as we lack sufficient information and details of what these reports may be. As these reporting requirements are identified during the implementation process, and during the first few months after "go live", price quotes can be provided at that time by CIC for developing these reports / visualizations.

Districts having technical staff available with the time and expertise to develop custom reports / imports / exports, can choose to have their technical staff attend Campus database schema training (2 days) and intermediate SQL Management Studio training (also 2 days). Upon completing these courses, district technical staff will have the expertise to develop such reports and interfaces themselves. CIC offers these courses throughout the year at our corporate office in Greeley, CO; we also offer these courses periodically at customer locations where that makes more sense.

We did include 4 days of technical training with the proposal (2 days of Campus schema and 2 days with Visual Design Studio and the Campus Data Export Utility.

# SECTION 9
## Training Plan

**Train-the-Trainer**

Using a train-the-trainer model, our objective is to prepare a district resource capable of providing continuing and refresher training. Upon receiving proper qualifications, district trainers become steeped in the content and curriculum as well as comfortable with how to teach Infinite Campus.

**Onsite**

Onsite training is provided for key personnel at the district and building levels. With the exception of the Core Team Workshop, all sessions are focused on learning the system in a hands-on environment.

**Webinar Trainings**

Webinar training is designed for end users in very specific areas of the product. It is recommended that a training room be provided with a projector and speaker phone or individual headsets to maximize the webinar training.

**Implementation Courses**

The course descriptions and time allocations are designed to assist in planning staff development during the implementation phase of the project. In large districts, staff training is provided based on school level, e.g. elementary, middle or junior high, high school, alternative and charter schools. After implementation, a 12-month plan for ongoing staff development is designed based on CORE Practice and Procedure decisions and needs of each individual district.

**Core Team Practices & Procedures Workshop**

*Audience: Superintendent, District Leaders, School Leaders, and Power Users of the current SIS system and Teacher Representatives*

*Class Size: 15-20* *Time: Four Days (3 and 1)* *Location: Onsite*

The Core team Practice and Procedure (P&P) Workshop is designed for District and School Level Decision Makers to introduce them to the areas of Campus functionality where procedural decisions are made to determine and communicate to all stakeholders. A procedure checklist is used as a guide for discussion. Core team P&P should result in an action plan that includes what current practices and procedures need to be changed or developed, who is responsible, a timeline, and a communication plan.

**User Security Training**

*Audience: Technical Staff (in some instances school leaders)*

*Class Size: 15-20* *Time: One Day* *Location: Onsite*

During Trial 1, the setting up of user's rights or access to the different features of the application begins. This course assists the technical team and school leaders on how to create user groups and attach users to those groupings. Both application module rights and calendar rights are discussed.

**School Coach Training**

*Audience: Power users who use and understand the SIS system on a daily basis.*

# SECTION 9

## Training Plan

*Class Size: 15-20* *Time: Two Days* *Location: Onsite*

Campus School Coach training is for power users. Many Campus modules are covered in this course including those that are performed exclusively by the Campus Coach such as changes to Census data, Attendance, Transcripts and Student Information Lookup.

**Secondary Academic Management**

*Audience: Secondary School Coaches, Leaders and Counselors*

*Class Size: 15-20* *Time: One Day* *Location: Onsite*

This class is designed to teach adding and editing new transcript entries, creating academic plans for graduation and assigning credit and credit types to plans.

**Teacher Coach Training – Part 1**

*Audience: Those selected to train and assist teachers – recommend 2-3 per school*

*Class Size: 15-20* *Time: One day* *Location: Onsite*

Teacher Coach training is designed to teach coaches the basics of Campus Instruction and prepare them to assist teachers in their school. Topics include: Attendance, Assignments, Grade Book, Rosters, Planner, Seating Charts, Behavior Referral and Reports. It is recommended to have separate trainings for elementary and secondary teacher coaches for maximum retention.

**Teacher Coach Training – Part 2**

*Audience: Those selected to train and assist teachers – recommend 2-3 per school*

*Class Size: 15-20* *Time: One Day* *Location: Onsite*

Teacher Coach training Part 2 is designed to teach advanced features of Campus Instruction and prepare them to assist teachers in their school. Topics include: Assignment Submission, Teacher Messenger, Online Assessments, and Class Serve when applicable. It is recommended to have separate trainings for elementary and secondary teacher coaches for maximum retention. In some cases this course is taught after implementation.

**System Administrator Training/ Production URL Site Review**

*Audience: District SIS Administrator(s)*

*Class Size: varies* *Time: One Day* *Location: Webinar*

Campus System Administration training is for those responsible for the district and school set up and maintenance of the Campus product. Campus trainers will review and assist the district in their application set up which includes: review of user security rights, calendars, attendance codes, behavior codes, and health codes, customizations, program/flag creation, fee and locker management and student numbering. A checklist that details all of the set up items is provided and a walk-through of all areas is completed prior to the first day with students, making sure that the application is ready for end users.

**Scheduling Process Part 1 – Rolling Forward Calendars and Enrollments**

# SECTION 9
## Training Plan

*Audience: Technical Staff*

*Class Size: 15-20* *Time: One Day* *Location: Onsite*

This course is recommended for technical staff to roll calendars forward for all schools or learn to create a new calendar when necessary, copy data from an existing calendar and set all school days and holidays. After calendars are created or rolled, attendees learn how to enroll students into the new calendar, a new or retained grade and in some circumstances to a new school.

**Scheduling Process Part 2 – Setting Up Courses and Entering Student Requests**

*Audience: Master Schedulers and Secretaries*

*Class Size 15-10* *Time: One Day* *Location: Onsite*

This course comes after rolling students forward and prepares for all student requests. Attendees learn how courses can assist in the request process and the multiple ways to enter in requests, including the student portal, to accommodate all models of scheduling.

**Secondary Scheduling Process Part 3 – Teacher and Course Planning, Preparing to Build the Master Schedule**

*Audience: Master Schedulers and Secretaries*

*Class Size 15-20* *Time: 1 day* *Location: Onsite*

This course will utilize the Schedule Wizard to create/edit scheduling rules and constraints with the course and staff planning tools to build a master schedule based on the entered criteria.

**Secondary Scheduling Process Part 4 – Scheduling Students**

*Audience: Secondary School Office Power Users*

*Class Size 15-20* *Time: 1 day* *Location: Onsite*

This session takes the completed requests and master schedule and schedules students into classes based on a defined set of configurations and student requests. Tools such as balancing and loading singleton and specialty classes are taught and used in a workshop setting along with adjusting sections and special requests.

**Special Ed - Skeletal IEP - Set up/Admin**

*Attendance: District Special Education Director and state reporting specialist*

*Class Size: 1-5 Time: Two Hours* *Location: Webinar*

For districts that utilize a secondary system for special education but need to have pieces set up in Infinite Campus for state reporting functionality. We discuss practice and procedures, determining and adding team members, documents and entering information into contact logs with a plan to communicated to all stakeholders any new processes.

**Special Ed - Skeletal IEP - End User (Coach)**

*Attendance: Special Education Instructors training teachers*

# SECTION 9

## Training Plan

*Class Size: 15-20 Time: One Hour Location: Webinar*

For districts that utilize a secondary system for special education but need to have pieces set up in Infinite Campus for state reporting functionality. Training will cover the student information summary tab, creating teams, documents, and contact log entries for special education teachers. We recommend a train-the- trainer model.

**Attendance: Varies by topics (Ad Hoc, Fees, Heath, Etc.)**

*Class Size: 15-20 Time: One Day Location: Webinar*

Each district is unique and as such has unique needs in regards to training. Infinite Campus training wants to accommodate those special requests and has set aside eight hours of customized sessions to fulfill unique needs. Examples of classes in these sessions: Attendance, Census, Read Only, Fees, Behavior or Walk-in Scheduler. The Campus Trainer will work with the district to determine classes and audience.

**Other Courses:**

**Ad Hoc Advanced**

*Audience: For those needing to extract information and analyzing that data for decision making.*

*Class size: 15-20 Time: Two Hours Location: Onsite*

Ad Hoc Advanced training covers complex queries, functions, letter design, letter building, and data export capabilities available in Campus.

**Special Education P&P**

*Audience: District Special Education Director and Administrator*

*Class Size: n/a Time: Half Day Location: Onsite*

The trainer assists in facilitating the P&P discussion for district specific practice and procedures that will need to be changed or communicated to all stakeholders. This class covers all set up components of the special education modules for Evaluations, Individual Education Plans, adding team members, documents, and entering information into contact logs. The trainer will assist and explain what will need to be created and added prior to Special Education Coach - End User Training.

**Special Education Coach**

*Audience: Those selected to learn the special education module and train others.*

*Class Size: 15-20 Time: Two Hours Location: Webinar*

The special education end user training covers the student information summary tab, creating teams, documents, contact log entries, and running applicable reports.

**Scheduling Bundle**

*Audience: Varies by topic*

*Class Size: N/A Time: Varies Location: Webinars*

# SECTION 9

## Training Plan

This course is recommended for districts live on the Campus Application to create schedules for the next school year. The Bundle is broken into multiple parts covered over a three to six month timeframe to accommodate the different roles and work assignments that go into scheduling. Sessions range from rolling calendars and student enrollments to building master schedules using an electronic whiteboard to printing and handing out student schedules.

**Mastering Campus I**

*Audience: Those that want a broader knowledge of the Campus Application*

*Class Size: 10-15* *Time: One Week* *Location: Blaine, MN*

This course is recommended for anyone wishing to understand the core functionality of the campus application. It covers basic areas and modules of the Campus Student Information System and includes a project to assist attendees in better understanding the application by setting up a school to predefined specifications which strengthens users knowledge of all functions learned.

**Mastering Campus II**

*Audience: Those that want a deeper knowledge of the Campus Application*

*Class Size: 10-15* *Time: Four Days* *Location: Blaine, MN*

This intensive course is recommended for district support staff or district training staff. It covers advanced areas of the product not covered in Mastering Campus I or implementations. The course is a combination of lecture, examples and workshop time with an associated project. Topics include: Online Assessments, PLP's and English Learner Plans, FDF's, Scheduling Theory, Ad Hoc - Functions, Logical Expressions, and Data Analysis, Messenger for staff, attendance and behavior, Health Module, Importing Assessments, Custom Tabs and Fields.

**Mastering the Campus Database - Intro to Campus Schema**

*Audience: Tech staff with a working knowledge of SQL*

*Class Size: 10-15* *Time: Three Days* *Location: Blaine, MN*

This course is designed to provide Campus users with an overall understanding of the database schema and structure. Intended for Campus users that would like to gain a better understanding of "'How and where" the data goes. Users will be introduced to the programming of SQL (Structured Query Language). No prior experience with databases or SQL is required. Personal computers are not necessary but can be brought with Microsoft SQL 2000 installed. At the end of this course the user will be able to create simple SQL SELECT queries using the Infinite Campus schema.

**Support Certification**

*Audience: For those who support district staff on the campus application*

*Class Size: 10-15* *Time: Three Days* *Location: Blaine, MN*

Support Certification training is a three-day course for district support/help desk staff. Participants will complete three projects and an exam at a 90% accuracy level to be certified. Mastering Campus I is a prerequisite for participants to take this course.

# SECTION 9
## Training Plan

**Other Training Opportunities**

**Campus Passport (a.k.a. Infinite Campus University)**

Infinite Campus provides comprehensive product training for customers nationwide through a variety of delivery methods, including ongoing training sessions via webinar with a live trainer who is able to address questions. Ongoing training sessions play an important role not only during implementation but is there to provide the training your district needs, when you need it.

Many Campus sessions are available for all customers at no charge, others can be purchased by session, or a district subscription may be purchased called Campus Passport. A Campus Passport subscription is charged annually on a per student enrollment basis, and includes unlimited access to Campus provided webinars and training sessions.

***Lunch and Learn Sessions***

Campus hosts Lunch and Learn sessions to teach about new enhancements recently released in the product. They cover what these enhancements mean to users and how they will improve current processes. These events are held after each new enhancement release is announced and are FREE to all Campus users.

***Teacher Tuesdays***

Teacher Tuesday courses are designed with teachers in mind and include the newest instruction module tools. These courses are offered once a month on the same week as the Lunch and Learn Sessions and are FREE to all Campus users.

***What's Possible Wednesdays***

What's Possible Wednesdays go into short overview sessions on cool things to do in Campus. These courses are offered once a month on the same week as the Lunch and Learn Sessions and are FREE to all Campus users.

***Free Fridays***

Free Fridays go into short overview sessions on any number of our most widely-used modules, including assessments, scheduling and the grade book and are FREE to all Campus users.

**Train- the-Trainer**

The objective of the train-the-trainer model is to prepare a district resource capable of providing continuing and refresher training. District trainers become steeped in the content and curriculum as well as comfortable with how to teach Infinite Campus. Mastering Campus and Teaching Training Campus Qualifications are available for those districts where a train-the- trainer approach is feasible.

To become a district trainer, a staff member will need to complete the following courses:

**Mastering Campus I and II**

***Audience**: SIS Trainers, Technical Staff.*

# SECTION 9

## Training Plan

***Workshop Duration**: 4.5 days for Mastering Campus I workshop, 4-days for Mastering Campus II workshop.*

**Overview:** Product functionality certification, delivered in the Mastering Campus workshops give attendees a complete front to back view of the Infinite Campus functionality. Attendees are exposed to all areas of the product in order to form a clear understanding of the functional capabilities built within the standard core system. Mastering Campus is presented at a high level to core team members, as well as to several users at an administrative level, to serve as an introduction to the standard core system. This overview helps define different end user groups, which will in turn assist with defining User Security groups and functionality groups for further end-user specific training.

**Delivery**: Mastering Campus is delivered in a flipped classroom format, where participants are assigned introductory learning tasks in Professional Development, the personalized learning environment included in Infinite Campus District Edition (ICDE). These learning tasks are designed to instruct learners in the basics of how to complete a task or workflow. Learning tasks are standards within the Infinite Campus Content Standards (ICCS), the corporate-created taxonomy of workflows and tasks which are used to define and organize Campus-created content. Standards included in the Mastering Campus interactive learning content are sequenced in a logical order based on Campus' experience and expertise in the product. Each standard includes multiple formats of learning content, including simulations, video tutorials, in-depth documentation, and checklists/job aids. Regardless of the content type selected, learners are expected to complete a knowledge check in Professional Development to measure their mastery of the content.

The in-person workshop component then builds upon the foundation of basic "how-to" learned in Professional Development by providing opportunities for practice and discussion involving scenarios at a variety of levels and complexities.

**Assessment:** Each Mastering Campus course is assessed by a hands-on project completed by each attendee. Learners are given a set of tasks to complete in a blank database in order to create a hypothetical school with representative student data. Each hands-on project is then reviewed by an Infinite Campus Trainer, who offers feedback and items requiring attention or changes in order to assure individual mastery of the Infinite Campus product.

**Train-the-Trainer Workshop**

***Audience:** SIS Trainers*

***Duration:** 3 days*

**Overview:** The Train-the-Trainer workshop helps attendees learn the "ins and outs" of delivering Infinite Campus content to end users. The workshop helps training and help desk staff understand the functional dependencies of Infinite Campus, as well as allows trainers to perform practice training while receiving feedback from an Infinite Campus Trainer.

**Methodology**: Mock trainings will help reinforce the knowledge transfer from Infinite Campus to district training staff. The workshop sessions are designed to transfer product knowledge about Infinite Campus following the most direct path while modeling Campus best practices, including the utilization of different opportunities for learning (i.e., direct transfer, face-to-face training, Hands-on Virtual Labs

# SECTION 9
## Training Plan

(HOVL) within the Campus Community, and assigned reading from articles also within the Campus Community). The Campus Community is an online forum which contains technical information, training documentation and videos, FAQs, community blogs, etc.

By using the Campus Community as a part of the workshop, the resources that are a part of Infinite Campus for every end user are emphasized. This ensures that attendees are both introduced to and become familiar with ways to access resources ("self-help" tools) which will be necessary as the district moves forward with the implementation. Users will be able to "fish" for their own answers, freeing up the time of both Help Desk employees as well as district training staff

**Assessment:** Individuals participating in the Train-the-Trainer workshop are assessed during the mock trainings using a feedback form by both peers and the Infinite Campus Trainer facilitating the session. The feedback form is designed to record strengths as well as areas for improvement. Upon successful completion of the workshop, a ride along is scheduled for the participant to lead an end-user training session with an Infinite Campus training specialist observing. The Campus Trainer uses the same feedback form to offer any suggestions and to note the new trainer's strengths.

**Trainer coaching and mentoring**: Our objective is to prepare a district resource capable of providing continuing and refresher training. The Infinite Campus trainer conducting the ride along will offer strengths and suggestions for the district trainer based on observing the trainer led session.

Additional training Q&A/office-hour sessions can and will be coordinated to continue building product expertise for both the district trainers and Help Desk staff. Infinite Campus staff will be utilized as needed throughout the implementation process to facilitate and serve as a resource for these webinar sessions.

In addition to the initial observation ride along, another ride along will be scheduled for the first time a given district trainer trains any workshops or sessions which are part of the scheduling process as well as conducting Train-the-Trainer workshops for future district trainers after the initial cadre of trainers complete the session during implementation.

# SECTION 10

## Maintenance and Support Program

Note: Campus internal testing processes and tools are described in Section 11, Acceptance Testing. This section addresses ongoing technical support processes and tools.

## SUPPORT

### CIC / Infinite Campus Support

District experts may escalate tickets to CIC support, either via a phone call to the support center, or via the Campus Community Portal site, both of which are available 24 hours / day, 7 days / week. CIC personnel are available from 8:00 AM to 6:00 PM Central time; after hours requests for support are placed on our toll-free emergency support line, which are automatically routed to pagers, ensuring typical after hours call backs in under an hour.

Hosting / hardware / system requests are placed with Infinite Campus hosting using the Community Portal for non-emergency situations and the toll-free response line for emergency situations. Campus Hosting is also available 24 x 7 x 365.

All users have access to context-sensitive help, including links and access to lookup FAQs and documentation on the Campus Community Portal website. Authorized district support contacts (typically 1-2 people for hardware / technical issues, and 2-4 for application software issues) log the support ticket priority response level when placing the support ticket, either using Campus Community or calling CIC's toll-free support phone number. Priority options and response time options are as follows:

- System Down – these calls are escalated to a support representative immediately
- High Priority – guaranteed 2 hour or less response time
- Medium Priority – guaranteed 4 hour or less response time
- Low Priority – guaranteed 8 hour or less response time

Calls for technical support assistance are surveyed on a regular basis; customers are asked about their experience with a specific call, as well as their experiences with specific support tickets and overall. If they feel issues are not resolved to their satisfaction, we take immediate action to research their issues and resolve them to the customer's satisfaction.

We extensively utilize web conferencing technology (Desktop Response) for delivering technical support services to customers around the country. This technology allows us to be connected with our customers in a matter of minutes, and we are able to view directly what is going on with their systems, allowing us to resolve questions quickly and efficiently, at minimal cost.

CIC also requires a CIC user to be defined in each customer's database, with system administrator rights and permissions, enabling CIC technical support staff to login to your database remotely, while also tracking when we do that and what is done by our staff.

Once a call is made to CIC, the call is either resolved immediately (levels 1 or 2) or is escalated to Infinite Campus (level 3). Should the CIC support staff not be able to resolve the problem, the call is then escalated. In all cases, details are logged into the call tracking system (including caller, issue, date / time

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## Maintenance and Support Program

placed, details, when initial response was given, and when the issue was closed). Customers may access current open and closed support tickets via the Web as well at any time.

Call statistics are monitored on a daily, weekly, and monthly basis. Average response and resolution times are recorded and monitored for compliance with our standards described above; calls not in compliance with standards are escalated for management attention, and reassignment as required.

**Infinite Campus Support – 3rd Level Application Support, Hosting Support**

Infinite Campus uses the latest technologies for online support including document and solutions searches, online tutorials and message boards to ensure educators can quickly research and find solutions to their questions and other informational needs. Both e-mail response and phone support is available and staffed with application and technical experts to resolve questions rapidly. Infinite Campus is dedicated to offering the highest level of personal, effective support for our customers.

Online Support Summary

- Complete product documentation
- Searchable solutions database
- Online case submission and monitoring
- Searchable custom reports database
- User FAQs
- Tips and Technique Guides
- Step by step user guides on a variety of topics
- User group messaging and information center

Live Support

- Currently Monday through Friday, 6:00 a.m. to 6:00 p.m. CST
- Expert toll-free call center support
- Remote application diagnosis/servicing
- Online case processing/resolution
- Hosting issues response line is available toll-free, 24 x 7 x 365

CIC monitors response and resolution times on a daily basis. Recent averages are:

- System Down – these are escalated immediately, average resolution is under 30 minutes
- High Priority – response time average is 24 minutes, resolution time is 55 minutes
- Medium Priority - response time average is 35 minutes, resolution time is 52 minutes
- Low Priority - response time average is 53 minutes, resolution time is 70 minutes

CIC has 7 dedicated support representatives plus a support manager (total of 8) people servicing 400+ districts. Infinite Campus has 90+ personnel dedicated to technical support and hosting, serving 2,000 districts (note that 1st and 2nd level support for about 60% of these districts is performed by Channel Partners like CIC).

Technical support service includes access to all program documentation, training videos, training simulations, checklists, etc. via Campus Community. User Forums are also available on Campus

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## Maintenance and Support Program

Community to network with peers in Iowa and around the country on specific topics. All is included with the annual license, hosting and support fees for no additional cost.

**SUPPORT PROCESS**

Described below is the preferred model for technical support requests, including internal district support requests and escalations to CIC / Infinite Campus.

**District Internal Support – 3 Tier Model**

The preferred internal support model is a three-tiered approach. This includes Teacher Coaches (2-4 per building) and Building Coaches, who are the go-to people at the building level for end users to get questions answered or have issues addressed. Neither are a full-time position.

Should the Building Coach not be able to resolve the issue, the issue is then escalated to district expert(s) who attempts to resolve the issue. If district experts are unable to resolve the issue, Level 1 and 2 technical support is available from CIC; Infinite Campus provides Level 3 support and hosting support.

**District Support Resources**

Each district will have district-designated Campus Support Contacts. 2-4 of the contacts will be responsible for functional issues experienced by building users and one will serve as the technical contact. The roles and responsibilities of designated support contacts are described in detail below.

**Campus Support Contacts (2-4):**

End users will look to their designated Campus Support Contacts within their district for software advice and interpretation of district practices and processes as they relate to the Infinite Campus software.

As a single point of contact for Infinite Campus product issues within the district, the Campus Support Contacts will:

- Troubleshoot Infinite Campus related issues within the district.
- Collect the necessary information to provide Campus Support with replication steps and a detailed description of the issue.
- Log on to the Campus Community website to view/download documentation and review submitted cases.
- Submit issues and service requests via the Your Cases gadget on Campus Community.
- Contact the Campus Support toll-free phone number to follow up with emergency issues or service requests.
- Determine district training needs based on type and frequency of issues being experienced and reported by users. Contact CIC regarding online or on-site training needs.

**Campus Technical Contact (1):**

The district-designated Campus Technical Contact will serve as the point person for Campus Support and Campus Hosting to discuss and resolve issues related to:

- Server configurations

# SECTION 10

## Maintenance and Support Program

- Firewall changes
- Server logging
- Tomcat resets, and other technical related matters

The Campus Technical Contact is often the district's network administrator or a technical services employee. In some cases, this contact could be the same person as one of the identified Campus Support Contacts.

### ONLINE HELP, DOCUMENTATION, OTHER MATERIALS, USER GROUPS

Infinite Campus has online, context-sensitive help text for functions and pages in the application. The district may add text, graphics, operational procedures, etc. to the online help as desired. Online help also includes contextual links to the Campus Community Portal, discussed below.

The technical system documentation is available in electronic format in addition to the standard documentation available from Microsoft for Windows Server and SQL Server. The database schema documentation is also kept up-to-date with the latest releases of the product.

Documentation is available to users via the Campus Community Web Portal, using easy-to-use document search functions. During the project planning and training processes, Infinite Campus and CIC work with the district to produce training materials needed (based on standard materials provided electronically) for each training session.

Infinite Campus can provide the documentation via electronic media such as CD-ROM or DVD. Hard copies are not delivered prior to training as part of the standard package; however, the customer can print hard copies of any / all documentation for internal training and reference purposes. The only requirement is that our intellectual property be accessible behind the district firewall / intranet, not posted to the public Internet.

Infinite Campus help screens include URL references from the application to the Campus Community related web pages, video trainings, quick start guides, process documentation, etc. making it fast and easy for end users to quickly locate the resources they are looking for.

A comprehensive knowledge base is continually updated throughout the year as the software changes, new functions are added, etc. User Forums are provided based on topics of interest, where users can share good ideas, cool things they are doing with Infinite Campus, as well as request advice from other users around the country.

Training videos and simulations are also included for a quick "brush up" on topics of interest, new functionality, etc. to maintain / enhance user knowledge.

A screen shot of the Knowledge Base tool is provided below.

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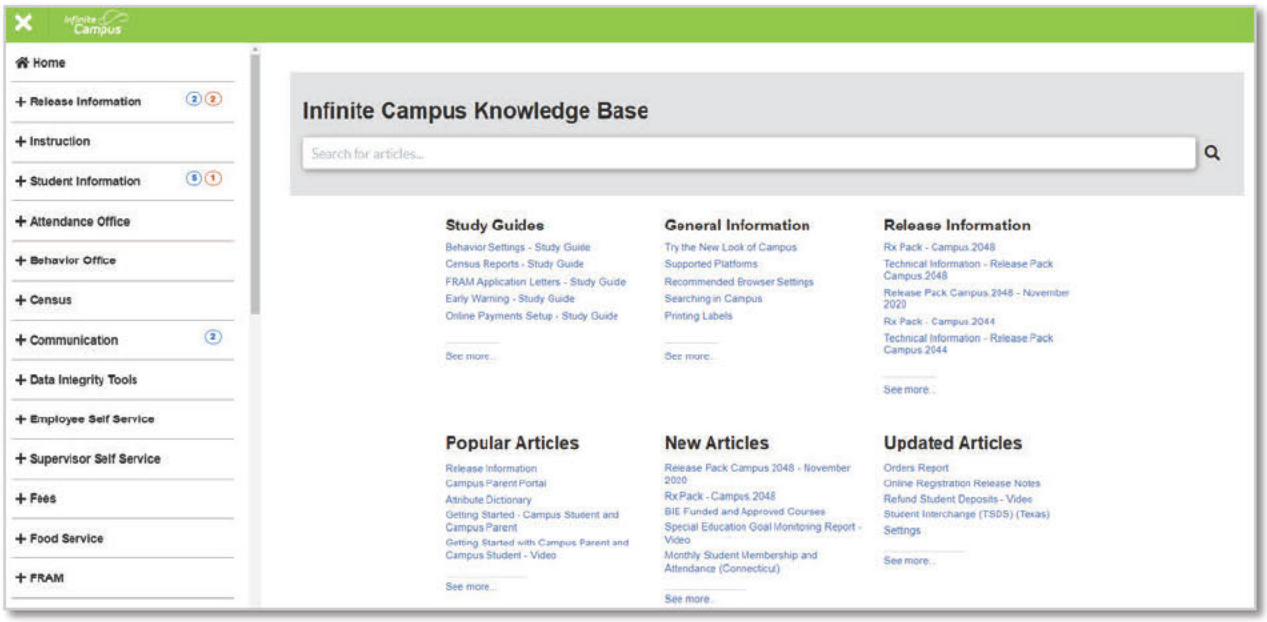


### Monthly Meetings

CIC and Infinite Campus host monthly meetings (web conferences) for our users in each state. At these meetings, we discuss any new state initiatives that are coming, and how those will be deployed in Infinite Campus, along with discussing upcoming changes and general enhancements in the system. Minutes of each monthly meeting are emailed to all state contacts as well, so people who are not able to attend the actual meeting can stay informed.

In addition, a select group of districts (4-5 districts) are invited to participate in monthly Focus Group conferences. At these sessions, CIC and Infinite Campus' designated representatives (CIC's State Reporting Liaison and Infinite Campus' Business Analysts) discuss upcoming state changes with customers and discuss the best ways for these changes to be implemented in Infinite Campus. This may include where new data element(s) should be located in the system, what state reporting extract(s) will need to be added or changed, as well as related business logic changes.

National objectives and changes are also discussed at these meetings, and input gathered on how these will impact the application and related state reporting (recent examples are national requirements for incident-based reporting of behavior events, and EL tracking).

### User Group Conferences

Local User Group events, sponsored by CIC and Infinite Campus, gives users from specific regions an opportunity to meet on an annual basis and gain insights into new and innovative ways to use the system. It also provides a unique networking opportunity for continued sharing and support from colleagues throughout the year.

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These popular events, with changing themes and agendas, provide Campus customers with a variety of tools to leverage their investment and stay abreast of their evolving student data management system.

The Illinois Campus user group two-day conference is typically held in November every year in the Chicago metro area. The user group board works with CIC in determining what breakout sessions would be most beneficial to offer each year, based on a survey conducted each year. There is a small charge to attend this conference.

CIC and Infinite Campus offered the National Training Week virtual conference event in November, as face to face user conferences were canceled due to the pandemic. Attendees received 5 days worth of breakout sessions presented by Infinite Campus, CIC, and district staff from around the country. Live sessions were presented each day; access to recordings will also be provided through the end of April 2021. All at a very reasonable cost ($999 per district, unlimited attendees per district).

We also are offering the Data Days and Master Scheduling (DDMS) virtual conference in March 2021, building on the success of National Training Week. DDMS topics are focused on ad-hoc reporting tools in Campus and those offered by CIC such as Tableau, along with sessions designed for district / school "schedulers" using Campus scheduling tools and applications. 3 days of unlimited access for staff in the district for $799 per district. As with National Training Week, all training sessions will be recorded with access provided to each district 24 x 7 x 365 for several months after the event.

Charlie Kratch (Infinite Campus CEO) and Steve Bohlender (Executive Vice President) typically attend. Charlie provides the keynote session at lunchtime, informing users of the company's future plans and directions, as well as both being present to discuss local issues. Both are available between sessions for one on one conversations and discussions.

### CIC Account Manager

CIC assigns an Account Manager to each district who becomes the main point of contact after the go-live date. For a district your size, the Account Manager will be involved in the status meetings a few months before go-live to get acquainted with your staff and get familiar with your project.

Typically 30 days after the go-live date, a handoff meeting is conducted where any open issues are discussed, documented and assigned to CIC, Campus or district resources. Your Account Manager takes the baton from the Project Manager and is responsible for conducting monthly status calls, escalating any support cases, answering questions about your renewal invoices, discusses new updates and enhancements in Campus and such.

The Account Manager is responsible to ensure issues that arise after go-live are documented and resolved as needed.

# SECTION 11

## Acceptance Testing

Note: Infinite Campus is a commercial off the shelf (COTS) application. As such, while we often do customizations to accommodate a district or school's specific needs, nearly all customizations and setup options are handled using settings and existing options provided in the base system.

Therefore, below we discuss the testing and acceptance processes used by Infinite Campus with our rapid deployment model for each 4 week release provided during the year. At the end of this section, we'll cover the key tools and processes CIC uses to identify specific customizations and custom programming work we do for specific customer projects.

### TESTING AND ACCCEPTANCE PLANS

The Infinite Campus release model is based upon a continuous release cycle, in which software Release Packs are delivered every four weeks. Any given Release Pack is a collection of enhancement updates, regulated updates, and bug fixes. In essence, each development activity proceeds in parallel to other development activities and gets packaged in a Release Pack only when it has passed all testing and is ready for delivery. As such, unforeseen complications in one development activity do not hinder the delivery of other development activities.

In addition to the Release Packs every four weeks, Infinite Campus delivers updates known as Rx Packs on an as-needed basis. If a critical, high priority bug is reported, it needs to be addressed as quickly as possible; it cannot wait until the next scheduled Release Pack, which might be up to four weeks into the future. Such issues are delivered through Rx Packs. Another example of an Rx Pack delivery is one involving a regulated state report. All regulated development items target a Release Pack well in advance of the state-imposed deadline for school districts. If, however, a complication arises causing a regulated development item to miss its targeted Release Pack, an Rx Pack is used to deliver the regulated update as quickly as possible yet still in advance of the deadline. In summary, Release Packs are routinely delivered every four weeks and contain the results of many development activities, whereas Rx Packs are delivered on an as-needed basis and contain the results of just a single or very few development activities.

Districts are encouraged to evaluate each release against the district's current process and need. Many will elect to update a staging or preview environment for the purposes of evaluation and user acceptance testing prior to taking the update in their production environment.

District technical contacts can request and schedule site updates using the Campus Updater available in the online Campus Community. A district can request any generally available version update to their production, staging or preview environments. Requests for database refreshes or updates to sandbox, staging and preview sites may also be scheduled using the Campus Updater.

#### Managing Product Enhancements

Our team of product managers evaluates all enhancement ideas, recommendations, and product issues. The product development lifecycle begins with input from many sources for development activities. Source input may come from school districts, state departments of education, product

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managers and strategists within Infinite Campus. Any viable development activity is classified in one of three ways:

- An enhancement to existing product functionality,
- A regulated item to conform to regulatory requirements as mandated by state departments of education, or
- A bug, which denotes that the application is not functioning as intended.

Selection and prioritization of core product enhancement are based on customer impact, product vision, and contractual obligation - while maintaining focus on our corporate mission.

Districts are encouraged to submit ideas for product improvement through standard support mechanisms. Additionally, customers may elect to participate in forum discussions with other Campus users and software product analysts regarding product enhancements and existing functionality specific to an area of interest. Other resources for soliciting and providing feedback on product functionality include local, regional and state user groups and consortia.

**Development Cycle**

Infinite Campus employs many different levels of testing of the entire system before it is released into production. Various methods of testing are conducted throughout all phases of the software development lifecycle. The goal is to provide customers with the best product possible.

The following diagram provides a visual look into the different phases of the software development lifecycle and the testing that occurs at each phase:

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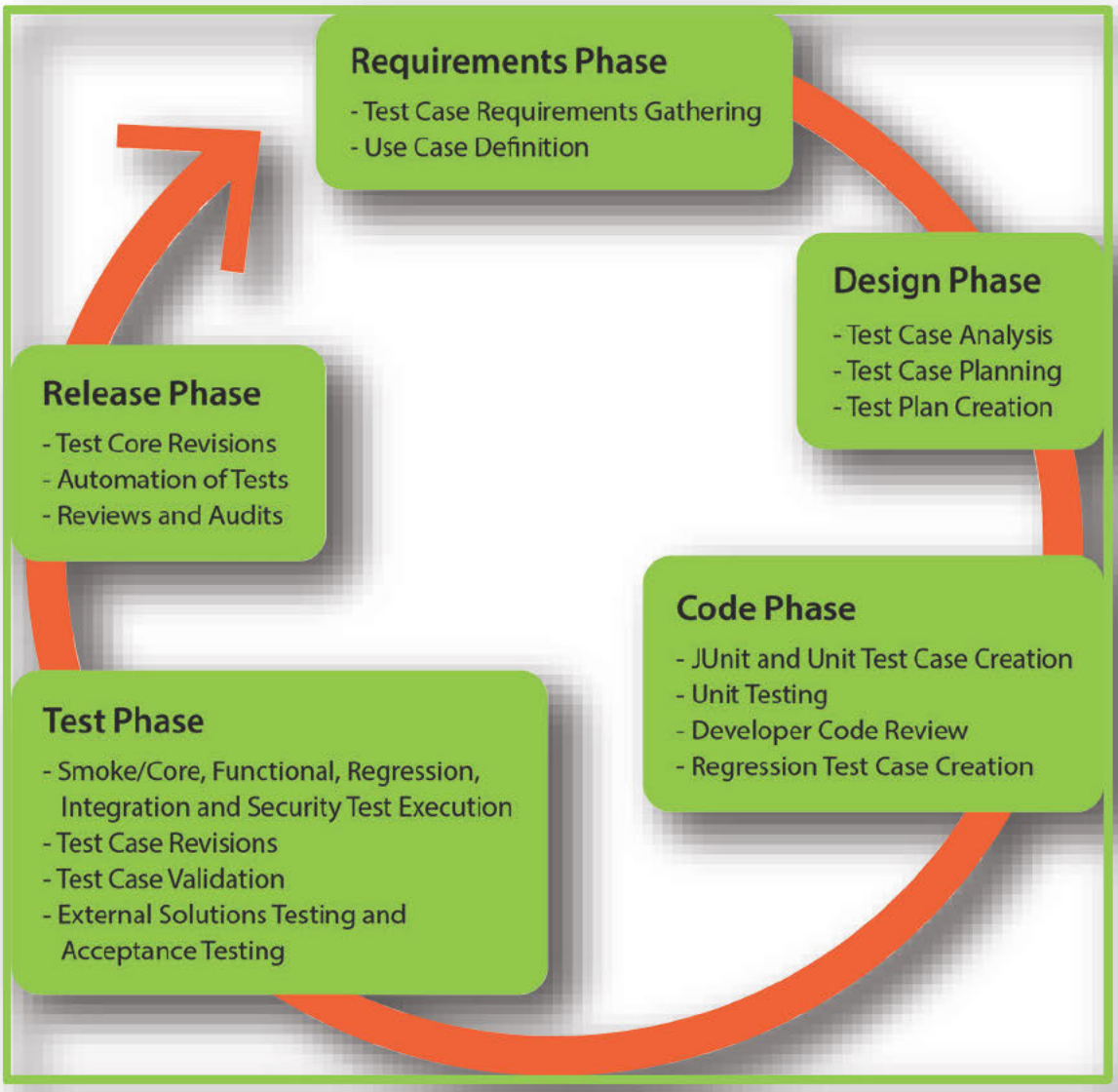
## Acceptance Testing




The following system tests are undertaken:

1. Developer Review Testing – After coding is finished by the original developer, a second developer reviews the new code checking the functionality and ensuring consistency.
2. JUnit tests are created where applicable and checked into the source code repository alone with the new functional code. The JUnit tests are run each time the system is built, multiple times per day.

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3. Unit Testing – This step ensures the code changes can be built and tested successfully in a test environment. The unit test verifies the enhancement, state report, or defect fix has been coded per the specification of the test case.
4. Smoke Test – The smoke test confirms that mechanics of the application work properly (e.g., all the links work in the outline). This test is executed on every package we release to customers in addition to being run on daily builds.
5. Core Test – This test checks the product's core functionality in-depth. It confirms the day-to-day functions of the system are working as designed. This test in executed on every package we release to customers in addition to being run on daily builds.
6. Functional Level Tests – Quality Assurance reviews each development work order for defects, state reporting and enhancements and confirms that the request has been completed and it is working properly per the requirements and design documents. Tests are run to validate the functionality affected by the change or enhancement.
7. Regression Tests – A set of test plans that represent a complete test of the entire system. The regression test plans are organized into role-specific functionality and security. This level of testing checks all of the business processes to ensure they are all working properly. A set of regression tests are run with each package that is delivered to the customer as well as being run on daily builds.
8. Integration Testing – Quality Assurance includes integration testing as part of the functional and regression test plans. This testing includes checking the interface points between all subsystems that Infinite Campus interfaces with, such as data analysis, food service and the voice with messenger system. Integration tests are run on an ongoing basis, as part of the functional and/or regression test plans.
9. Security Testing – As part of regression and functional testing, Quality Assurance utilizes role-based testing to validate the Infinite Campus security model.
10. External Tests – For many of our releases we solicit partners and customers to conduct pre-release system testing to validate new and existing functionality of the release as it relates to their daily processes. In addition, many times we will involve customers in validating functionality of an enhancement or defect fix. This validation and testing may be done via WebEx, an internal testing site, or an external test site at the customer's site.

**Development Process**

Infinite Campus development processes are built on a comprehensive quality assurance program encompassing all phases of the software development lifecycle. Fundamentally, the program should **validate** that we are building the right product and **verify** that we are building the product right. It must ensure an affirmative answer to the following two questions:

- **Validation:** Does the product address the needs of the district and school?
- **Verification:** Does the product perform as intended?

The tenets that form the foundation of quality assurance at Infinite Campus are summarized below:

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## Acceptance Testing

1. Multiple sets of eyes on everything we do
2. Test early, test often, test thoroughly
3. Build, deploy, and test multiple times per day in a continuous integration environment

***Multiple Sets of Eyes on Everything We Do***

Requirement reviews, design reviews, architecture reviews, and code reviews are an integral part of every development effort to ensure that multiple sets of eyes review all resulting artifacts of the software. Requirement reviews and design reviews include people across the company, including those in customer-facing roles such as support representatives, client executives, and product managers. Often times, requirement reviews and design reviews include customers in the form of focus groups. Architecture reviews and code reviews are highly technical in nature and are conducted primarily by system architects and software engineers. The goal of the architecture and code reviews is to ensure consistency across the system and identify defects as early as possible in the development cycle.

***Test Early, Test Often, Test Thoroughly***

The Infinite Campus testing strategy is based on the premise to test early, test often, and test thoroughly. Testing is the responsibility of many roles at Infinite Campus, including by not limited to quality assurance analysts, business analysts, and software engineers. Though testing occurs throughout the development lifecycle, it is essentially categorized into the following phases: unit testing, integration testing, release testing, and beta testing. Within these phases, multiples types of tests occur, such as functional tests, regression tests, usability tests, security tests, and performance tests. Testing is always performed across a large variety of hardware, operating system, and browser configurations. Each phase is described more thoroughly in the following sections.

**Unit Testing**

The process for unit testing actually begins before code is even developed. As the business analyst is defining requirements for the system functionality, the quality assurance analyst is working alongside to produce a comprehensive test plan. As the requirements evolve, so does the test plan. When requirements firm up to the point that software is developed, functional testing commences immediately and continues throughout the development cycle.

The primary focus of unit testing is to test functionality in an environment that is undisturbed by other software development projects. At Infinite Campus, many development projects are concurrently underway, and unit testing allows for deep and thorough functional tests for a specific project. Actual testing begins as soon as there is working software to test, even if that software is less than 5% complete. The testing continues in an iterative fashion as the development for the project evolves.

The software engineer, business analyst, and quality assurance analyst are the three primary roles involved in any software development project, and unit testing is the responsibility of all three. The software engineer is responsible for creating automated unit tests, most commonly using JUnit and similar unit testing frameworks. The business analyst tests to ensure that the functional requirements have been met and the system behaves as designed. The quality assurance analyst produces the comprehensive test plan and attempts to break the software any which way through negative testing,

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edge case testing, etc. When the type of system change warrants it, performance testing also begins during this phase of the development cycle. Performance baselines are established, and subsequent benchmark tests are run to compare against the baseline.

When new enhancements are introduced or the user interface of existing functionality is significantly changed, two other types of testing will occur with customers: usability testing and external functional testing. In both cases, test environments are set up at Infinite Campus and made externally accessible to customers who are willing to test. Usability testing is focused solely on the intuitive nature of the user interface, whereas external functional testing helps to validate that the functionality is meeting the customers' needs. The purpose for both of these tests is to receive and incorporate district feedback on the functionality while it is still early in its development lifecycle

Once the development is complete and all three roles have signed off on their testing, the software is checked into the integration environment and testing progresses to the next stage: integration testing.

**Integration Testing**

Integration testing is the act of testing the software of a single project in an environment where it is integrated with all other system code. This is critically important because there are dozens of areas in the code base that are under construction at any given time. Integration testing is focused on both functional and regression tests. During this phase, the testing ensures that the recently checked-in code still operates as it should after being integrated with the entire code base. It also ensures via regression testing that it does not break previously working software. This is accomplished in large part through an ever-growing suite of automated regression tests, though complemented through manual regression testing as well.

On a nightly basis, static and dynamic security tests are run against all software that is checked into the integration environment. These tests scan the system looking for security vulnerabilities and automatically create system tracking issues for any vulnerability that they discover.

Performance testing also continues during integration testing. System monitoring tools, very similar to those used for production environments, are constantly checking for performance anomalies during the integration testing that occurs on a daily basis.

**Release Testing**

Every release pack goes through a final round of release testing before it is released to customers. With confidence gained by the testing conducted up to this point, the release pack is packaged and deployed to a set of sites where a full suite of automated regression tests are run against that newly created package. In addition to the automated tests, a group from Infinite Campus's Support organization runs the release pack through a battery of tests before giving the release a thumbs-up.

Finally, before a release pack is declared "generally available" to all customers, it goes through a "limited availability" (LA) status where it is deployed to a small number of identified districts. These districts agree to update their production environments with the LA release, run it through a suite of their own tests, and immediately inform Infinite Campus of any show-stopping issues they encounter. If they report such issues, those issues are resolved before the release is declared Generally Available to all.

# SECTION 11

## Acceptance Testing

### Beta Testing

When delivering new enhancements or significant changes to existing functionality, Infinite Campus will often release the software through a two-phased beta cycle to solicit even more feedback. The software is designed such that beta testing can occur in a production environment, but without any loss of legacy functionality. This is important because the districts have the safety net of unaffected legacy functionality, yet they have the opportunity to test new beta functionality in a production environment which often has different nuances than a test environment. The first phase of beta test, known as "closed beta," is released to a small number of participating districts, usually no more than a dozen or so depending on the project. The second phase, known as "open beta," is available to all district customers. Finally, after the beta period has expired and feedback from beta test participants indicates that the functionality is solid, the newly developed functionality is made generally available to all customers in a release pack.

### Continuous Integration Environment

Infinite Campus puts a lot of emphasis on building, running, and maintaining a large suite of automated unit tests and regression tests. The system build is considered the lifeblood of a development organization, and a fully automated continuous integration environment is critical to keeping one's finger on the pulse of the build. Infinite Campus maintains a continuous integration environment that consists of over 200 integration test sites. A full system build is packaged and deployed to these sites multiple times per day with a full run of automated regression tests. If there is ever a failure in the build, deployment, or any of the tests, the relevant software engineers who checked in the code are automatically notified via email and immediately act upon the failure.

### Quality Assurance

Quality assurance takes place throughout the entire development cycle, and it takes many forms. Requirement reviews, architecture reviews, and code reviews are an integral part of every project that ensures multiple sets of eyes review all resulting artifacts of the software. Testing is comprehensive and takes many forms as well: automated unit tests are created by developers, automated regression tests are created by a separate test automation team, manual functional tests are performed by people in a variety of roles, and manual regression tests are performance by QA analysts. At the heart of the development model is a continuous integration environment, in which the entire system is built, deployed, and tested via the automated tests multiple times every day.

Many external steps are taken as well to solicit feedback from customers. Through the iterative nature of defining the detailed requirements, the business analyst(s) and/or product manager(s) continue to reach out to customers to ensure the requirements continue to hit the mark. As the resulting software starts to take shape but long before completion, testing sites are set up and made externally available for customer testing. Input from customers during this external testing cycle feeds right back into the development cycle. Depending on the nature of the project and resulting functionality, the software is released to customers in a staged fashion. The first stage is Closed Beta, in which the functionality is enabled only for a select few districts. Infinite Campus works closely in partnership with these selected districts during the closed beta period to resolve issues and respond to their feedback in a very timely fashion. The next stage is known as Open Beta, in which the functionality is optionally enabled for all

# SECTION 11

## Acceptance Testing

district customers. These two beta periods are exceptionally important because they serve to identify necessary changes that can only be found once the system is used in a production environment. The final stage of delivery is known as Generally Available. Once the results of any given development project are Generally Available in a release pack, any further changes that are requested to that functionality starts the cycle all over again beginning with business cases.

### CUSTOMER CUSTOMIZATIONS AND CUSTOM PROGRAMMING

As noted above, nearly all of CIC's Infinite Campus customers are able to meet their requirements using options and settings provided in the base system. However, we do get involved in training district technical staff (if they have technical staff) on how to use the provided tools to create custom reports, data extracts and imports, and the like.

First, Infinite Campus is an open system. Our view is that Campus owns the database "container" that stores the information, while the customer "owns" the content inside. Accordingly, customers are provided the rights to all back end database tables, views, etc. and can develop and use your own SQL Server stored procedures. Further, Campus provides tools for customers to use for common applications, such as the Data Export Utility (DEU).

DEU is provided to all customers with the base license. It enables scheduled exports to be created from Ad-Hoc queries, Campus Prism calls, and from SQL Server stored procedures or SQL Server SSIS packages. Export "jobs" thus may be created for 3rd party exports (e.g. transportation systems, library management systems, etc.), scheduled to run on a periodic basis (hourly, daily, weekly, etc.), including sending data to an external secure IP site, either by customer technical staff, by CIC for a fee, or a combination of both.

Similarly, Campus uses SSIS packages and / or SQL stored procedures to import data to Infinite Campus from 3rd party systems not yet using industry standards like IMS Global OneRoster, CASE, or LTI standards. As with exports, imports may be created and run on a scheduled basis. For example, a transportation export may be run each night to send data to the transportation system, then an import job can run to bring back bus numbers and other transportation data to Campus.

Same thing with library systems, sending them student names and ID's, and bringing back library fees and fines.

Our goal is to always train customer staff to be as self-sufficient as possible. That is balanced by the fact that many smaller CIC customers don't have technical staff in the district with the skills and background needed. Others do, but technical staff time is scarce and valuable, and those folks often are pulled in multiple directions / different competing priorities at the same time. Thus, CIC's technical staff is best used as a "safety net" to get projects completed when the district either:

1. Does not have staff available with the skill set needed for the specific work.
2. May have staff with the skills, but district staff do not have the time available to complete the work by the required deadlines.

# SECTION 11

## Acceptance Testing

Knowing all of the above, where custom projects start is with a form CIC developed called the Functional Design Document (FDD). These forms are provided to customers in a Google Form layout, where the customer contact is responsible for describing the details of the work needed, who the users / stakeholders are, etc. If a custom export or import is needed for a 3rd party vendor, file layouts of the data files needed to create for exporting, or the file layouts of data to be imported are a part of the FDD specs.

Similarly, a mock up is required for custom reports. The mock up provides a representative example of the report needed, along with desired user submittal filters and prompts that an end user running the report would use to select the records to include.

Customers who do technical work themselves are encouraged to use CIC forms and tools for their internal projects as well as those they want help with from CIC.

Once the FDD and related document(s) are provided, the CIC Project Manager (pre go live) or CIC Account Manager (post go live) then obtains a cost estimate from CIC's technical team. The details and estimated pricing is provided back to the customer contact for review and approval.

Small projects (requiring 2 hours or less of CIC time to complete) are typically handled through placing a support case with the details. The case with the details is then escalated to a CIC technical team member to complete the work at no charge.

If the nature of the job indicates that maintenance might be required (due to future changes in the Infinite Campus database and structures, changes coming from 3rd party vendors, etc.), and the customer also wants technical support from CIC for the project, CIC often provides these services for the custom programming or report project(s) at approximately 20% of the development price. For example, a $2,000 initial project fee would result in a 20% maintenance / support fee, or $400 annually.

Customers may also choose NOT to purchase maintenance / support on CIC custom projects. In those situations, if / when a custom project or report "breaks" in the future, CIC maintenance / technical support services are available on an hourly basis (technical time at $150 / hour, implementation management time at $180 / hour), and the work is scheduled when CIC technical staff has time to do the work. Customers may choose at their annual renewal date if they wish to continue maintenance / support for any or all of their custom projects.

If / when the project is accepted, the project is scheduled for development, typically within 30-45 days or less of when the approval paperwork (CIC Exhibit A and a PO) is received. CIC performs internal testing of the project delivered vs. the specifications for initial testing. Once that is complete, then the new code is loaded on the customer's sandbox environment for customer acceptance testing.

If errors are detected, changes need to be made, etc. those are communicated back to the CIC PM / AM, the developer makes corrections, then the changes are re-tested and re-applied.

At the end of the project, an acceptance form is provided to the customer contact, who reviews, signs and dates to signify the project is complete and accepted as delivered. Final billing for the work is then done, with payment for the work due upon receipt of the CIC invoice.

# SECTION 11

## Acceptance Testing

If the design specs / scope CHANGES (e.g. new requirements are discovered, significant design changes are needed, etc.), then an amendment is made and approved to continue the work. CIC does not exceed the approved hours budgeted for the project without prior written authorization from the customer.

# SECTION 12

## Cost Proposal

### INFINITE CAMPUS – A LIVING APPLICATION

Infinite Campus is a living application. Customers receive updates every four (4) weeks, which include state reporting, bug fixes and new functionality as it becomes available during the year. Infinite Campus is responsible for loading all updates, this is included with the Hosting fee described below.

Software license fees are normally charged each 12 months (based on your license start date), and are adjusted up or down each year, based on the most recent student enrollment count from the department of education.

The RFP asks for a 5 year cost estimate (implementation year, plus 4 subsequent years, total of 5). We did that in the attached Proposal detail sheet later in this section. Below is a description of each of the main components included and the options.

### INFINITE CAMPUS PRICING MODEL – BASE SIS, HOSTING, SUPPORT

The pricing of Infinite Campus follows this living application model. School districts pay for Infinite Campus on a "per student, per year" pricing model. All customers (large and small) are charged based on the same pricing model. Customer prices do vary based on their student count each year, and the hosting model chosen. For example, if the student count increases, then so do the license, support and hosting fees. Likewise, if the student count decreases, then the fees decrease as well.

There are three components to this annual renewable pricing model:

License – The Infinite Campus license fee covers all modules of the core student system. All update, maintenance and upgrade fees are included in the license fee. $6.00 / student / year.

Support – All application support including on-line and website manuals, toll-free telephone and web support are included in the annual support fee. $10,000 / year (between 3,334 students and 8,334 students the price is the same).

Hardware / Hosting – Infinite Campus offers several options for providing server hardware, software, SQL Server database and related tools. In all cases, Infinite Campus is responsible for managing the servers, loading updates, etc. All updates to underlying software (Windows Server, SQL Server, Apache Tomcat, Java, anti-virus, SSL digital certificates, anti-virus software, etc.) is included, along with nightly backups.

CIC recommends Cloud Choice Hosting (off-site) for a district your size, described below.

Cloud Choice Hosting (Off-Site) – The Infinite Campus "Cloud Choice" hosting option is managed by Infinite Campus at our corporate headquarters, with a backup site pair.

You will receive a production site, where your day-to-day work is accomplished; a sandbox site, where upcoming code can be previewed and data experiments can be conducted, and a staging site where new updates can be loaded and also can be used for trainings. Cloud capacity is automatically scaled to meet your needs and our data extract utility is included. $1.00 / student / year, minimum charge of $2,000 / year.

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## Cost Proposal

In-District Hosting – In situations where internet connectivity is unreliable or district stakeholders prefer to host their data within the physical bounds of the district, Infinite Campus offers an alternative In-District Hosting option. By relying on Infinite Campus to provide In-District Hosting, districts realize reduced costs and operational overhead by eliminating the need to own and operate their own equipment. Campus Hosting provides nightly off-site backups, warm site failover, and disaster recovery, so the district's data is always available.

Campus Hosting ensures that the operating system licenses on servers are current and compatible. The Microsoft SQL Server relational database license is also managed by Campus Hosting. Any software updates or patches needed or recommended by the various component manufacturers are taken care of by Campus Hosting.

A Campus Hosting professional schedules necessary system server and software maintenance to keep the Infinite Campus system running optimally and ensure backups are in order. Maintenance is scheduled to meet the district's needs and avoid disruption of daily use of the production system. In addition, Campus Hosting keeps an inventory of servers available for overnight replacement if or when a failure causes the system to be inoperable. If it is determined that a server is not performing adequately, Campus Hosting will work to determine the best approach to resolve the issue.

In-District Hosting Features:

- Software is maintained remotely by Campus Technicians
- Servers are supplied by Infinite Campus and located at the district
- Servers are remotely managed by Campus Technicians
- Server capacity is initially scaled to meet district needs and upgraded/replaced as necessary

Pricing is $1.50 / student / year, based on the official student count every year (minimum fee is $7,500 per year).

### CAMPUS ONLINE PAYMENTS / SCHOOL STORE (INCLUDED WITH BASE)

Campus Online Payments and School Store functionality is provided with the base system. Our payment processor (Vanco Services) charges a one-time fee for setting up your merchant account to process debit / credit card transactions. This fee is charged on your first monthly statement after online payments is activated. Transaction fee(s) are charged when online payments are made and are additional.

### CAMPUS DATA CHANGE TRACKER (INCLUDED WITH BASE)

Data Change Tracker software is included in the base system at no additional cost. However, there is a cost to store the selected table / field changes, thus Campus charges for the added storage required.

Data storage for Cloud Choice costs $.05 / rolling student(s) / year, with a $1,000 annual minimum price. The estimated future annual price is based on the rolling total student count. The 1st year price is based

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## Cost Proposal

on 4,146 students; the 2nd year price is based on 8,292 rolling total students. Data Change Tracker pricing shown requires Cloud / Cloud Choice hosting.

If the District chooses In-District hosting instead of Cloud Choice, Campus will provide an additional in-district server, which includes the software, hardware, nightly off-site backups, etc., sized to contain approximately 3 years of transaction change history, for an annual fee of $7,500.

This tool is not useful until there is actual converted and "live" data in Infinite Campus. Accordingly, for budget planning, the storage price fee can be delayed until approximately your "go live date".

### CIC DATA HEALTH CHECK (INCLUDED WITH BASE)

CIC Data Health Check application provides a series of SQL stored procedures, Campus Ad-Hoc filters, and SQL Reporting Services reports that apply 150+ rules against your database, updated every night. These rules look for potential errors / missing data in your database, using both state-specific rules and standard rules to assist your staff with maintaining a complete and accurate database throughout the year, as well as saving time correcting errors.

CIC Data Health Check software is provided on an annual license ($.25 / student / year, $600 minimum), based on the number of students (obtained from the state department of education) used for state funding. This price includes installation, license, annual support and updates (loaded by CIC).

### CAMPUS LEARNING PRICING (INCLUDED WITH BASE)

Campus Learning provides additional tools for teachers to utilize digital content and assessments, both those stored within Infinite Campus and also those from 3rd party Learning Management System (LMS) such as Canvas, and 3rd party Assessment vendors. Campus Learning includes both added product functionality within Campus plus industry-standard interface tools (using IMS Global OneRoster and LTI specifications) to share data with other systems and vendors seamlessly. Iowa standards also may be linked (using the IMS Global CASE specifications) and updated in Campus when the state changes learning standards.

The base price is $2.00 / student / year.

### CAMPUS ONLINE REGISTRATION PRIME (INCLUDED WITH BASE)

Campus Online Registration (OLR) Prime is provided on an annual license ($2.00 / student / year, $7,500 minimum and $37,500 maximum), based on the number of students (obtained from the state department of education) used for state funding. This price includes installation, license, annual support and updates (loaded by Infinite Campus).

OLR Prime includes the ability for the district to make customizations to the base product within the application, changing text that appears on the screen, drop-list values, support for multiple languages, etc. Existing screens can also be removed if they are not applicable.

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Documents may be attached and uploaded by parents, then mapped to the Campus production database for automatic storage when the registration is accepted. E-signature functionality is also supported. We included OLR Prime with the base configuration and proposal.

### TABLEAU SOFTWARE / DATA VISUALIZATIONS - OPTIONAL

The RFP included several functional requirements for data dashboards and data analysis. Infinite Campus provides basic charting and graphing functionality in the base system, with the Pivot Designer tool. This is a web-based pivot table tool, with the ability to display data in text and charts (bar charts, pie charts and line charts).

For more advanced visualization options, CIC partners with Tableau Software to provide fully integrated visualizations and dashboards with Infinite Campus, as well as other data sources, such as Excel spreadsheets and other data sources. We included an optional proposal to add Tableau and CIC's content (collectively called the CIC Analysis Portal).

Below we discuss options for four (4) primary products – Tableau Creator, Tableau Server, the CIC Analysis Portal, and External Facing (Tableau Public). Each of these options include unlimited technical support (via the web and telephone), as well as maintenance / updates to the software. Below is a summary of the licensing options for each product.

Tableau Creator – this is purchased on a named user basis, using an annual license and support / updates model. The base license includes 2 workstation copies per named user (e.g. a user could use one license on a Windows workstation and another on a Mac). Unit pricing for Creator(with 25% education discount) is $630 per named user per year. We included 2 user licenses.

Tableau Server – Tableau Server can be licensed in multiple ways, depending on what model works best. The intent is to offer a lower entry point pricing for a limited number of users, as well as options for growth as usage might be expanded over time throughout the organization. In all cases, the customer can install Tableau Server into up to 3 environments (e.g. production, sandbox and training) with the base license fee.

CIC negotiated special "per student, per year" options with Tableau; these options are ONY available from CIC (not from Tableau directly). Each are described below.

In-District Per Student, Per Year Model – option was provided (with annual license, support and maintenance all included) for an unlimited number of Tableau Server (consumer) users.

This model is not constrained by server hardware, nor consumer user devices (e.g. a user can access via Windows, Mac, tablets, etc. with the same license). Annual prices are based on the most recent state-approved funded student count as of the annual renewal date. Named users are tracked, each user needs a license.

Unlimited Users - With the unlimited option ($2.00 / student / year), a license is granted per student (e.g. 4,000 students = 4,000 licenses).

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## Cost Proposal

CIC Analysis Portal – CIC also provides over 1,200 pre-designed Tableau templates for K-12 Education, 100+ SQL Server stored procedures and views / tables, etc. for use with Infinite Campus and Tableau. These are sold on a per student, per year basis (perpetual license and annual support / updates model), with a maximum charge for the initial license and annual support / updates. The 1st year cost is $1.00 / student, including license, maintenance and support (1,500 student minimum). The subsequent year cost is $.20 /student / year. The maximum charges are $20,000 for license and 1st year support / updates, then $4,000 / year for support / updates in year 2 and forward.

External Facing Visualizations – some customers desire the ability to publish visualizations for use with the general public, the community, etc., via the district website.

Tableau Public – Tableau Public is available for free. Visualizations (and supporting data) are published to Tableau's hosting center and website, and are accessible to the general public, including the ability to integrate with your district website, wiki, etc.

There are some limitations with Tableau Public:

- Account Storage Size of 10GB (no customer has surpassed this)
- Have a row limit of 10M rows for data source(s)
- Has the ability to turn the "download workbook" option on and off on all published workbooks

Please also understand that once published to Tableau Public, the data used is disconnected from the underlying data source. Thus, if there are changes to the data, the visualization would need to be updated and republished to reflect the changes.

Note also that Tableau Software may be used with ANY data source, not just Infinite Campus.

We also included the Campus Data Warehouse storage ($1,000 / year) that is used as the source Campus data for most of our customers that use Tableau. There is no charge for the software, the price here is for the additional storage on the Campus Cloud for the data warehouse database.

Many of our Cloud Choice hosted customers do not want hardware and server(s) to manage in the district, thus CIC and Campus have teamed up to provide the server hardware, operating system licenses, and back end management of the Tableau Server machine. The annual price is $4,500 / district.

Last, we included the CIC Reports on the Portal tool, which is used by parents / students on the Campus Portals to access their visualizations for their students. The tool also may be used inside of Campus to view Tableau vizes from Campus user-defined screens with automatic filtering to the specific student in focus. The annual price is $2,500.

### CAMPUS ANALYTICS - OPTIONAL

Campus Analytics provides Early Warning analytics presently, with more to come in the future. Analytics is provided on an annual license ($2.00 / student / year, $500 minimum and $50,000 maximum), based

# SECTION 12
## Cost Proposal

on the number of students enrolled (obtained from the state department of education). This price includes installation, license, annual support and updates (loaded by Infinite Campus).

This tool is not useful until there is actual converted and "live" data in Infinite Campus. Accordingly, for budget planning, the storage price fee can be delayed until approximately your "go live date".

**PROFESSIONAL SERVICES PRICING**

Data conversion services are quoted at a fixed price, scaled based on the district student count. Additional technical services are charged at $150 / hour, plus any reimbursable expenses. Conversion of prior-year students is available for $450 per year converted. For the proposal, we estimated a total of 5 years of historical data to be converted.

Implementation (Project) Management services are charged at a standard rate of $180 / hour, plus expenses. IM time for premium products were also included with each option where needed.

Training / Consulting services are charged at a standard rate of $150 / hour, plus reimbursable expenses. If Training / Consulting services are not fully used by the district, then adjustments are made at the end of the implementation phase to refund any unused services, and / or making them available for future use.

CIC Ongoing Learning Plan Annual Subscription

CIC On-Going Learning Plan Package includes a 12 month subscription to CIC Learning Lab web trainings, including both live and recorded sessions. The annual fee is $.50 / student / year, with a $1,200 minimum annual fee. A subscription includes 8 of hours of CIC Professional Services (these may be used in any combination for Technical, Training / Consulting, and Design Services). Services included in the package MUST be used during the package term, they do NOT carry over.

Reimbursable Expenses

Professional services fees (implementation management, training / consulting, etc.) do not include reimbursable travel and living expenses. Actual expenses incurred during the project are invoiced monthly at actual costs incurred.

# HINSDALE THSD 86

## *Proposal Summary - 4,146 Students*

## *January 15, 2021*

## *Campus Base + OLR Prime + Learning*

| | Qty. | Initial Price - 12 Months | Est. Price - Subsequent 12 Months | |
|---|---|---|---|---|
| ***APPLICATION SOFTWARE & HARDWARE:*** | | | | (1) |
| **Infinite Campus Base System - 4,146 students** | 1 | $24,876 | $24,876 | |
| Student Records / Demographics, Document Management, Assessment Data and Import Wizard, Grade Book, District Assignment Management, Grading / Transcripts, eTranscripts, Report Cards (Traditional & Standards Aligned), Personalized Learning Plans (PLP's), Special Education / IEP's, Multi-Year Academic Planner, Course Registration, Course Management, Scheduling, Master Schedule Builder / Loader, Walk-in Scheduler, Census, Enrollment, Activities, Eligibility, Attendance, Behavior (Positive and Negative), Fees, Online Payments, Locker Management, Surveys, Transportation, Health, Immunizations, Medications, Office Visits. Ad Hoc Query, Filters and Data Export, Data Viewer, Data Analysis, Report Builder, Parent / Student Portal, Mobile Portal, Free / Reduced Management (FRAM), National Records Exchange, Data Warehouse, SIF Agent and Zone Integration Server, E-mail Messenger Illinois State Reports | | | | |
| **Other Applications, Hardware & Services:** | | | | |
| Hosting Service - Cloud Choice | 1 | 4,146 | 4,146 | |
| Campus Online Payments Setup Fee | 1 | 150 | | (2) |
| Data Change Tracker Storage - Cloud Choice - 2 Years | 1 | 1,000 | 1,207 | (3) |
| CIC Data Health Check - Illinois - 12 Months | 1 | 1,037 | 1,037 | |
| Campus Learning - District License | 1 | 8,292 | 8,292 | (10) |
| Software Support - 12 Months | | 10,000 | 10,000 | |
| ***CUSTOM APPLICATIONS:*** | | | | |
| Campus Online Registration Prime | 1 | 8,292 | 8,292 | |
| ***PROFESSIONAL SERVICES:*** | | | | |
| Standard Data Conversion | | 4,800 | | (21) |
| Additional Years to Convert | 5 | 2,250 | | (21) |
| Implementation Management (Hours) | 80 | 14,400 | | (23) |
| Training / Consulting (Hours) | 144 | 21,600 | | (23) |
| CIC On-Going Learning Plan Package - 12 Month Learning Lab Subscription + 8 Professional Service Hours | 1 | 2,073 | 2,073 | (23) (24) |

# HINSDALE THSD 86

***Proposal Summary - 4,146 Students***

***January 15, 2021***

***Campus Base + OLR Prime + Learning***

| Qty. | Initial Price - 12 Months | Est. Price - Subsequent 12 Months |
|---|---|---|

**TOTAL PRICE - 12 months** **$102,916**

Estimated Future Annual Price (same student count) $59,923

**5 YEAR ESTIMATED COST SUMMARY:**

| | |
|---|---|
| Year 1 Totals | $102,916 |
| Year 2 Totals (presuming same student count) | 59,923 |
| Year 3 Totals (presuming same student count) | 59,923 |
| Year 4 Totals (presuming same student count) | 59,923 |
| Year 5 Totals (presuming same student count) | 59,923 |

**5 YEAR ESTIMATED TOTALS** **$342,608**

(1) - Initial Purchase Price includes Annual Software License, Support and Updates for the initial 12 months. Pricing shown includes available discounts. The estimated future annual price is based on the same student count.

(2) - Purchase of Campus Online Payments requires a $150 one time setup fee from our payment services partner, Vanco. Vanco will invoice this fee on your first monthly statement, a separate PO to CIC is not required. The Vanco setup fee is shown in the proposal for budget planning purposes. Processing fees are additional.

(3) - Data Change Tracker storage requires Cloud Choice or In-District hosting. Data storage for Cloud Choice hosting has a $1,000 first year minimum fee.
Each additional year increases by $.05 / student for each year of rolling data.
The first year storage price is based on 4,146 students. The subsequent renewal price estimate is based on 2 years of storage history, 4,146 students per year.

(10) - Campus Learning is required to use OneRoster and LTI API's, Google Drive integration, and Enhanced LMS Tools (Progress Monitor, Scoring Rubrics, Data Analysis and more).

(21) - Data conversion price includes data for current active students and 5 additional prior year(s) of students. This includes current student data; history is provided for enrollment, immunizations, screenings, and transcripts. Conversion of special education IEP's and grade book data is NOT included unless noted.

Data conversion price includes student demographics, parent / guardian and household information, course file, teacher file, current schedules, master schedule (sections), next year course requests, scheduling master file, behavior, transcripts, and lockers / combinations. Mid-year conversions also may include attendance and grading information for the current year.

# HINSDALE THSD 86

## *Proposal Summary - 4,146 Students*

## *January 15, 2021*

## *Campus Base + OLR Prime + Learning*

| Qty. | Initial Price - 12 Months | Est. Price - Subsequent 12 Months |
|---|---|---|

Additional prior year(s) of historical student data (no parents nor households) may be converted for $450 / year.

If additional data needs to be converted, please contact your sales representative for a custom quote.

(23) - Proposal does not include reimbursable travel expenses, which will be billed (as accrued) at actual costs.

(24) - CIC On-Going Learning Plan Package includes a 12 month subscription to CIC Learning Lab web trainings, including both live and recorded sessions.

The package also includes 8 hours of CIC Professional Services (Technical, Training / Consulting, and Design Services). Services included in the package MUST be used during the subscription term, they do NOT carry over.

**NOTE: This proposal will be valid through July 14, 2021.**

**Proposal Provided By:**

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# HINSDALE THSD 86

## *Proposal Summary - 4,146 Students*

## *January 15, 2021*

## *Tableau Data Visualization Option*

| | Qty. | Initial Price - 12 Months | Est. Price - Subsequent 12 Months | |
|---|---|---|---|---|
| ***APPLICATION SOFTWARE & HARDWARE:*** | | | | (1) |
| **Other Applications, Hardware & Services:** | | | | |
| Off-Site Cloud Choice Data Warehouse | 1 | $1,000 | $1,000 | |
| **CIC Analysis Portal: Education Pricing** | | | | |
| Tableau Creator - Annual User Licenses | 2 | 1,260 | 1,260 | |
| Tableau Server Per Student Annual License - 4,146 Web Users | 1 | 8,292 | 8,292 | (14) |
| Off-Site Cloud Choice Tableau Server (at Infinite Campus) | 1 | 4,500 | 4,500 | (18) |
| CIC Analysis Portal Template Package | 1 | 3,317 | 829 | |
| Software Support - 12 Months | | 829 | 0 | |
| ***CUSTOM APPLICATIONS:*** | | | | |
| CIC Reports on the Portal | 1 | 2,500 | 2,500 | |
| ***PROFESSIONAL SERVICES:*** | | | | |
| Implementation Management (Hours) | 10 | 1,800 | | (23) |
| Training / Consulting (Hours) | 22 | 3,300 | | (23) |
| CIC Analysis Portal Managed Services Plan - 12 Months; Includes 12 IM Hours and 52 Design Services Hours | 1 | 8,292 | 8,292 | (23) (25) |
| **TOTAL PRICE - 12 months** | | **$35,090** | | |
| Estimated Future Annual Price (same student count) | | | $26,673 | |

(1) - Initial Purchase Price includes Annual Software License, Support and Updates for the initial 12 months. Pricing shown includes available discounts. The estimated future annual price is based on the same student count. Hardware for Tableau Creator / Tableau Server users may be additional.

(14) - Tableau Server per Student Annual License includes the Server web application and 4,146 user web Interactor access licenses (one per student). This is an annual license & support fee, due each year.

(18) - Off-Site Cloud Choice Tableau Server (at Infinite Campus) provides a Campus-hosted site for Tableau Server. The base price includes 64GB of RAM, 8 core processors, 300 GB of available disk space, and Windows Server licenses. CIC provides technical support and back-end management functions, such as loading Tableau Server updates (quarterly). Customer is responsible for front-end management of users, Tableau Server content, etc. This configuration will be sufficient for up to 100 Tableau Server concurrent users. Tableau Server software licenses are NOT included in the package, those are purchased separately. Larger configurations may require a custom quote, please contact your sales representative for details.

# HINSDALE THSD 86

## *Proposal Summary - 4,146 Students*

## *January 15, 2021*

## *Tableau Data Visualization Option*

| Qty. | Initial Price - 12 Months | Est. Price - Subsequent 12 Months |
|---|---|---|

(23) - Proposal does not include reimbursable travel expenses, which will be billed (as accrued) at actual costs.

(25) - CIC AP Managed Services Plan includes an initial 12 month subscription to Tableau-related services. The Plan includes CIC Professional Services listed above. Services included in the package MUST be used during the subscription term, they do NOT carry over.

**NOTE: This proposal will be valid through July 14, 2021.**

**Proposal Provided By:**

Jennifer M. Serle
Regional Sales Manager
Mobile: 312.995.3342
Fax: 970.330.0839
E-Mail: jserle@cicesp.com

# HINSDALE THSD 86

## *Proposal Summary - 4,146 Students*

## *January 15, 2021*

## ***Campus Analytics Option***

| | Qty. | Initial Price - 12 Months | Est. Price - Subsequent 12 Months | |
|---|---|---|---|---|
| ***APPLICATION SOFTWARE & HARDWARE:*** | | | | (1) |
| **Other Applications, Hardware & Services:** | | | | |
| Campus Analytics - Cloud / Choice hosting only, 4,146 students, $2.00 /stu/yr | 1 | $8,292 | $8,292 | (4) |
| ***PROFESSIONAL SERVICES:*** | | | | |
| Implementation Management (Hours) | 4 | 720 | | (23) |
| Training / Consulting (Hours) | 8 | 1,200 | | (23) |
| **TOTAL PRICE - 12 months** | | **$10,212** | | |
| Estimated Future Annual Price (same student count) | | | $8,292 | |

(1) - Initial Purchase Price includes Annual Software License, Support and Updates for the initial 12 months.
Pricing shown includes available discounts. The estimated future annual price is based on the same student count.

(4) - Campus Analytics requires Cloud / Cloud Choice hosting.

(23) - Proposal does not include reimbursable travel expenses, which will be billed (as accrued) at actual costs.

**NOTE: This proposal will be valid through July 14, 2021.**

**Proposal Provided By:**

Jennifer M. Serle
Regional Sales Manager
Mobile: 312.995.3342
Fax: 970.330.0839
E-Mail: jserle@cicesp.com

**REQUEST FOR PROPOSALS**
**RFP 21-033 Student Information System**
***PROPOSAL PRICE SHEET***

**PROPOSAL AWARDCRITERIA:**
The Proposer agrees to provide the service described above and in the contract specifications under the conditions outlined in attached documents as listed.

**TOTAL PRICE: - Year 1 (with Implementation costs) - $102,916**
**Subsequent Years (estimated) 59,923**

## *Student Information System*

**Grand Total $ 102,916 for Year 1, $59,923 for subsequent years. 5 year total = $342,608**

| | |
|---|---|
| **Computer Information Concepts, Inc. / Infinite Campus** | 1/13/2021 |
| Company Name | Date |
| [redacted] | 1/13/2021 |
| Authorized Representative's Signature | Date |
| Steven K. Bohlender, Executive Vice President | 1/13/2021 |
| Corporate Name of Respondent (printed) | Date |

# SECTION 13

## Client References

Both CIC and Campus respect our customer's privacy of their information and their student / staff information. Thus, we do not share nor publish customer lists. Alternatively, CIC and Campus serve 48 districts in Illinois, representing 280,000+ students. Illinois customers have been using Infinite Campus since 2004.

Below are some representative Illinois districts of similar size to you that have agreed to serve as positive references for you to contact.

| | |
|---|---|
| **District name:** | Township HSD 211 |
| **City, State:** | Palatine, IL |
| **Number of students:** | 11,855 |
| **Contact name:** | Gary Gorson |
| **Contact title:** | Chief Technology Officer |
| **Phone number:** | 708.579.6478 |
| **Email address:** | ggorson@d211.org |
| **Go Live Date:** | January 2010 for base Campus; other premium product(s) added at various dates since |
| **Applications in Use:** | Campus Base Applications, Campus Learning, Online Registration Prime, Campus Workflow, Messenger Voice, Food Service, Online Payments, CIC Ongoing Learning Plan, CIC Data Health Check, Tableau |

| | |
|---|---|
| **District name:** | Joliet Township HSD 204 |
| **City, State:** | Joliet, IL |
| **Number of students:** | 6,636 |
| **Contact name:** | Karen Harkin |
| **Contact title:** | Director of Technology Services |
| **Phone number:** | 815.727.6860 |
| **Email address:** | kharkin@jths.org |
| **Go Live Date:** | December 2019 for base Campus; other premium product(s) added at various dates since |
| **Applications in Use:** | Campus Base Applications, Campus Learning, Online Registration Prime, Messenger Voice, CIC Ongoing Learning Plan |

# SECTION 13

## Client References

| | |
|---|---|
| **District name:** | Lyons Township HSD 204 |
| **City, State:** | La Grange, IL |
| **Number of students:** | 3,989 |
| **Contact name:** | Ed Tennant |
| **Contact title:** | Director of Technology |
| **Phone number:** | 708.579.6478 |
| **Email address:** | etennant@lths.net |
| **Go Live Date:** | January 2011 for base Campus; other premium product(s) added at various dates since |
| **Applications in Use:** | Campus Base Applications, Campus Learning, Online Registration Prime, Messenger Voice, Food Service |

| | |
|---|---|
| **District name:** | Township HSD 113 |
| **City, State:** | Highland Park, IL |
| **Number of students:** | 3,467 |
| **Contact name:** | Ron Kasbohm |
| **Contact title:** | Director of Technology |
| **Phone number:** | 224.765.1030 |
| **Email address:** | rkasbohm@dist113.org |
| **Go Live Date:** | January 2010 for base Campus; other premium product(s) added at various dates since |
| **Applications in Use:** | Campus Base Applications, Campus Learning, Campus Online Registration, Campus Workflow, Messenger Voice, Food Service, Online Payments, CIC Ongoing Learning Plan, CIC Data Health Check, Tableau, CIC AP Content |

# SECTION 13

## Client References

| | |
|---|---|
| **District name:** | Community High School District 117 |
| **City, State:** | Lake Villa, IL |
| **Number of students:** | 2,954 |
| **Contact name:** | Ryan Miles |
| **Contact title:** | Directory of Technology |
| **Phone number:** | 847.682.4944 |
| **Email address:** | Ryan.miles@chsd117.org |
| **Go Live Date:** | August 2012 for base Campus; other premium product(s) added at various dates since |
| **Applications in Use:** | Campus Base Applications, Campus Learning, Online Registration Prime, Campus Workflow, Messenger Voice, Food Service, Online Payments, CIC Data Health Check |

# SECTION 14

## Exceptions to the RFP

No significant exceptions noted at this time. If CIC / Infinite Campus is selected as the vendor of choice, we will agree to negotiate in good faith terms and conditions in the Campus EULA / CIC LPA as needed.

# SECTION 15

## Sample Documents

Purchasing Infinite Campus and related CIC applications, 3rd party vendor software purchases (like Tableau) and CIC professional services requires a signed Infinite Campus End User License Agreement (EULA) and a signed CIC Licensed Product Agreement (LPA).

The Campus EULA consists of several documents that are combined together for signature, including:

1. The Base EULA with standard legal terms and conditions
2. Exhibit A – Hosting, which varies depending on the hosting model chosen (Cloud Choice for off-site hosting managed by Infinite Campus; In-district hosting, where the server hardware is physically located in the district, but managed by Infinite Campus; or Self-Hosting, where the district provides the server hardware, operating system and tools, SQL Server licenses, and SSL certificates). For the RFP, we included the Cloud Hosting Exhibit.
3. EULA Amendment Schedule – any base language additions or changes agreed to by the parties (Infinite Campus and the District) are stored here. This is also where we will be locating the IL SOPPA language changes when they are approved and finalized later in January or February.
4. Order and Pricing Schedule – this lists all products and services (such as hosting) that are provided by Infinite Campus

The CIC LPA is one combined document. Exhibit A includes all products and services purchased from and invoiced by CIC, including the Infinite Campus products and hosting services shown on the Campus Order and Pricing schedule. Those are repeated here such that when the customer receives billing invoices from CIC, you have totals to match to. All invoicing is done and payments made through CIC, CIC then remits payments for vendor products (Infinite Campus or other vendors like Tableau) to the vendors, so the customer gets one invoice and pays one vendor whenever possible.

Our intent is also to add a new Exhibit C schedule to the CIC LPA once the IL SOPPA language changes are completed and available for customers later in January or February.

We use the Adobe Sign eSignature tool for both Campus and CIC Agreements, based on the templates (with changes for your district). Subsequent changes (e.g. new product or service purchases or changes) also use Adobe Sign.

EULA templates and CIC LPA templates follow in this section.

**CIC LICENSED PRODUCT AGREEMENT**

**Contract Date: Date1**

**LICENSED PRODUCT AGREEMENT**

This Licensed Product Agreement ("Agreement") is by and between Computer Information Concepts, Inc., 2843 31st Avenue, Greeley, Colorado 80631 ("CIC") and **Org1, Address, City, State Zip** ("Customer").

1. **DEFINITIONS.** For purposes of this Agreement, the following terms shall have these agreed-upon meanings:

1.1 **Custom Programs**. Any software, documentation, database, or other intellectual property: (a) designated as Custom Programs on an Exhibit; or (b) supplied by CIC pursuant to CIC's Annual Peopleware Schedule.

1.2 **Documentation**. All standard written user information, whether in electronic, printed or other format, delivered to Customer by CIC with respect to Licensed Product, now or in the future, including but not limited to instructions, on-line help messages, manuals, training materials, and other publications of the licensor that contain, describe, explain or otherwise relate to Licensed Product. One (1) copy of CIC's standard documentation for Licensed Product is furnished to Customer with this license.

1.3 **Licensed Product**. All computer programs (including Custom Programs) or other electronically readable product, except Third Party Software, whether in Source, machine readable, or object code, all documentation, and all Technical Information provided to Customer or created by Customer pursuant to this Agreement now or in the future, and regardless of the language, medium or format in which they may be stored, recorded or delivered.

1.4 **Licensed Site(s).** The district and / or site(s) at which Customer is authorized to utilize Licensed Product, as specified on the applicable Exhibit.

1.5 **Exhibit.** A schedule designating, among other things, Licensed Product to be licensed to Customer hereunder, the Licensed Sites, and the fees payable to CIC for such license and related support and services. Such schedule(s) may be attached to this Agreement at execution or added by mutual agreement of Customer and CIC at a later date. All Exhibits are incorporated into and made a part of this Agreement by reference.

1.6 **Source Code**. Licensed Product specified in an Exhibit as it appears in programming language.

1.7 **Technical Information.** All technical information, know-how, schematics, databases and other intellectual property, other than computer programs and documentation, that may be supplied to Customer under this Agreement.

1.8 **Third Party Software.** All computer programs, documentation, or other electronically readable product licensed and supported by an entity other than CIC and identified as Third Party Software on a Schedule.

2. **LICENSE GRANT.**

2.1 **Basic Terms**. Subject to the terms and conditions of this Agreement, CIC grants to Customer a restricted, personal, non-exclusive, non-transferable license to use Licensed Product to support its internal business and administrative functions simultaneously on an unlimited number of processing units, unless specified differently on the applicable Exhibit. Unless specified in an Exhibit, Source Code to Licensed Product will not be provided. Licensed Product shall only be used as expressly authorized by this Agreement.

2.2 **Service Bureau.** Unless specified in this Agreement or an Exhibit, Licensed Product may not be used to perform service bureau functions for third parties or to process or manage non-Customer data.

2.3 **Copies.** Customer shall have a license to make copies of Licensed Product, provided that (a) copies of Licensed Product other than documentation may be made, in machine readable form, only for backup or archival purposes; (b) copies of documentation may not be made if specifically prohibited by CIC in writing; and (c) in all cases, copies of Licensed Product may be made only as is necessary to support the use permitted under the terms and conditions of this Agreement. Customer shall affix all copyright and other proprietary rights notices on all copies of Licensed Product. Customer shall not otherwise reproduce Licensed Product. Any tests generated through use of Licensed Product may not be provided or copied for use by anyone other than Customer.

2.4 **License Term.** Each license granted under this Agreement shall be perpetual, unless a different term is specified on an Exhibit, or this license is terminated earlier under the provisions of this Agreement. The term of the license shall commence as specified on an Exhibit or on the date of execution of this Agreement by CIC.

3. **RESTRICTIONS ON USE OF LICENSED PRODUCT.**

3.1 **Copyright.** Licensed Product is protected by trade secret and/or copyright law and is proprietary to CIC and/or its licensor(s). The placement of a copyright notice on any portion of Licensed Product does not mean that such portion has been published and will not derogate any claim of trade secret protection for the same. Title to all complete or partial copies, together with all applicable rights to copyrights, patents and trade secrets in Licensed Product, are and shall remain the property of CIC or its licensor(s).

3.2 **Confidentiality.** Customer agrees to keep Licensed Product confidential and to utilize reasonable efforts to protect and

prevent Licensed Product from unauthorized disclosure or use. Customer shall not transfer, assign, provide or otherwise make Licensed Product available, in any form, to another entity, unless such use is specifically authorized in this Agreement, a Schedule, or an Exhibit, without the prior written consent of CIC. Any attempted sublicense, assignment or transfer of any rights, duties or obligations by Customer in violation of this Agreement shall be void. Customer shall be responsible for the use, operation, storage, management and safety of the copies of Licensed Product in its possession or control. All copies of Licensed Product except those made for backup and archive purposes will be retained at the Licensed Site(s).

3.3 **Modifications**. Customer shall not modify Licensed Product, or provide any person with the means to do the same, without CIC's express written authorization. In addition, Customer shall not reverse engineer Licensed Product or attempt to create Source Code for Licensed Product by any means without CIC's express written authorization. Should CIC permit Customer to create any modifications, enhancements or other works that contain complete or partial copies of Licensed Product, incorporate any trade secret information contained in Licensed Product, are created with the benefit of proprietary information or know-how contained in Licensed Product, or constitute translations, conversions, compilations, or updated or derivative works of Licensed Product, then all right, title, and interest in and to such modifications, enhancements or other works shall be the property of CIC and Customer agrees to assign all rights to same to CIC. Customer further agrees to cooperate with CIC and fulfill any reasonable request of CIC with respect to preserving CIC's proprietary rights in such modifications, enhancements or other works. Should CIC permit Customer to utilize any third party to create any such modifications, enhancements or other works, Customer shall obtain such third party's written agreement to the terms of this Section 3.3 in connection with the creation of same.

4**. AUDIT.** Customer agrees to maintain (and to allow CIC to inspect) records of the number and location of the original and all copies of Licensed Product. All such records will be maintained at the Licensed Site(s), unless prior written notice has been sent to CIC. Before disposing of any media containing Licensed Product, Customer agrees to take all necessary steps to destroy or erase all Licensed Product codes, programs and other proprietary information of CIC and its licensors contained in such media.

5. **SUPPORT AND SERVICES**.

5.1 **Support.** CIC shall provide Support Services (as defined in CIC's Annual Peopleware Schedule, a copy of which has been provided to Customer and which is incorporated herein by reference) for Licensed Product, subject to the terms of this Agreement and CIC's Annual Peopleware Schedule. Customer's initial support term will begin upon shipment of Licensed Product and terminate one (1) year thereafter, unless otherwise specified in the applicable Annual Peopleware Schedule or terminated earlier in accordance with the terms of this Agreement or CIC's Annual Peopleware Schedule. In the event that CIC provides, in its discretion, services requested by Customer that are outside the scope of Support Services, or services resulting from Customer's failure to fulfill its responsibilities set forth in CIC's Annual Peopleware Schedule, Customer shall be charged for those services at CIC's then-current time and materials rates.

5.2 **Services.** CIC shall provide such professional services as may be agreed to by CIC and Customer pursuant to CIC's Initial Peopleware Schedule, a copy of which has been provided to Customer and which is incorporated herein by reference. Customer agrees to pay for such services at the rates and charges specified in the applicable Exhibit (as defined in CIC's Initial Peopleware Schedule), or if no rates are specified in the Exhibit or there is no Exhibit, then at CIC's standard rates and charges when such services are performed. Unless otherwise specified, all rates quoted are for services to be performed during CIC's normal business hours; additional charges may apply for evenings, weekends or holidays. Except as otherwise specified in a Exhibit, Customer shall also pay CIC for travel expenses, lodging, meals and other expenses incurred by CIC in the performance of services. All such additional charges will be due and payable concurrently with payment for services. CIC reserves the right to impose a minimum labor charge for each on-site visit. CIC's rates and charges for professional services are subject to change at any time. If particular rates or charges are specified in an Exhibit, however, those rates or charges will apply to the services set forth in such Exhibit. CIC reserves the right to change service rates and charges as well as other terms as a condition of entering into any new Exhibit, or any extension or amendment of any pre-existing Exhibit.

6**. CHARGES AND PAYMENTS.**

6.1 **Fees and Taxes.** Customer agrees to pay CIC the fees set forth on all applicable Exhibits, together with any other charges made in accordance with this Agreement, and all applicable sales, use or other taxes, however designated. If Customer claims tax exempt status, Customer agrees to provide CIC with evidence of such tax exemption upon CIC's request. To the extent that such tax exemption cannot be properly claimed or does not extend to certain taxes or transactions, Customer shall be responsible for any and all taxes and assessments that arise from this Agreement and related transactions. All pricing set forth in any Exhibit is in United States dollars.

6.2 **Payment Terms.** All charges set out in this Agreement or any Schedule / Exhibit shall be due and payable according to CIC's invoice terms. Customer shall pay a monthly charge of 1.5% (18% annually) on all amounts not paid when due, or, if a lower maximum rate is established by law, then such lower maximum rate.

6.3 **Appropriation of Funds.** Customer represents and warrants that it has obtained an appropriation of funds sufficient to meet its obligations hereunder during its present fiscal year. Customer further represents and warrants that it intends to maintain this Agreement in effect for the full period specified in this Agreement or any Schedule / Exhibit and will seek appropriation of sufficient funds to make all payments due hereunder during the term hereof. In the event that sufficient funds to make such payments are not appropriated for any future fiscal year during the term of this Agreement, Customer may terminate this

Agreement in whole or in part upon ninety (90) days prior written notice to CIC. Should Customer terminate this Agreement for non-appropriation of funds, Customer agrees not to license or contract for similar products or services from any other third party for a period of one (1) year after the date of termination.

7. **THIRD PARTY SOFTWARE LICENSE TERMS.** Any Third Party Software is provided to Customer pursuant to separate license agreement(s) between Customer and the third party supplier. The license agreement(s) for such Third Party Software will be provided to Customer. All support, warranties, and services related to Third Party Software are provided by the licensor of the Third Party Software under such third party's terms and conditions, and not by CIC. Only Sections 6, 7, 8.3, 9 and 10 of this Agreement apply to Third Party Software and any related services set forth on a Schedule.

8. **LIMITED WARRANTIES.** The following warranties are supplied with respect to Licensed Product listed on an Exhibit or Schedule.

8.1 **Conformity to Specifications.** CIC cannot assure that the performance of Licensed Product will be uninterrupted or error-free, or that all Licensed Product problems will be corrected, despite CIC's reasonable efforts to do so. CIC does, however, warrant for a period of ninety (90) days after shipment that: (a) Licensed Product (other than Custom Programs supplied by CIC pursuant to CIC'S Annual Peopleware Schedule), as originally delivered under this Agreement, will substantially conform to the applicable description and specifications contained in the documentation delivered with such Licensed Product; and (b) Custom Programs supplied by CIC pursuant to CIC's Annual Peopleware Schedule will substantially conform to the specifications set forth in the applicable Exhibit pursuant to CIC's Annual Peopleware Schedule. The foregoing warranty shall not apply to Licensed Product that has been modified, damaged or used in a manner that does not conform to the instructions and specifications contained in the documentation for such Licensed Product. In the event that Licensed Product does not meet the requirements of this warranty, Customer shall be responsible to so notify CIC in writing during the warranty period and provide CIC with sufficient detail to allow CIC to reproduce the problem. After receiving such notification, CIC will undertake to correct the problem by programming corrections, reasonable "work-around" solutions and/or documentation corrections. If CIC is unable to correct the problem after a reasonable opportunity, CIC will refund the license fees paid for such Licensed Product and Customer's license to use such Licensed Product will terminate. The foregoing states the complete and entire remedies that Customer has under this warranty. CIC shall have no responsibility for any warranty claims made outside of the warranty period. THIS WARRANTY DOES NOT APPLY TO TECHNICAL INFORMATION.

8.2 **Warranty Against Infringement.** CIC warrants that neither Licensed Product in the form delivered by CIC to Customer, nor its normal use, will infringe any valid United States Patents or copyrights existing at the time of delivery, provided, however, that this warranty does not extend to any infringement arising out of the use of Licensed Product in combination with systems, equipment or computer programs not supplied by CIC, or any use of Licensed Product outside of the United States, or any modification of Licensed Product. CIC will hold Customer harmless from any valid third party claim of infringement that constitutes a breach of the foregoing warranty, provided that CIC must be given prompt, written notice of the claim and allowed, at its option, to control the defense and settlement of any such claim. If Customer's use of any Licensed Product is restricted as the result of a claim of infringement, CIC shall have the right, but not the obligation, at its option to: (a) substitute other equally suitable Licensed Product; (b) modify the allegedly infringing Licensed Product to avoid the infringement; (c) procure for Customer the right to continue to use such Licensed Product free of the restrictions caused by the infringement; or (d) take back such Licensed Product, refund to Customer the license fee previously paid for such Licensed Product depreciated on a straight line basis over sixty (60) months, and terminate Customer's license to use such Licensed Product. THIS WARRANTY DOES NOT APPLY TO CUSTOM PROGRAMS OR TO TECHNICAL INFORMATION.

8.3 **DISCLAIMER OF OTHER WARRANTIES. THE FOREGOING CONSTITUTES AND EXPRESSES THE ENTIRE STATEMENT OF CIC AS TO WARRANTIES FOR LICENSED PRODUCT. CIC AND ITS LICENSORS DISCLAIM ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.**

**9. REMEDIES AND TERMINATION.**

9.1 **Termination**. CIC shall have the right to suspend performance under this Agreement in the event Customer is in breach of any of its obligations under this Agreement or threatens to breach any of its obligations under Sections 3 or 4. In addition, either party shall have the right to terminate this Agreement in whole or in part upon thirty (30) days written notice to the other party, in the event the other party materially breaches this Agreement and fails to correct such breach within such thirty (30) day period, provided that CIC shall have the right to terminate this Agreement immediately upon written notice in the event Customer breaches, or threatens to breach, any of its obligations under Sections 3 or 4.

Upon expiration of the initial license / support term or any renewal support term, Customer's license (for annually licensed products) and support term shall automatically be extended for a renewal term of one (1) year, unless: (a) either party notifies the other in writing of non-renewal at least ninety (90) days prior to the end of the expiring support term; or (b) CIC does not receive the applicable fees for the renewal term within thirty (30) days of CIC's invoice. For the initial term, Customer shall pay the charges specified in the applicable Exhibit. For renewal terms, Customer shall pay CIC's then current fees for annually licensed products and support.

9.2 **Non-use.** The license granted under this Agreement with respect to a particular Licensed Product shall terminate without notice if Customer ceases using such Licensed Product at any time for a period of six (6) months or more after Customer's initial use of such Licensed Product.

9.3 **Remedies.** In the event of an uncured material breach of this Agreement by Customer, CIC shall have the right to pursue any and all remedies existing at law or in equity and to collect all expenses of collection and enforcement of CIC's rights and Customer's obligations hereunder, including reasonable attorneys' fees. CIC's remedies under this Agreement shall not be deemed exclusive but shall be cumulative and in addition to all other remedies provided by law and equity. No delay or omission in the exercise of any remedy of CIC shall impair or affect its right to exercise the same. In the event of an uncured material breach of this Agreement by CIC, Customer's sole and exclusive remedy shall be a refund of the charges paid for the applicable Licensed Product or other item or service that is the subject of such breach.

9.4 **Injunctive Relief**. Breach of the provisions of Sections 3 and 4 could result in irreparable injury to CIC. Accordingly, CIC shall have the right to secure equitable relief against any actual or threatened breach of any provisions of Sections 3 or 4, without proving actual damages.

9.5 **Effects of Termination**. Except as otherwise expressly provided in this Agreement, in the event of any partial or complete termination of any provision of this Agreement, any Schedule, or Exhibit. Customer shall not be relieved of any obligation to pay any sums of money that have accrued prior to the date of termination. CIC's remedies for Customer's breach of this Agreement, together with the provisions of Sections 3, 4, 6, 7, 8.3, 9, 10 and 11, shall survive termination of this Agreement**.** If partially terminated with respect to a particular product or service, this Agreement will remain in effect for all other products and services that have been provided hereunder to Customer.

9.6 **Return of Licensed Product.** Immediately upon any termination of a license for any Licensed Product under this Agreement, Customer shall, at its own expense, either return to CIC or destroy all copies of such Licensed Product in its possession or control, and shall forward written certification to CIC that all such copies of such Licensed Product have either been destroyed or returned to CIC. If Customer fails to submit such certification to CIC within ten (10) days after the date of termination, CIC shall have the right, to the extent permitted by law, to enter on Customer's premises to remove or repossess all copies of such Licensed Product that Customer has in its possession or under its control.

10**. LIMITATION OF LIABILITY. CIC AND ITS LICENSORS SHALL NOT BE LIABLE TO CUSTOMER FOR ANY LOST PROFITS, LOST BUSINESS, LOST SAVINGS OR ANY SPECIAL, EXEMPLARY, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, ARISING OUT OF THIS AGREEMENT, LICENSED PRODUCT, THIRD PARTY SOFTWARE, EQUIPMENT, TECHNICAL INFORMATION, SUPPORT, SERVICES OR OTHER ITEMS PROVIDED, OR THE USE OR INABILITY TO USE ANY OF THE FOREGOING, EVEN IF CIC OR ITS LICENSORS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, OR FOR ANY CLAIM BY ANY OTHER PARTY. IN NO EVENT WILL THE LIABILITY OF CIC AND ITS LICENSORS FOR ANY CLAIM UNDER THIS AGREEMENT EXCEED THE FEE OR PRICE PAID FOR THE APPLICABLE LICENSED PRODUCT OR OTHER ITEM OR SERVICE ON WHICH THE CLAIM IS BASED. IN ADDITION, IN NO EVENT WILL THE LIABILITY OF CIC AND ITS LICENSORS RELATING TO PRODUCTS AND SERVICES DELIVERED IN SUBSEQUENT YEARS EXCEED THE TOTAL AMOUNT OF MONEY PAID BY CUSTOMER TO CIC DURING THE IMMEDIATELY PRECEDING TWELVE (12) MONTH PERIOD WITH RESPECT TO THE PARTICULAR PRODUCTS OR SERVICES ON WHICH THE CLAIM IS BASED.**

11. **GENERAL.**

11.1 **Governing Law.** This agreement shall be governed by, construed and interpreted in accordance with the laws of the State of Colorado.

11.2 **Severability.** If any provision of this Agreement is invalid or unenforceable under any applicable statute or rule of law, this Agreement shall be enforced to the maximum extent possible to effectuate the original express intent of the parties.

11.3 **Authorization.** The person executing this Agreement on behalf of Customer represents that he/she is authorized to sign this Agreement on behalf of Customer and warrants that he/she has full power to enter into this Agreement on behalf of Customer.

11.4 **Limitation on Actions.** Customer may bring no action arising out of this Agreement, regardless of form, more than one (1) year after the cause of action has arisen.

11.5 **Notices.** Any and all notices shall be sent by United States First Class or Certified Mail or by a courier service furnishing proof of delivery (postage and delivery prepaid) to the addresses for the parties set forth above. Either party may change its notice address by notifying the other in like manner.

11.6 **Force Majeure**. Neither party shall be held liable to the other party for failure of performance where such failure is caused by supervening conditions beyond that party's control, including acts of God, civil disturbance, strikes, or labor disputes.

11.7 **Terms of Agreement.** To the extent permitted by law, Customer agrees that the terms of this Agreement, including all pricing for CIC products and services, shall be kept confidential and not disclosed to any third party without the prior written consent of CIC.

11.8 **Total Agreement**. This Agreement, inclusive of all Schedules and Exhibits, constitutes the complete and entire agreement between the parties with respect to its subject matter,

and supersedes all prior discussions, understandings, arrangements, proposals and negotiations with respect to same. The terms and conditions of this Agreement shall prevail notwithstanding any variance with the terms and conditions of any purchase order or other documentation submitted by Customer with respect to Licensed Product, support, or any related products or services provided. In the event of a conflict among any Schedule, Exhibits, and the other terms of this Agreement, the order of precedence shall be: the Exhibit; the Schedule; and the other terms of this Agreement. Except as otherwise expressly provided in this Agreement, this Agreement shall not be modified, amended, rescinded, canceled or waived in whole or in part without the written agreement of both parties. Headings used in this Agreement are for reference only and are not interpretive. This Agreement shall be subject to acceptance by a duly authorized officer of CIC at its offices, indicated by the execution hereof. In the event Customer issues a purchase order or other instrument covering the Products and / or Services herein specified, it is understood and agreed that such purchase order or other instrument is for the Customer's internal use and purpose only and shall in no way affect any of the terms and conditions of this Agreement.

11.9 **Non-Employment**. Independent of any other obligation under this Agreement, Customer and CIC agree to not intentionally, whether directly or indirectly, whether as an individual for its own account, for or with any other person, firm, corporation, partnership, joint venture, association, organization, or other entity whatsoever, interview or attempt to employ, contract with or otherwise obtain the services of a current or former employee of the other party without such party's approval, for a period of one (1) year after completion of this Agreement. The interviewing company agrees to inform the employee that notification must be made to their current (or past) employer prior to any offer being extended to the individual. This provision is not intended to restrict the civil rights or liberties of any private individual, but to curtail counterproductive human resource depletion of one (1) party for the advantages of the other party while both parties have rights and obligations under this Agreement.

11.10 **Assignment**. This Agreement shall be binding upon and shall inure solely to the benefit of the parties hereto and their respective successors in interest and (to the extent specified in assignment) assignees, and not for the benefit of any other person or legal entity. Customer shall not, voluntarily or involuntarily, sublicense, sell, assign, give or otherwise transfer this Agreement. Any such transfer or attempted transfer shall be null and void. CIC has the right to assign or otherwise transfer its rights and obligations under any of this Agreement, whether voluntarily, involuntarily, or by operation of law.

11.11 **Status**. The parties agree and understand that both parties shall perform their obligations hereunder as independent contractors, and nothing contained herein shall imply an employer - employee relationship, a joint venture, partnership, or other association between CIC and Customer.

11.12 **Insurance**. During the term of this Agreement, CIC shall carry and maintain Workmen's Compensation and Employer's Liability Insurance covering its employees in accordance with statutory requirements applicable to the performance of its business.

11.13 **Subject Headings**. The subject headings of the paragraphs of this Agreement are included for purposes of convenience only, and shall not affect the construction or interpretation of its provision.

11.14 **Export Rules**. Customer agrees that the Licensed Product and Documentation will not be shipped, transferred or exported into any country or used in any manner prohibited by the United States Export Administration Act or any other export laws, restrictions or regulations (collectively the "Export Laws"). In addition, if the Licensed Product and Documentation are identified as export controlled items under the Export Laws, Customer represents and warrants that Customer is not a citizen, or otherwise located within, an embargoed nation (including without limitation Iran, Iraq, Syria, Sudan, Libya, Cuba, North Korea and Serbia) and that Customer is not otherwise prohibited under the Export Laws from receiving the Licensed Product and Documentation. All rights to use the Licensed Product and Documentation under this Agreement are granted on the condition that such rights are forfeited if Customer fails to comply with the terms of this Section 11.14.

11.15 **U.S. Government End-Users.** Each component licensed under this Agreement that constitute the Licensed Product, Documentation and Services is a "commercial item" as that term is defined at 48 C.F.R. 2.101, consisting of "commercial computer software" and/or "commercial computer software documentation" as such terms are used in 48 C.F.R. 12.212. Consistent with 48 C.F.R. 12.212 and 48 C.F.R. 227.7202-1 through 227.7202-4, all end users acquire the Licensed Product, Documentation and Services with only those rights set forth herein.

11.16 **Electronic Signatures; Counterparts**. This Agreement may be executed in any number of counterparts, each of which when so executed will be deemed to be an original and all of which when taken together will constitute one Agreement. The parties agree that the electronic signature of a party to this Agreement shall be as valid as an original signature of such party and shall be effective to bind such party to this Agreement. The parties agree that any electronically signed document shall be deemed (a) to be "written" or "in writing," (b) to have been signed and (c) to constitute a record established and maintained in the ordinary course of business and an original written record when printed from electronic files. Such paper copies will be admissible as between the parties to the same extent and under the same conditions as other original business records created and maintained in documentary form. Neither party shall contest the admissibility of true and accurate copies of electronically signed documents on the basis of the best evidence rule or as not satisfying the business records exception to the hearsay rule. For purposes hereof, "electronic signature" means a manually signed original signature that is then transmitted by electronic means; "transmitted by electronic means" means sent in the form of a facsimile or sent via the internet as a "pdf" (portable document format) or other

replicating image attached to an e mail message; and, "electronically signed document" means a document transmitted by electronic means and containing, or to which there is affixed, an electronic signature.

**BY SIGNING BELOW, CUSTOMER ACKNOWLEDGES THAT CUSTOMER HAS RECEIVED, AND AGREES TO THE TERMS OF, CIC'S ANNUAL PEOPLEWARE SCHEDULE, INITIAL PEOPLEWARE SCHEDULE, AND EXHIBIT(S), WHICH ARE ATTACHED HERETO AND INCORPORATED HEREIN BY REFERENCE.**

| **COMPUTER INFORMATION CONCEPTS, INC.** | | **CUSTOMER** | |
|---|---|---|---|
| By: | {{sig2_es_:signer2:signature }} | By: | {{sig1_es_:signer1:signature }} |
| Name: | Steven K. Bohlender | Name: | {{*_es_:signer1:fullname }} |
| Its: | Executive Vice President | Its: | {{*_es_:signer1:title }} |
| Date: | {{signerDate_es_:signer2:date}} | Date: | {{signerDate_es_:signer1:date}} |

**ANNUAL PEOPLEWARE SCHEDULE**

1. **DEFINITIONS**. Capitalized terms not defined herein shall have the meanings assigned to them in the applicable Licensed Product Agreement between Customer and CIC ("Agreement"). In addition, for purposes of this Annual Peopleware Schedule ("Annual Schedule"), the following definitions shall apply:

1.1 **Exhibit** shall mean any of the following forms of documentation of CIC's written agreement to perform services pursuant to these Policies: (a) the specification in an Exhibit of services to be performed by CIC; (b) a separate Exhibit established by mutual written agreement of CIC and Customer; or (c) CIC's written acknowledgment that it will perform services requested by Customer through a purchase order or otherwise.

1.2 **Errors** shall mean a reproducible failure of Licensed Product to operate in accordance with its standard documentation, despite the proper installation and use of Licensed Product in a proper operating environment and on hardware and system software sufficient to meet CIC's minimum requirements, which will change over the life of this Agreement. User mistakes are not Errors within the meaning of this Annual Schedule. Errors may be due to problems in Licensed Product, the documentation, or both.

1.3 **New Products** shall mean new program products or modules of CIC which provide features, functions or applications not included in Licensed Product. A new name will be associated with New Products. A New Product may be usable with or in addition to a Licensed Product and will be licensed to Customer under the terms of a Licensed Product Agreement after payment of applicable fees.

1.4 **New Release** shall mean an update of Licensed Product issued by CIC as a "New Release," which includes all PTF's, together with such other corrective updates and improvements to Licensed Product that CIC may, in its discretion, develop and deem ready for distribution. A New Release is licensed to Customer under the same terms as the old release, unless otherwise stated in writing by CIC.

1.5 **New Version** shall mean an upgrade of Licensed Product issued by CIC as a "New Version," which includes all PTF's, together with such other corrective updates and major enhancements and improvements to Licensed Product that CIC may, in its discretion, develop and deem ready for distribution. A New Version is licensed to Customer under the same terms as the old version, unless otherwise stated in writing by CIC.

1.6 **Program Temporary Fix (PTF)** shall mean a patch or corrective update of Licensed Product which CIC prepares on an interim basis (prior to issuance of a New Release or New Version) to correct programming Errors that prevent or obstruct normal operation of Licensed Product in accordance with the applicable then-current Documentation. PTF's are licensed to Customer under the same terms as Licensed Product, unless otherwise stated in writing by CIC.

1.7 **Support Services** shall mean those services provided hereunder with respect to Licensed Product.

1.8 **Support Term** shall mean the length of time Support Services are to be provided hereunder and for which Customer has paid any applicable Support Services fees, including any initial support term specified in the Agreement and any renewal support terms provided for in the Agreement.

1.9 **Telephone Support** shall mean telephone support services, twenty-four (24) hours / day, seven (7) days per week, regarding Customer's use of Licensed Product and any problems that Customer experiences in using Licensed Product.

2. **SUPPORT SERVICES**. CIC, or an entity under contract with and certified by CIC to provide Support Services, will provide Support Services for Licensed Product during the Support Term. The scope of Support Services shall be as follows:

2.1 **Support Services**. CIC agrees to perform the support services specified in an Exhibit, provided that CIC may, at its option, arrange for any support services specified in a Exhibit to be performed by another entity certified by CIC to provide such services.

2.2 **Support**. Support Services shall include: (a) Telephone Support; (b) PTF's, as needed to address an Error that Customer is experiencing in using Licensed Product; (c) access to CIC's Internet on-line technical support (as available by product); and (d) New Releases and New Versions. Support Services do not include New Products.

2.3 **Custom Programs**. For Custom Programs, Support Services are available only on a time and materials basis at CIC's current rates and charges for these services.

2.4 **Technical Information**. Technical Information as defined in the Agreement is not supported by CIC.

2.5 **Support of Prior Releases and Versions**. After the distribution of a New Release or New Version, Telephone Support for the prior release or version will be available for ninety (90) days, after which time Telephone Support for the prior release or version will only be available at CIC's discretion, on a time and materials basis, at CIC's then current rates and charges. PTF's for prior releases and versions will only be available at CIC's discretion, on a time and materials basis, at CIC's then current rates and charges.

2.6 **Training**. In order to receive Support Services described herein, Customer must purchase training regarding the use and operation of Licensed Product from either CIC or a third party that has been certified by CIC to supply such training. Customer acknowledges and agrees that if Customer places a Telephone Support call to CIC, and the answer to Customer's question or

resolution of Customer's problem is contained in the documentation delivered to Customer with the applicable Licensed Product, then CIC may, in its discretion, bill Customer on a time and materials basis, at CIC's then-current rates and terms, for providing Telephone Support relating to such question or problem.

2.7 **Problem Identification / Vendor Communication**. Customer assumes responsibility for identifying probable cause and providing additional information as required, to assist CIC and its vendors in resolving Customer's questions / concerns. CIC assumes exclusive responsibility for communicating and coordinating with all vendors in resolving Customer's questions / concerns.

3. **CUSTOMER RESPONSIBILITIES**. To receive Support Services, Customer shall: (a) report Errors or suspected Errors for which support services are needed, and supply CIC with sufficient information and data to reproduce the Error; (b) procure, install, operate and maintain computer systems and operating systems that are compatible with the most current supported version of Licensed Product; (c) establish adequate operational back-up provisions in the event of malfunctions or Errors; (d) maintain an operating environment free of any modifications or other programming that might interfere with the functioning of Licensed Product, as supplied by CIC; (e) maintain hardware and system software consistent with CIC's minimum requirements; and (f) timely install all PTF's, New Releases and New Versions supplied by CIC in the proper sequence, and have the most current release or version of Licensed Product (or a prior release or version supported under Section 2.4) installed at all times during the Support Term.

4. **WARRANTIES**

4.1 **DISCLAIMER OF ALL OTHER WARRANTIES**. CIC does not warrant that the operation of Licensed Product (including PTF's, New Releases and New Versions) will be uninterrupted or Error-free, or that all Errors will be corrected, despite CIC's reasonable efforts to do so. Nor does CIC warrant that PTF's, New Releases or New Versions thereof conform to state regulatory requirements or that the PTF's, New Releases or New Versions will be maintained to conform to such requirements now or in the future. It is Customer's (and not CIC's) responsibility to understand and comply with all such requirements.

**CIC AND ITS LICENSORS DISCLAIM ALL OTHER WARRANTIES WITH RESPECT TO ALL SERVICES AND OTHER ITEMS AND PRODUCTS FURNISHED HEREUNDER, WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.**

**INITIAL PEOPLEWARE SCHEDULE**

1. **DEFINITIONS**. Capitalized terms not defined herein shall have the meanings assigned to them in the applicable Licensed Product Agreement between Customer and CIC ("Agreement"). In addition, for purposes of this Initial Peopleware Schedule ("Initial Schedule"), the following definition shall apply:

1.1 **Exhibit** shall mean any of the following forms of documentation of CIC's written agreement to perform services pursuant to these Policies: (a) the specification in an Exhibit of services to be performed by CIC; (b) a separate Exhibit established by mutual written agreement of CIC and Customer; or (c) CIC's written acknowledgment that it will perform services requested by Customer through a purchase order or otherwise.

2. **SERVICES**. CIC agrees to perform the services specified in an Exhibit, provided that CIC may, at its option, arrange for any services specified in a Exhibit to be performed by another entity certified by CIC to provide such services.

3. **PROJECT DETAIL**.

3.1 **Written Form**. CIC shall have no obligation to perform any services under this Initial Schedule unless such services are specified in an Exhibit setting forth the services to be performed and the applicable charges for same. The undertaking by CIC to perform any services specified in an Exhibit does not obligate CIC to furnish any further or different services to Customer. CIC will honor any limitations on labor, cost or time established under the applicable Exhibit, but completion of all work within such limitations is not guaranteed. Any estimates of labor, cost or time furnished to Customer by CIC before or after execution of the applicable Exhibit shall be considered estimates only, and shall not obligate CIC to complete any services within the parameters estimated. **CIC ASSUMES NO RESPONSIBILITY FOR ERRORS IN SPECIFICATIONS FURNISHED BY CUSTOMER. SUCH ERRORS MAY NECESSITATE CORRECTIVE WORK BY CIC AT ITS PREVAILING TIME AND MATERIALS RATES.**

3.2 **Customer Expectations**. Customer shall be primarily responsible for the management, control and implementation of the Licensed Products. In order to ensure the ultimate success of the implementation, a high level of Customer participation is required. Customer acknowledges that the implementation of software products is a complex and demanding undertaking, often involving much more than simply licensing a “software package.” Realistic expectations are crucial to success. Occasionally, through no particular fault of CIC, errors or delays occur. In order to make Customer’s implementation as smooth as possible, CIC will provide services (as set forth in a Exhibit), but Customer is responsible for Customer’s own change management and process re-engineering challenges.

3.3 **Termination**. Each Exhibit shall terminate upon the earliest to occur of the following: (a) the completion of all services specified in the Exhibit; (b) the date upon which any stated limitation on the scope or duration of services has been reached, whether expressed in labor-hours, scope of project, or otherwise; (c) the date of expiration, if any, set forth in the Exhibit; (d) termination due to Customer’s breach of its obligations under the Exhibit, this Initial Schedule, or the Agreement, which termination may be effectuated by CIC upon notice to Customer; or (e) termination of the Agreement. CIC shall have no further obligation to perform services under an Exhibit upon termination thereof. Termination of an Exhibit will not affect Customer's payment obligations under such Exhibit and the Agreement.

3.4 **Telecommunications/Facilities**. Unless otherwise specified in an Exhibit, the work may, at CIC’s option, be performed on CIC’s or Customer's premises, via telephone, E-mail, fax, Internet web connection, or other forms of communication and through modem / Internet communications between Customer's system and CIC’s customer support facility. As requested by CIC, Customer agrees, at its expense, to establish and maintain CIC-approved modem and / or Internet communications between Customer's system and CIC’s customer support facility to enable CIC to perform work remotely. CIC shall have the right to assess additional charges for failure to provide and maintain such communications. If any portion of the work will be performed on Customer's premises, Customer agrees to provide, at Customer's expense, all equipment, software, telecommunications, utilities, work space and other on-site accommodations necessary to enable CIC to perform such work.

3.5 **Confidentiality**. CIC agrees to use its best efforts to maintain the confidentiality of Customer confidential information that is disclosed to CIC in connection with this Initial Schedule, and to use such Customer confidential information solely for purposes of performing services hereunder. CIC shall require its employees, agents and subcontractors performing work hereunder to do likewise. For purposes of this Section, "Customer confidential information" shall mean any Customer information or data labeled or identified as confidential at the time of disclosure, provided, however, that this definition and the obligations of this Section shall not extend to any information that: is or becomes publicly known through no fault or negligence of CIC, its employees, agents or subcontractors; is or becomes lawfully available from a third party without restriction; is independently developed by CIC, its employees, agents or subcontractors at any time; or is disclosed without restriction by Customer to any third party at any time. The obligations of this Section will survive any termination of any Exhibit or the Agreement for as long as any information or data disclosed to CIC in connection with these Policies fits the definition of "Customer confidential information."

3.6 **Training**. CIC reserves the right to limit the number of persons permitted to attend any training class in accordance with CIC’s standard training policies.

4. **TECHNICAL INFORMATION**. All Technical Information that may be supplied by CIC to Customer in the course of performing services under this Initial Schedule shall, unless

otherwise specified in a Exhibit, be deemed to be licensed to Customer as Licensed Product under the terms of the Agreement.

5. **CUSTOM PROGRAMS**. All computer programs and related documentation delivered under this Initial Schedule shall, unless otherwise specified in a Exhibit, be considered Custom Programs and deemed to be licensed to Customer as Licensed Product under the terms of the Agreement. Customer shall have a license to use Custom Programs only at the Licensed Site(s) specified in the Agreement or otherwise specified in writing by CIC.

6. **ORDER CANCELLATION**. Orders for services that are accepted by CIC are subject to cancellation by Customer only with the written consent of CIC, and only upon payment of reasonable cancellation charges that shall take into account expenses already incurred and commitments made by CIC.

7. **DISCLAIMER OF WARRANTIES. EXCEPT AS OTHERWISE EXPLICITLY PROVIDED IN THE AGREEMENT, CIC DISCLAIMS ALL WARRANTIES WITH RESPECT TO THE SERVICES AND ITEMS PROVIDED UNDER THIS INITIAL SCHEDULE, WHETHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE**

**EXHIBIT A – XXX-21-01**
**Licensed Products and Services**
**Org1 – Date1**
**Licensed Sites: Org1**

| Description | Quantity | Price |
|---|---|---|
| **Infinite Campus - License, Hosting & Support (Enrollment: Cnt)** | | |
| Initial term – mmm dd, 2021 through mmm dd, 2022 (12 months) | | |
| Base Applications Software | 1 | $ |
| Hosting Service – Off-Site Campus Cloud Choice / On-Site Server(s) | 1 | |
| Off-Site Cloud Choice Data Warehouse OR | 1 | 1,000 |
| Configure Server for Customer-Provided Data Warehouse Server | 1 | 1,200 |
| Messenger Voice Software | 1 | |
| Messenger Remote Dial In (RDI) Setup Fee | 1 | 500 |
| Data Change Tracker – Cloud Choice – 2 Years of Data | 1 | |
| Food Service Point of Sale Software | 1 | |
| Campus Learning – District License | 1 | |
| Campus Online Registration | 1 | |
| Software Support | | |
| **CIC Data Health Check Annual License and Support – (Enrollment: Cnt)** | 1 | |
| Initial term – mmm dd, 2021 through mmm dd, 2022 (12 months) | | |
| **CIC Analysis Portal – (Enrollment: Cnt)** | | |
| Tableau Creator Annual User Licenses & Support - initial term – mmm dd, 2021 through mmm dd, 2022 (12 months) | xx | |
| Tableau Server Annual License & Support - initial term – mmm dd, 2021 through mmm dd, 2022 (12 months) - Web Interactor Users | xx or Unlimited | |
| CIC Analysis Portal Template Package | 1 | |
| Software Support and Updates – 12 months | | |
| **CIC On-Line Payment Interface to PaySchools OR RevTrak – (Enrollment: Cnt)** | 1 | |
| Initial term – mmm dd, 2021 through mmm dd, 2022 (12 months) | | |
| Software Support and Updates | 1 | |
| **CIC Custom Reports on the Portal Annual License and Support – (Enrollment: Cnt)** | 1 | |
| Initial term – mmm dd, 2021 through mmm dd, 2021 (12 months) | | |
| **Campus Online Registration Prime Annual License and Support – (Enrollment: Cnt)** | 1 | |
| Initial term – mmm dd, 2021 through mmm dd, 2022 (12 months) | | |
| **Campus Learning – District Annual License and Support – (Enrollment: Cnt)** | | |
| Initial term – mmm dd, 2021 through mmm dd, 2022 (12 months) | | |
| **CIC Ongoing Learning Plan Subscription Package – (Enrollment: Cnt)** | 1 | |
| Initial term – mmm dd, 2021 through mmm dd, 2022 (12 months) | | |
| Includes xx Professional Services Hours | | |
| | | |
| **Initial Peopleware (Professional Services)** | | |
| Implementation Management (Hours) | xx | |
| Standard Data Conversion | | |
| Additional Year(s) to Convert | xx | |
| Food Service Data Conversion (Accounts Only) (Accounts, PINs and Balances) | | |
| Training / Consulting (Hours) | xx | |
| CIC Analysis Portal Design Services (Hours) | xx | |
| CIC Analysis Portal Managed Services Plan - initial term – mmm dd, 2021 through mmm dd, 2022 (12 months); Includes xx IM Hours and xx Design Services Hours | 1 | |

**TOTAL** **$**

Estimated Future Annual Price (Cnt Students) $xx,xxx

**Payment Schedule**

| Description | Date | Amount |
|---|---|---|

| | | |
|---|---|---|
| 1. Contract Signed<br>2. Purchase Order Required | mmm dd, 2021 | $0 |
| 1. Initial Payment | mmm dd, 2021<br>(Approximate) | |
| 1. Final Payment | mmm dd, 2021<br>(Approximate) | |
| **TOTAL (Payable to CIC)** | | **$** |

**COMPUTER INFORMATION CONCEPTS, INC.**

By: {{sig2_es_:signer2:signature }}

Name: Steven K. Bohlender

Date: {{signerDate_es_:signer2:date}}

**CUSTOMER**

By: {{sig1_es_:signer1:signature }}

Name: {{*_es_:signer1:fullname }}

Date: {{signerDate_es_:signer1:date}}

# INFINITE CAMPUS END USER LICENSE AGREEMENT

This Infinite Campus End User License Agreement ("Agreement") is made between Infinite Campus, Inc., a Minnesota corporation located at 4321 109th Ave NE, Blaine, MN 55449-6794 ("Company") and **Org1**, with offices located at Street1, City1, State1 Zip1 ("Licensee").

**RECITALS**

A. Company has developed certain proprietary student information software and as updated and revised by Company from time to time (the "Infinite Campus Product"), and Company has licenses from third parties or developed other products and services as offered by Company and as amended by Company from time to time (the "Infinite Campus Additional Products"). The Infinite Campus Product, and the Infinite Campus Additional Products are collectively referred to as the "Infinite Campus Products";

B. Company or a Company authorized service provider provides certain services for the Infinite Campus Products, including software implementation services, software maintenance services, training services, product support services, technical support services and application hosting services (the "Infinite Campus Services");

C. Company and Licensee desire to enter into this Agreement for the purpose of facilitating the licensing of certain Infinite Campus Products, and delivery of certain Infinite Campus Services, subject to the terms and conditions of this Agreement.

NOW, THEREFORE, for and in consideration of the terms and conditions hereinafter stated, it is agreed as follows:

**1.0 Grant of License**

1.1 Type of License. Subject to the terms and conditions hereof, Company agrees to grant Licensee a non-exclusive, non-transferable, non-sublicensable, non-perpetual, right and license to the Infinite Campus Products and the related documentation ("Documentation") identified on the Order and Pricing Schedule(s) attached hereto. Licensee shall install and use the Infinite Campus Products and the Documentation solely for its own internal use and for the purposes for which such Infinite Campus Products and Documentation were designed.

1.2 Initial Term and Fees. Upon the Term Start Date indicated on the duly executed Order and Pricing Schedule(s) attached hereto, Company shall provide Licensee with the Infinite Campus Products and Infinite Campus Services and any associated Documentation (defined as users' manuals, reference guides, programmers' guides and/or system guides, as applicable) as indicated on the Order and Pricing Schedule(s). The fees for the licenses shall be valid from the Term Start Date until twelve months thereafter (the "Initial Term").

1.3 Recurring Annual Fees. Following the Initial Term, for each 12-month period thereafter (the "Subsequent Term"), Licensee shall pay annual fees according to the then current license fees for the licensed Infinite Campus Products (the "Recurring Annual Fees"). Company shall review the number of students enrolled as certified by the state in which the Licensee resides, and, in the event that the total number of enrolled students has increased or decreased, Company may increase or decrease the Recurring Annual Fees according to the then current fees for the licensed Infinite Campus Products and Services.

**2.0 Ownership and Protection of Infinite Campus Products**

2.1 Title: Ownership. Licensee acknowledges that the Infinite Campus Products; all source

code, object code, class libraries, user interface screens, algorithms, development frameworks, repository, system designs, system logic flow, and processing techniques and procedures related thereto; the Documentation, any system user documentation, or other documentation related thereto; any copies and derivatives of any of the foregoing, in whole or in part; as well as all copyright, patent, trademark, trade secret and other proprietary rights in any of the foregoing; are and shall remain the sole and exclusive confidential property of Company or Company licensor. Licensee further acknowledges that any reports or other data generated by the Infinite Campus Products regarding traffic flow, feature use, system loads, product installation, and/or similar information, are the exclusive property of Company and may be used, and Licensee hereby specifically authorizes the use of such reports and/or other data, by Company in any manner that it deems to be appropriate.

2.2 Protection of Infinite Campus Products and Documentation. Licensee shall not allow, and shall not allow any third party to:

2.2.a adapt, modify, change, maintain, translate, decompile, disassemble, reconstruct, or reverse engineer the Infinite Campus Products or the Documentation, or any portion thereof;

2.2.b identify or discover any source code of the Infinite Campus Products;

2.2.c distribute, sell or sublicense copies of the Infinite Campus Products or the Documentation or any portion thereof;

2.2.d create copies of the Infinite Campus Products or the Documentation except to make a copy of any program which is required as an essential step in its utilization or to make an archival or back-up copy of the Infinite Campus Products; or

2.2.e incorporate any portion of Infinite Campus Products into or with any other Infinite Campus Products or other products, or create any derivative works of the Infinite Campus Products or Documentation.

2.3 Confidentiality. Licensee agrees that the Infinite Campus Products contain proprietary information, including trade secrets, know-how and confidential information that are the exclusive property of Company or Company licensor. During the period this Agreement is in effect and at all times after its termination, Licensee and its employees and agents shall maintain the confidentiality of this information and not sell, license, publish, display, distribute, disclose or otherwise make available this information to any third party nor use such information other than to inform permitted users of the conditions and restrictions on the use of the Infinite Campus Products or the Documentation set, and to the extent permitted by law, Licensee will not disclose the terms and conditions of this Agreement without the prior written consent of Company.

**3.0 Payment**

3.1 Payment Terms. Licensee shall pay Company or Company's Authorized Channel Partner the Fees as provided in the Order and Pricing Schedule(s) attached hereto.

3.2 Taxes. All amounts set forth for payment are exclusive of applicable sales and similar taxes and it shall be Licensee's responsibility to add to the amounts payable, and to pay all such taxes, if applicable.

**4.0 Indemnification; Warranties**

4.1 Indemnifications

4.1.a If Licensee notifies Company in writing and gives Company sole control over the defense and all related settlement negotiations, Company will defend, hold harmless and indemnify Licensee against any damages finally awarded or amounts paid in settlement as a result of any claim or threat of claim brought by a

third party against Licensee to the extent based on an allegation that: (i) Products for which Licensee has licensed from Company infringes any U.S. patent, copyright, trademark, trade secret or other proprietary right of a third party, or (ii) a defective Product directly caused death or personal injury; provided that Licensee did not alter, modify, or otherwise change the Product or software that gave rise to such claim.

4.1.b To the extent permitted by law, Licensee will defend, hold harmless and indemnify Company against any claim or threat of claim brought by a third party against Company arising out of the acts or omissions of Licensee or its employees, excluding acts or omissions expressly required or prescribed by this Agreement.

4.1.c If either party seeks indemnification provided for in this Section, each party seeking indemnification will cooperate with and provide reasonable assistance in the defense or settlement of any claim or legal proceeding. Licensee and Company will not make public any terms, or the mere existence, of any settlements.

4.1.d THE FOREGOING STATES THE ENTIRE LIABILITY AND OBLIGATION OF COMPANY WITH RESPECT TO ANY INFRINGEMENT OR CLAIMS OF INFRINGEMENT BY THE INFINITE CAMPUS PRODUCTS OR ANY PART THEREOF, OF ANY PATENT, COPYRIGHT, TRADE SECRET OR OTHER PROPRIETARY RIGHT.

4.2 Warranties

4.2.a Operational Warranty. Company warrants that, during the ninety (90) day period (the "Warranty Period") commencing on the delivery date of the Infinite Campus Product to Licensee, the Infinite Campus Products will operate in substantial conformity with the Documentation when used in strict compliance therewith. This warranty is contingent upon Licensee's installation of all corrections, enhancements, updates and new releases provided by Company to Licensee and the absence of damage or abuse to the Infinite Campus Products.

4.2.b Breach of Operational Warranty. Notwithstanding the foregoing, Licensee acknowledges that it is solely responsible for having the appropriate compatible network(s) and operating system environment(s), and as Licensee's sole and exclusive remedy for any breach of this warranty, Company shall, at its sole option, within a reasonable period of time, provide all reasonable programming services to correct programming errors in the Infinite Campus Products, replace the Infinite Campus Products or terminate this Agreement and refund to the Licensee the license fees paid to Company under this Agreement for the defective Infinite Campus Products, as set forth in section 6.2(c) of this agreement, refunding the unamortized portion (assuming straight line amortization) of the annual license fees paid Any professional services provided under this Agreement are provided "as is" without representation or warranty of any kind or nature.

4.2.c Limitation. EXCEPT AS EXPRESSLY SET FORTH IN THIS PARAGRAPH 4, COMPANY MAKES NO WARRANTY OR REPRESENTATION, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND ANY WARRANTIES OF QUALITY OR PERFORMANCE, OR AS A RESULT OF A COURSE OF DEALING OR USAGE OF TRADE, WITH RESPECT TO THE INFINITE CAMPUS PRODUCTS AND ANY MAINTENANCE, SUPPORT OR OTHER SERVICES.

**5.0 Limitations of Liability**

EXCEPT TO THE EXTENT INCLUDED IN AN AWARD SUBJECT TO COMPANY'S INDEMNITY OBLIGATION, IN NO EVENT WILL COMPANY BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, PUNITIVE OR SPECIAL DAMAGES OF ANY NATURE, SUCH

AS LOST BUSINESS PROFITS. COMPANY'S TOTAL LIABILITY WILL BE LIMITED TO THE LICENSE FEES ACTUALLY PAID BY LICENSEE TO INFINITE CAMPUS FOR THE APPLICABLE INFINITE CAMPUS PRODUCTS, SUBJECT HOWEVER TO A TWELVE (12) MONTH STRAIGHT LINE DEPRECIATION COMMENCING ON THE DATE OF DELIVERY OF SUCH INFINITE CAMPUS PRODUCTS.

**6.0 Agreement Term and Termination**

6.1 Agreement Term. The term of this Agreement (the "Agreement Term") shall begin {{sd_es_:signer2:date}} ("Effective Date"), and shall remain in effect until terminated pursuant to Section 6.2.

6.2 Agreement Termination. This Agreement may be terminated as follows:

6.2.a either party may terminate this Agreement, with or without cause, with no less than thirty (30) days written notice.

6.2.b either party may terminate this Agreement if one party's actions expose the other party to any violation of law and fails to cure such actions within 15 days of notice thereof;

6.2.c either party may terminate this Agreement and any other active agreement with the other party if the other party fails to fully perform any material obligation under this Agreement with thirty (30) days to cure;

6.2.d notwithstanding the foregoing, if the Licensee violates the provisions of Sections 2.0 of this Agreement the Company may terminate this Agreement immediately without notice.

In the event of termination of this Agreement by the Company pursuant to Section 6.2(a) prior to an anniversary date the Company shall refund the unamortized portion (assuming straight line amortization) of the annual license fees paid. In the event of termination of this Agreement by the Company pursuant to Sections 6.2(b), 6.2(c) or 6.2(d) prior to an anniversary date, the Company shall be entitled to prepaid license fees for the balance of the year of termination.

In the event of termination of this Agreement by the Licensee pursuant to Section 6.2(a) prior to an anniversary date the Company shall be entitled to prepaid license fees for the balance of the year of termination. In the event of termination of this Agreement by the Licensee pursuant to Section 6.2(b) or 6.2(c) Company shall refund the unamortized portion (assuming straight line amortization) of the annual license fees paid.

6.3 Responsibilities in the Event of Termination.

6.3.a Upon any termination of this Agreement and/or the license to use any Infinite Campus Products, Licensee shall cease to use the Infinite Campus Products and shall return to Company the Infinite Campus Products and all copies thereof and all proprietary and confidential property of Company. Licensee shall expunge all copies of the Infinite Campus Products from its computer(s) and server(s). Failure to comply with this Section shall constitute continued use of the Infinite Campus Products. Licensee shall provide a certificate from an officer of Licensee stating compliance with this Section. Company shall also have such other legal and equitable rights and remedies to which it may be entitled with respect to Licensee's failure to comply with the provisions of this Agreement.

6.3.b Upon 90 business days following the termination of this Agreement, or sooner at the request of the Licensee, Company warrants that the original and all copies of Licensee information, educational records and pupil records as such terms are defined by the Family Educational Rights and Privacy Act (20 U.S.C. § 1232g; 34 CFR Part 99, "FERPA"), and any other State or Federal law relating to the protection of confidential student information, will be returned to the Licensee or destroyed in such a manner that such information cannot be read, executed,

viewed or in any way accessed when destroyed. Nothing herein, however, prohibits Company from continuing to possess and use any reports or other data generated by the Infinite Campus Products or Infinite Campus Services regarding traffic flow, feature use, system loads, product installation, and/or similar information.

6.4 No Liability for Termination. Except as provided for in this Agreement, neither party shall be liable to the other for damages of any kind, including incidental or consequential damages, damages for loss of prospective business or loss of continuing business, or otherwise which arise due to the expiration or termination of this Agreement. This does not relieve either party from responsibility for damages caused by its actions or breaches of the Agreement, but only for damages related to or resulting from the expiration or termination of the business relationship.

6.5 Survivorship. Those sections that by their nature survive expiration or termination of this Agreement will survive such expiration or termination.

**7.0 Software Support**

Licensee agrees to the terms and conditions of the Computer Information Concepts, Inc. Licensed Product Agreement, which is set forth separately. Licensee shall be billed for the Computer Information Concepts, Inc. services for maintenance and support of the Infinite Campus Products, as described in Computer Information Concepts, Inc. Licensed Product Agreement, in accordance with the payment terms set forth therein.

**8.0 Application Hosting**

Company and Licensee agree to the terms and conditions of the Cloud Hosting Services Agreement, which is attached hereto and fully incorporated herein. Licensee shall be billed for the Infinite Campus Services, as described in the Cloud Hosting Services Agreement, in accordance with the payment terms set forth in Section 3.0 of this Agreement.

**9.0 Training, Data Conversion and Project Management Services**

Training Services, Data Conversion Services, or Project Management Services requested by Licensee during the Initial Term or following the Initial Term shall be provided for an additional charge, in accordance with an Implementation Services Agreement provided by Infinite Campus or authorized service partner.

**10.0 General Terms and Conditions**

10.1 Assignment. Licensee shall not, voluntarily or involuntarily, sublicense, sell, assign, give or otherwise transfer this Agreement. Any such transfer or attempted transfer shall be null and void. Company has the right to assign or otherwise transfer its rights and obligations under any of this Agreement, whether voluntarily, involuntarily, or by operation of law.

10.2 Governing Law. This Agreement will be governed and interpreted under the laws of the state of Minnesota, U.S.A, without regard to its conflict of laws provisions. Any action arising out of or related to this Agreement must be brought within one (1) year from the first date such action could have been brought, despite any longer period provided by statute. If a longer period is provided by statute, the parties hereby expressly waive it.

10.3 Amendments; Waiver. This Agreement shall not be amended or modified except in writing by duly authorized representatives of the parties that refer specifically to this Agreement. The failure of either party to enforce at any time or for any period of time the provisions hereof shall not be construed to be a waiver of such provisions or of the right to enforce each and every such provision.

10.4 Severability. If a court of competent jurisdiction holds that any provision of this Agreement is invalid or unenforceable, the remaining portions of this Agreement will remain in full force and effect, and the parties will replace the invalid or unenforceable provision with a valid and enforceable provision that achieves the original intent of the parties and economic

effect of the Agreement.

10.5 Headings and Construction. Paragraph headings are for reference only and will not be considered as parts of this Agreement. Wherever the singular is used, it includes the plural, and, wherever the plural is used, the singular is included.

10.6 Force Majeure. Except for the obligation to make payments, neither party will be liable for any failure or delay in its performance under this Agreement due to any cause beyond its reasonable control, including acts of war, acts of God, acts of terrorism, earthquake, flood, embargo, riot, sabotage, labor shortage or dispute, governmental act or failure of the Internet (not resulting from the actions or inactions of Company), provided that the delayed party: (i) gives the other party prompt notice of such cause, and (ii) uses its reasonable commercial efforts to promptly correct such failure or delay in performance.

10.7 Entire Agreement. This Agreement supersedes all previous agreements and representations of, between or on behalf of the parties in regard to the subject matter herein. Any document, instrument, or agreement issued or executed contemporaneous or subsequent to this Agreement shall not alter the terms and conditions of this Agreement. This Agreement contains all of Company's and Licensee's agreements, warranties, understandings, conditions, covenants and representations in regard to the subject matter herein. Neither Company nor Licensee will be liable for any warranties, understandings, conditions, covenants or representations not expressly set forth or referenced in this Agreement. Licensee acknowledges that Company reserves the right to refuse any different or additional provisions in purchase orders, invoices or similar documents, and such refused provisions will be unenforceable.

10.8 Notices. Any notice under this Agreement must be in writing and will be deemed given upon the earlier of actual receipt or ten (10) days after being sent by first class mail, return receipt requested, to the address set forth below for Company and to the address designated on page one (1) of this Agreement by Advocate for receipt of notices, or as may be provided by the parties.

| | |
|---|---|
| Infinite Campus, Inc. | Org1 |
| Sales Contracts Management | {{notice_contact_es_:signer2 }} |
| 4321 109th Ave NE | Street1 |
| Blaine, MN 55449-6794 | City1, State1 Zip1 |

Either party may give notice of its change of address for receipt of notices by giving notice in accordance with this section.

10.9 Applicable Law. Company complies and shall comply with applicable laws governing online privacy and student data privacy, including the Child Privacy Protection and Parental Empowerment Act, FERPA, the Children's Online Privacy Protection Act, and state laws. Licensee may review these laws and their related regulations by logging on to the U.S. Federal Trade Commission's website at http://www.ftc.gov.

10.9.a. In the course of providing services during the term of this Agreement, Company may have access to student education records that are subject to FERPA. Such information is considered confidential and is protected. To the extent that Company has access to "education records" under this Agreement, it is deemed a "school official," as each of these terms are defined under FERPA. Company shall use education records only for the purposes of fulfilling its duties under this Agreement. In order to continuously improve the products and services it provides hereunder, Company may use anonymized or de-identified, non-PII data, as well as seek input from the Licensee and its employees regarding use of the Infinite Campus Products and Infinite Campus Services. Except as required by law or court order,

Company shall not disclose or share education records with any third party unless: (i) permitted by the terms of this Agreement, (ii) directed to do so, in writing, by Licensee, or (iii) to subcontractors who have agreed to maintain the confidentiality of the education records to the same extent required of Company under this Agreement.

10.9.b. In the event any third party seeks to access education records that are subject to FERPA beyond the access that is provided to Company affiliated individuals for purpose of providing the services under the Agreement, whether said third party request is in accordance with FERPA or other Federal or relevant State law or regulations, Company shall immediately inform Licensee of such request in writing, if it is allowed to do so. Company shall not provide direct access to such data or information or respond to said third party requests, unless compelled to do so by court order or lawfully issued subpoena from any court of competent jurisdiction. Should Company receive a court order or lawfully issued subpoena seeking the release of such data or information, Company shall provide immediate notification, along with a copy thereof, to Licensee prior to releasing the requested data or information, if allowed by law or judicial and/or administrative order/subpoena.

10.9.c. If Company experiences a security breach concerning any education record covered by this Agreement, Company shall immediately notify Licensee and take immediate steps to limit and mitigate such security breach to the extent possible. The Parties agree that any material breach by Company of the confidentiality obligation set forth in this Agreement may, at Licensee's discretion, result in cancellation of this Agreement and the eligibility for Company to receive any information from Licensee for a period of not less than five (5) years. The Parties further agree to indemnify and hold each other harmless for any loss, cost, damage or expense suffered by the non-breaching Party, including but not limited to the cost of notification of affected persons, as a direct result of the breaching Party's unauthorized disclosure of education records that are subject to FERPA, or any other confidentiality/privacy provision, whether federal, state or administrative in nature.

10.9.d. Upon termination of this Agreement, Company shall return and/or destroy all education records that it received from Licensee hereunder as, and in accordance with, Section 6.3.b of this Agreement. Company shall not knowingly retain copies of any education records received from Licensee once Licensee has directed Company as to how such information shall be returned and/or destroyed. Furthermore, Company shall ensure that it disposes of any and all education records received from Licensee in a commercially reasonable manner that maintains the confidentiality of the contents of such records (e.g. shredding paper records, erasing and reformatting hard drives, erasing and/or physically destroying any portable electronic devices.

10.10 Export Rules. Licensee agrees that the Infinite Campus Products will not be shipped, transferred or exported into any country or used in any manner prohibited by the United States Export Administration Act or any other export laws, restrictions or regulations (collectively the "Export Laws"). In addition, if the Infinite Campus Products are identified as export controlled items under the Export Laws, Licensee represents and warrants that Licensee is not a citizen, or otherwise located within, an embargoed nation (including without limitation Iran, Iraq, Syria, Sudan, Libya, Cuba, North Korea and Serbia) and that Licensee is not otherwise prohibited under the Export Laws from receiving the Infinite Campus Products. All rights to use the Infinite Campus Products under this Agreement are granted on the condition that such rights are forfeited if Licensee fails to comply with the terms of this Section 10.10.

10.11 U.S. Government End-Users. Each component licensed under this Agreement that constitute the Infinite Campus Products and Services is a "commercial item" as that term

is defined at 48 C.F.R. 2.101, consisting of “commercial computer software” and/or “commercial computer software documentation” as such terms are used in 48 C.F.R. 12.212. Consistent with 48 C.F.R. 12.212 and 48 C.F.R. 227.7202-1 through 227.7202-4, all end users acquire the Infinite Campus Products and Services with only those rights set forth herein.

10.12 Electronic Signatures; Counterparts. This Agreement may be executed in any number of counterparts, each of which when so executed will be deemed to be an original and all of which when taken together will constitute one Agreement. The parties agree that the electronic signature of a party to this Agreement shall be as valid as an original signature of such party and shall be effective to bind such party to this Agreement. The parties agree that any electronically signed document shall be deemed (a) to be “written” or “in writing,” (b) to have been signed and (c) to constitute a record established and maintained in the ordinary course of business and an original written record when printed from electronic files. Such paper copies will be admissible as between the parties to the same extent and under the same conditions as other original business records created and maintained in documentary form. Neither party shall contest the admissibility of true and accurate copies of electronically signed documents on the basis of the best evidence rule or as not satisfying the business records exception to the hearsay rule. For purposes hereof, “electronic signature” means a manually signed original signature that is then transmitted by electronic means; “transmitted by electronic means” means sent in the form of a facsimile or sent via the internet as a “pdf” (portable document format) or other replicating image attached to an e mail message; and, “electronically signed document” means a document transmitted by electronic means and containing, or to which there is affixed, an electronic signature.

10.13 Purchase of Online Registration. by agreeing to purchase Online Registration, Licensee is also agreeing to use Infinite Campus Digital Repository Services whose terms are governed by the terms and conditions linked here: Digital Repository Services: Terms of Service.

**IN WITNESS WHEREOF**, this Infinite Campus End User License Agreement has been executed by the duly authorized representative of Company and Licensee.

| Infinite Campus, Inc. | | Org1 | |
|---|---|---|---|
| By: | {{sig1_es_:signer1:signature }} | By: | {{sig2_es_:signer2:signature }} |
| Name: | {{*_es_:signer1:fullname }} | Name: | {{*_es_:signer2:fullname }} |
| Its: | Authorized Signer | Its: | {{*_es_:signer2:title }} |

# EXHIBIT A
# CLOUD HOSTING SERVICES AGREEMENT

## 1.0 Reference to Agreement

This Cloud Hosting Services Agreement is subject to and incorporates all of the provisions stated in the End User License Agreement between **Infinite Campus, Inc.**, ("**Company**") and **Org1,** ("**Licensee**") as of the Effective Date.

## 2.0 Initial Term and Fees

Upon the Term Start Date indicated on the Order and Pricing Schedule attached hereto Company shall provide Licensee with the Infinite Campus Cloud Hosting Services according to the quantity indicated on the Order and Pricing Schedule. The quantity of shall be valid from the Term Start Date until twelve months thereafter (the "Initial Term").

## 3.0 Recurring Annual Fees

Following the Initial Term, for each 12-month period thereafter (the "Subsequent Term"), Licensee shall pay annual fees according to the then current license fees for the licensed Infinite Campus Products (the "Recurring Annual Fees"). Company shall review the number of students enrolled as certified by the state in which the Licensee resides, and, in the event that the total number of enrolled students has increased or decreased, Company may increase or decrease the Recurring Annual Fees according to the then current fees for the licensed Infinite Campus Products and Services.

## 4.0 Services

During each term of the License, and subject to payment of the fees for the Infinite Campus Products and the fees for the Infinite Campus Services, Company shall provide the following services (the "Cloud Hosting Services" or the "Cloud Choice Hosting Services") to Licensee:

4.1 Included Services

4.1.a System Access. Company shall provide remote access to a digital information processing, transmission and storage system (the "System Hardware") enabling Licensee to perform operations using a single, Production instance of the Infinite Campus Products. Computing hardware, system software, database software and database storage shall be located at Company's facilities.

4.1.b Additional Software and Middleware. Company will provide all additional required middleware and software necessary for the Product ("Middleware"), including installation and licensing of Window OS, Windows SQL Server, Apache Tomcat, Sun Microsystems Java, drivers, and SSL certificate(s).

In accessing Middleware, Licensee may use software and related documentation developed and owned by Microsoft Corporation or its licensors (collectively, the "Microsoft Software"). If Licensee chooses to use the Microsoft Software, Microsoft and its licensors require that Licensee agree to these additional terms and conditions:

- The Microsoft Software is neither sold nor distributed to Licensee and Licensee may use it solely in conjunction with the Infinite Campus Services.
- Licensee may not transfer or use the Microsoft Software outside the Infinite

Campus Services.

- Licensee may not remove, modify or obscure any copyright, trademark or other proprietary rights notices that are contained in or on the Microsoft Software.
- Licensee may not reverse engineer, decompile or disassemble the Microsoft Software, except to the extent expressly permitted by applicable law.
- Microsoft disclaims, to the extent permitted by applicable law, all warranties by Microsoft and any liability by Microsoft or its suppliers for any damages, whether direct, indirect, or consequential, arising from the Services.
- Microsoft is not responsible for providing any support in connection with the Infinite Campus Services. Do not contact Microsoft for support.

4.1.c Application Updates. Company will support the Infinite Campus Products through implementation of vendor-provided modifications including remedial "Patches" addressing reported performance or functionality problems, and “Updates” or "Upgrades" consisting of a new releases or versions of the Infinite Campus Products or supporting Middleware issued by the vendor. Company will implement Patches, Updates and Upgrades in accordance with the Change Management Section set forth herein. Company is responsible for procuring and administering vendor-provided maintenance for any Middleware or Product supplied by Infinite Campus.

4.1.d Backup. Company shall create and maintain a backup plan whereby Licensee Content is backed up. Company shall retrieve each business day an electronic backup of the Licensee Content, as defined below, for the purpose of archival storage in the case of Disaster Recovery.

4.1.e Disaster Recovery. Company shall maintain backup servers and data communications connections to such servers and maintain backups of Licensee Content on such backup servers such that Company shall be capable of providing Cloud Hosting Services on and from such backup servers within twenty-four (24) hours of any catastrophic disruption of Cloud Hosting Services (“Disaster Recovery”).

4.1.f ODBC Access. Company will provide ODBC access to a designated employee of the Licensee, upon completion of the ODBC Access Request Form.

4.1.g Test and Training Environment. For Licensee selecting Cloud Choice Hosting Services, in addition to the single “Production” system environment, Company will provide an additional Test and Training Environment (“Staging”) for the purpose of testing upcoming updates or code changes, training end users in a non-production environment and other non-production uses upon the request of the Licensee.

4.2 Excluded Services

(a) Support of Client Desktops
(b) Support or diagnosis of Local Area Network connectivity
(c) Local Area Network device configuration such as proxy servers

**5.0 Availability of Services**

Subject to the terms and conditions of this Agreement, Company shall use its best commercial efforts to provide the Cloud Hosting Services for twenty-four (24) hours a day, seven (7) days a week throughout the term of this Agreement.

5.1 Downtime

Licensee agrees that from time to time the Infinite Campus Services may be inaccessible or inoperable for various reasons, including (i) equipment malfunctions; (ii) periodic maintenance procedures or repairs which Company may undertake from time to time; or (iii) causes beyond the control of Company or which are not reasonably foreseeable by Company, including interruption or failure of telecommunications or digital transmission links, hostile network attacks, network congestion or other failures (collectively “Downtime”).

5.2 Advance Notice

Company shall provide twenty-four (24) hour advance notice to Licensee in the event of any scheduled Downtime.

**6.0 Security**

Company shall operate and maintain the System Hardware in good working order with access restricted to authorized employees of Company and persons specifically designated by Licensee. Company shall maintain systems consistent with security controls as described in the National Institute of Standards and Technology (NIST) Standards Publication (SP) 800-26, Security Self-Assessment Guide for Information Technology Systems. Company shall undertake to perform reasonable measures to ensure the security, confidentiality and integrity of all Licensee Content and other proprietary information transmitted through or stored on the System including:

(a) firewall protection of the Remote Data Center;

(b) maintenance of independent archival and backup copies of the Infinite Campus Products and Licensee Content; and

(c) protection from network attack or other malicious harmful or disabling data, work, code or program.

**7.0 Change Management**

7.1 For all Production Environments, Company will follow "Change Management Procedures" in completing changes in the Products or product release levels used in the Service and in implementing Patches and Upgrades (collectively "Change Events").

7.1.a Change Management Procedures will in all cases provide for the following:
(a) advance notification to the Licensee of the Change Event, its nature and expected timetable;
(b) pre-testing of changes in Company or Licensee non-Production testing environments; and
(c) coordination of the implementation of the Change Event with the Licensee.

7.1.b Product Version. Licensee selecting Standard Cloud Hosting Services will receive Updates Change Events made available by Company which shall be applied with 30 days of its General Availability at such a date determined solely by the Company. Licensee selecting Cloud Choice Hosting Services may coordinate the Update Change Event date with Company.

**8.0 Licensee Proprietary Rights**

8.1 Licensee Content. Licensee shall be solely responsible for providing, updating, uploading and maintaining the Site and any and all files, pages, data, works, information and/or materials on, within, displayed, linked or transmitted to, from or through the Site, including without limitation, trade or service marks, images, photographs, illustrations, graphics, audio clips,

video clips, e-mail or other messages, metatags, domain names, software and text (the "Licensee Content"). The Licensee Content shall also include any registered domain names provided by Licensee or registered on behalf of Licensee in connection with the Cloud Hosting Services.

8.2 Grant of Use. In consideration of Company's satisfactory performance of all obligations of this Agreement, for the term of this Agreement, Licensee grants to Company a nonexclusive, worldwide and royalty-free "Grant of Use" to copy, display, use and transmit on and via the Internet the Licensee Content, **solely for the benefit of Licensee** and in accordance with Company's performance or enforcement of this Agreement. Nothing herein, however, prohibits Company from continuing to possess and use any reports or other data generated by the Infinite Campus Products or Infinite Campus Services regarding traffic flow, feature use, system loads, product installation, and/or similar information.

8.3 Alterations. Except as provided herein, in the Agreement, or by law, Company may not alter, modify, change, remove or disable access to all or any portion of the Site or Licensee Content stored on the Server.

8.4 Ownership of Licensee Content. Company acknowledges that the Licensee Content is owned solely by the Licensee. Within five (5) days of any termination of the Agreement, Licensee shall remove or request that the Company remove on a fee-for-service basis all Licensee Content from Infinite Campus Products.

8.5 Warranty of Licensee. Licensee warrants that the Site and Licensee Content do not and shall not contain any content, materials, data, work, trade or service mark, trade name, link, advertising or services that violate any applicable law or regulation or infringe or misappropriate any proprietary, intellectual property, contract or tort right of any person; and Licensee owns the Licensee Content and all proprietary or intellectual property rights therein, or has express written authorization from the owner to copy, use and display the Licensee Content on and within the Site.

8.6 Disclosure. Company may not disclose Licensee Content to any third party except: (i) its employees, consultants, and subcontractors who need access to such information and solely for purposes of providing services to Licensee under the Agreement, provided that such recipients are bound by confidentiality provisions no less restrictive than those set out in the Agreement; (ii) to the extent it was already capable of being known by or in the possession of the third party without restriction on use or disclosure; or (iii) to the extent compelled to do so by court order or lawfully issued subpoena from any court of competent jurisdiction, provided that Company shall provide immediate notification, along with a copy thereof, to Licensee prior to releasing the requested data or information, if allowed by law or judicial and/or administrative order/subpoena

8.7 Hold Harmless. Licensee will defend and hold harmless Company against any claim or threat of claim brought by a third party against Company to the extent based on an allegation that Licensee Content infringes any U.S. patent, copyright, trademark, trade secret or other proprietary right of a third party.

**AMENDMENT TO INFINITE CAMPUS**
**END USER LICENSE AGREEMENT**

This Amendment to the Infinite Campus End User License Agreement (the "Amendment"), is made between Infinite Campus, Inc. (the "Company") and Org1 (the "Licensee") and amends the agreement between the same parties titled End User License Agreement.

**NOW, THEREFORE**, the parties hereto hereby agree as follows:

**Amendment to Section 10.2.** Section 10.2 to the Agreement is hereby deleted. Section 10.2, below, becomes Section 10.2 to the Agreement, as here amended.

10.2 Governing Law. This Agreement will be governed and interpreted under the laws of the state of xxxx, U.S.A, without regard to its conflict of laws provisions. Any action arising out of or related to this Agreement must be brought within one (1) year from the first date such action could have been brought, despite any longer period provided by statute. If a longer period is provided by statute, the parties hereby expressly waive it.

| Infinite Campus, Inc. | | | Org1 | | |
|---|---|---|---|---|---|
| By: | {{sig1_es_:signer1:signature | }} | By: | {{sig2_es_:signer2:signature | }} |
| Name: | {{*_es_:signer1:fullname | }} | Name: | {{*_es_:signer2:fullname | }} |
| Its: | Authorized Signer | | Its: | {{*_es_:signer2:title | }} |

# Order and Pricing Schedule

Reference to Agreement. This Order and Pricing Schedule is subject to and incorporates all of the provisions stated in the End User License Agreement between Infinite Campus, Inc., ("Company") and Org1, ("Licensee").

| Description | Term Start Date | Quantity | Fee Type | Unit Price | Total |
|---|---|---|---|---|---|
| Campus Student System License Fee | 12/1/2021 | 2,000 | Recurring | $6.00 | $ |
| Infinite Campus Services, Standard Cloud Hosting Services – SIS | 12/1/2021 | | Recurring | $0.75 | |
| Infinite Campus Services, Cloud Choice Hosting Services – SIS | 12/1/2021 | | Recurring | $1.00 | |
| Infinite Campus Services, In-District Hosting Services – SIS | 12/1/2021 | | Recurring | $1.50 | |
| Infinite Campus Services, Self-Hosting Services - SIS | 12/1/2021 | | Recurring | $0.25 | |
| Data Warehouse Server – Cloud Choice | 12/1/2021 | | Recurring | Flat | 1,000 |
| Messenger with Voice | 12/1/2021 | | Recurring | $0.90 | |
| Food Service Tiered License Fee (1 - 5,000 Students) | 12/1/2021 | | Recurring | $2.00 | |
| Food Service Tiered License Fee (5,001 - 10,000 Students) | 12/1/2021 | | Recurring | $1.80 | |
| Online Registration | 12/1/2021 | | Recurring | Flat | 500 |
| Online Registration Prime | 12/1/2021 | | Recurring | Flat | 7,500 |
| Campus Data Change Tracker – Cloud Choice – 2 Years | 12/1/2021 | | Recurring | Flat | |
| Campus Multi-Language Editor | 12/1/2021 | | Recurring | Flat | 1,500 |
| Campus Data Extract Utility | 12/1/2021 | | Recurring | Flat | 2,500 |
| Campus Learning – District Wide License (1 – 5,000 Students) | 12/1/2021 | | Recurring | $2.00 | 2,000 |

# Order and Pricing Schedule

| Description | Term Start Date | Quantity | Fee Type | Unit Price | Total |
|---|---|---|---|---|---|
| Campus Learning – District Wide License (5,001 – 10,000 Students) | 12/1/2021 | | Recurring | .90 | |
| Campus Learning – District Wide License w/ Naiku Purchase | 12/1/2021 | | Recurring | .50 | |
| Campus Authentication Utility | 12/1/2021 | | Recurring | Flat | 1,500 |
| **Year 1 Total** | | | | | **$0** |
| **Annual Recurring Total** | | | | | **$0** |

| Description | Term Start Date | Quantity | Fee Type | Unit Price | Total |
|---|---|---|---|---|---|
| Messenger with Voice Remote Dial In | 12/1/2021 | | One Time | Flat | $500 |
| Data Warehouse Setup and Support | 12/1/2021 | | One Time | Flat | 1,200 |
| Online Registration Year 1 Customization Days | 12/1/2021 | | One Time | Flat | 1,300 |
| **One Time Setup Fees Total** | | | | | **$0** |

**Org1**

By: {{sig2_es_:signer2:signature }}

# Order and Pricing Schedule

Name: {{*_es_:signer2:fullname }}

Its: {{*_es_:signer2:title }}

Date: {{signerDate_es_:signer2:date}}

# SECTION 16

## Required Forms

RFP Required Forms follow in this section.

Note that the "Proposal Price Sheet" form was included at the end of Section 12, Cost Proposal.

**PROPOSAL SUBMISSION FORM**
**BOARD OF EDUCATION OF**
**HINSDALE TOWNSHIP HIGH SCHOOL DISTRICT 86, DUPAGE COUNTY ILLINOIS**

| | |
|---|---|
| **Proposal Description:** | RFP 21-033<br>Student Information System |
| **Deadline for Questions and Clarifications:** | December 28, 2021, at 4:00 P.M. CST |
| **Proposal Submission Date:** | January 15, 2021, at 2:00 P.M. CST |
| **Submit your proposal to:** | Tina Snyder, CPPB<br>Procurement Officer<br>Hinsdale Township Administration Building<br>5500 Grant Street, Hinsdale, Illinois 60521 |
| **Presentations (If Necessary):** | January (time to be determined) |
| **Recommendation for vendor approval to BOE:** | (Tentative) February/March |
| **Fees for Services:** | To be detailed in proposal submission |

The undersigned, being duly sworn, deposes and certifies under oath that the company or other entity named below, its officers, employees, and agents, are not barred from submitting a proposal on this contract as a result of a violation of the Bid Rigging or Bid Rotating provisions of the Public Contracts Section of the Illinois *Criminal Code of 1961* (720 ILCS 5/33E-3, 33E-4), or as a result of a violation of any other law, rule, ordinance or regulation. The undersigned further certifies that he or she has read and understands the Proposal Documents and that his or her proposal is in compliance therewith.

The undersigned affirms that the documents and information provided in this proposal are true and complete. The undersigned further affirms that submission of this proposal constitutes an agreement to provide all services and comply with all requirements outlined in this RFP unless expressly disclaimed by the submitter in its proposal. Submitter specifically affirms that it is in compliance with and agrees to the requirements applicable to Intermediaries under Section G of the Procedures to Board Policy 4:30 (included in Exhibit A). Any disclaimer as to compliance with any service or requirement of the RFP must be clearly and separately labeled as a disclaimer.

By: [redacted]

Print Name: **Steven K. Bohlender**
Its: **Executive Vice President**
Telephone: **800.437.7457 x-123**
Email Address: **sbohlender@cicesp.com**

Firm Name: **Computer Information Concepts, Inc. (CIC)**
Address: **2843 31st Avenue**
**Greeley, CO 80631**
Date: **1/13/2021**

Subscribed and sworn to before me this 13th day of January, 2021.

[redacted]
Notary Public

MELAYNA R. CLARK-RAEL
NOTARY PUBLIC
STATE OF COLORADO
NOTARY ID 20084023075
MY COMMISSION EXPIRES JULY 2, 2024

**FORM A**

**Certificate Regarding Sexual Harassment Policy**

**Computer Information Concepts, Inc. (CIC)** (Submitter) does hereby certify (pursuant to Section 2-105 of the Illinois Human Rights Act (775 ILCS 5/2-105) that (he, she, it) has adopted a written sexual harassment policy that includes at a minimum the following information (i) the illegality of sexual harassment; (ii) the definition of sexual harassment under Illinois Law; (iii) a description of sexual harassment utilizing examples; (iv) the Vendor's internal compliant process including penalties; (v) the legal recourse, investigative and complaint process available through the Illinois Department of Human Rights and the Illinois Human Rights Commission; (vi) directions on how to contact the Department and Commission; and (vii) protection against retaliation as provided by Section 6-101 of the Illinois Human Rights Act. Submitter further certifies that it will comply with the Illinois Human Rights Act implementing regulations required for all public contractors and included herein as Attachment to Form B.

By: [redacted]

Authorized Agent of Submitter

Date: 1/13/2021

Subscribed and sworn to before me this 13th day of

January, 2021

[redacted]

Notary Public

MELAYNA R. CLARK-RAEL
NOTARY PUBLIC
STATE OF COLORADO
NOTARY ID 20084023075
MY COMMISSION EXPIRES JULY 2, 2024

**FORM B**

***Illinois Human Rights Act* Regulations**

***Lessor shall be required to comply with the following provisions only if and to the extent they are applicable under the law.***
The Contractor agrees to fully comply with the requirements of the *Illinois Human Rights Act*, 775 ILCS 5/1-101 *et. seq.*, including, but not limited to, the provision of sexual harassment policies and procedures pursuant to Section 2-105 of the Act. The Contractor further agrees to comply with all federal Equal Employment Opportunity Laws, including, but not limited to, the *Americans With Disabilities Act,* 42 U.S.C. Section 12101 *et. seq.*, and rules and regulations promulgated thereunder. The following provisions are included in this contract pursuant to the requirements of the regulations of the Illinois Department of Human Rights, Title 44, Part 750, of the Illinois Administrative Code (*see* 44 Ill. Admin. Code 750.20). As required by Illinois law, in the event of the Lessor's non-compliance with the provisions of this Equal Employment Opportunity Clause, the *Illinois Human Rights Act* or the Rules and Regulations of the Illinois Department of Human Rights ("Department"), the Contractor may be declared ineligible for future contracts or subcontracts with the State of Illinois or any of its political subdivisions or municipal corporations, and the contract may be canceled or voided in whole or in part, and such other sanctions or penalties may be imposed or remedies invoked as provided by statute or regulations. During the performance of this contract, the Contractor agrees as follows:

A. That it will not discriminate against any employee or applicant for employment because of race, color, religion, sex, sexual orientation, marital status, national origin or ancestry, age, citizenship status, physical or mental handicap or disability unrelated to ability, military status or an unfavorable discharge from military service, or arrest record status; and further that it will examine all job classifications to determine if minority persons or women are underutilized and will take appropriate affirmative action to rectify any such underutilization.

B. That, if it hires additional employees in order to perform this contract or any portion thereof, it will determine the availability (in accordance with the Department's Rules) of minorities and women in the area(s) from which it may reasonably recruit and it will hire for each job classification for which employees are hired in such a way that minorities and women are not underutilized.

C. That, in all solicitations or advertisements for employees placed by it or on its behalf, it will state that all applicants will be afforded equal opportunity without discrimination because of race, color, religion, sex, sexual orientation, marital status, national origin or ancestry, age, citizenship status, physical or mental handicap or disability unrelated to ability, military status or an unfavorable discharge from military service, or arrest record status.

D. That it will send to each labor organization or representative of workers with which it has or is bound by a collective bargaining or other agreement or understanding, a notice advising such labor organization or representative of the Lessor's obligation under the *Illinois Human Rights Act* and the Department's Rules. If any such labor organization or representative fails or refuses to cooperate with the Contractor in its efforts to comply with such Act and Rules, the Contractor will promptly so notify the Department and the contracting agency and will recruit employees from other sources when necessary to fulfill its obligation thereunder.

E. That it will submit reports as required by the Department's Rules, furnish all relevant information as may from time to time be requested by the Department or the contracting agency, and in all respects comply with the *Illinois Human Rights Act* and the Department's Rules.

F. That it will permit access to all relevant books, records, accounts and work sites by personnel of the contracting agency and the Department for purposes of investigation to ascertain compliance with *Illinois Human Rights Act* and the Department's Rules.

G. That it will include verbatim or by reference the provisions of this clause in every subcontract it awards under which any portion of the contract obligations are undertaken or assumed, so that such provisions will be binding upon such subcontractor. In the same manner as with other provisions of this contract, the Contractor will be liable for compliance with applicable provisions of this clause by such subcontractors; and further it will promptly notify the contracting agency and the Department in the event any subcontractor fails or refuses to comply therewith. In addition, the Contractor will not utilize any subcontractor declared by the Illinois Human Rights Commission to be ineligible for contracts or subcontracts with the State of Illinois or any of its political subdivisions or municipal corporations.

**FORM C**
**Certificate of Eligibility to Contract**

I, Steven K. Bohlender, (pursuant to Section 5/10-20.21 (b) of the *School Code*) hereby certify that neither I, nor any of my partners, or officers or owners of (name of Entity) Computer Information Concepts, Inc. (CIC):

1. Have been convicted in the past five (5) years of the offense of proposal-rigging under Section 33E of the *Illinois Criminal Code* of 2012, 720 ILCS 5/33 E-1 *et seq*. as amended;
2. Have ever been convicted of the offense of proposal-rotating under Section 33E-4 of the *Illinois Criminal Code* of 1961, as amended;
3. Have ever been convicted of bribing or attempting to bribe an officer or an employee of the State of Illinois; or
4. Have made an admission of guilt of any of the above conduct which is a matter of record. Furthermore, I certify that I, my partners, officers or owners of (name of business) and its affiliates have and will continue to collect and remit Illinois Use Tax, to the extent required under the *Illinois Use Tax Act*, 35 ILCS 105/1 *et. seq*.

In certifying to the above, I hereby acknowledge that the school board may declare any contract awarded pursuant to this proposal void if this certification is false.

By: [redacted] **Executive Vice President**
Authorized Agent of Contractor (name and title)

Date: **1/13/2021**

Subscribed and sworn to before me this 13th day of

January, 2021.

[redacted]
Notary Public

MELAYNA R. CLARK-RAEL
NOTARY PUBLIC
STATE OF COLORADO
NOTARY ID 20084023075
MY COMMISSION EXPIRES JULY 2, 2024

Form **W-9**
(Rev. October 2018)
Department of the Treasury
Internal Revenue Service

# Request for Taxpayer Identification Number and Certification

▶ Go to *www.irs.gov/FormW9* for instructions and the latest information.

**Give Form to the requester. Do not send to the IRS.**

[redacted]

SIS Selection Matrix

| Pre Selection Requirements | Powerschool | Infinite Campus | Follett Aspen | Skyward | EduPoint Synergy | Focus | Tyler |
|---|---|---|---|---|---|---|---|
| Strong presence in Illinois | X | X | X | X | | | |
| IIIlinois State Reports | X | X | X | X | X | | X |
| Integrated teacher gradebook | X | X | X | X | X | X | X |
| Online registration module | X | X | X | X | X | X | X |
| Parent portal | X | X | X | X | X | X | X |
| Ability to ingest data into the database | | X | | | X | | |
| Fees module with ability to pay from parent portal | X | X | | X | X | X | X |
| Integrated SPED module | O | X | | | O | | O |
| ELL status | X | X | | X | X | X | X |
| Available data warehouse & analytics | X | O | X | | X | X | O |
| Single SQL database | X | X | X | X | X | X | X |
| Runs on all versions of web browsers | X | X | X | X | X | X | X |
| Enrollment module | X | X | X | X | X | X | X |
| Strong scheduling module | X | X | X | X | X | X | X |
| Supports OneRoster Standards | ? | X | | X | X | X | |
| Behavior Module | X | X | X | X | X | X | X |
| Health module | X | X | X | X | X | X | X |
| Assessment module | X | X | X | X | O | X | O |
| Robust reporting | X | X | X | ? | X | X | |
| Audited financial statements or equivelant | X | | X | X | | | X |
| CCRI Tracking | | ? | | | | | |
| Grad Planning | X | X | X | X | X | X | |
| Rti Tracking | X | ? | X | X | O | X | |
| Online Student Course Requests | X | X | X | X | | X | ? |
| Attachment capability / security | X | X | X | | ? | | |
| Screen / Tab Customization | X | X | X | X | | X | X |
| Serving / Home School scheduling | X | X | ? | X | X | X | X |
| Customizable Student ID | ? | ? | | | X | X | |
| Letters / Labels / Email | X | X | X | X | X | X | X |
| Native Canvas integration | X | X | | X | X | X | |

X = Meets requirements

O = Optional module to purchase

? = Partial or limited functionality

Blank = Couldn't find information in RFP