eSchoolView

Education Websites & Software

Celina City Schools Renewal Contract

PREPARED BY:

Rob O'Leary

Executive Director

roleary@eschoolview.com

Phone: (888) 932-6460 ext 100
Fax: 614-559-6762

3440 Toringdon Way Suite 205
Charlotte, NC 28277

PREPARED FOR:

Keith

Celina City Schools

EXPIRES ON:

2016-06-30

Mobile View

As people rely more on their mobile devices for news and communication, expanding your Web presence requires accessibility on mobile devices. This feature works on Apple's iOS (iPad/iPhone), Blackberry and Android devices and helps keep people connected to your website while on the go. The component ensures your community can access and read up-to-date content about your school/organization anywhere.

Mobile Suite reconfigures content on your website to increasing accessibility, legibility and ease of use on many mobile devices. It has a number of convenient features:

- Mobile Suite and your desktop website are always synchronized, so you only need to enter content into eSchoolView's CMS once.
- Content optimization ensures your site displays properly on a multitude of devices – regardless of size or type.
- By simply swiping your finger images slide across your mobile device.
- The software automatically offers to create a shortcut, so the Mobile Suite can be available as an app icon on your device.
- School/organization closings and alerts appear instantly.
- Visitors can easily call your school or organization by tapping on your phone number. Your number will also be stored in their contacts.
- By clicking on the address, visitors will be taken to a map feature where they can follow directions and navigate to your schools/organizations offices.
- Specialized Google Analytics help you keep track of traffic to your Web site.

Maintenance & Support

System Maintenance

The eSchoolView CMS is enhanced every 90 days. Before the enhancement, you will be notified of the pending updates and improvements. During this process the CMS may be unavailable for a short period of time and you will be notified in advance. This enhancement will not affect public access of your website and will be totally transparent to your stakeholders. All existing content on your site will remain intact. The benefits of the maintenance process include:

1. Your content management system will not become obsolete over time as technology changes and features are improved.
2. As Internet browser technologies change eSchoolView will adapt to new methods and programming so all features work correctly.
3. Minor and major version releases are included and are supplied at no additional cost.
4. Enhancements encompass your recommendations along with other customers that use our services throughout footprint.
5. Each release will feature multiple enhancements. These enhancements will include features making it easier to post content, additional components, improved user interface, expanded help systems and videos, etc.

Support

In addition to our Service Level Agreement (SLA) located within this proposal we take great pride in helping our clients. All of our employees have mobile devices that allow for communications to be received 24 hours a day. In addition, dialing our office phone lines will forward to our mobile phones if we are not physically in the office. Our levels of support are detailed below:

1. Tier 1 Support - email support requests are handled within 1 business day. Emails should be sent to support@eSchoolView.com (mailto:support@eSchoolView.com). In addition, there is a support request link in the CMS. Once the request is filled out and submitted, Tier 1 Support will be notified.
2. Tier 2 Support – phone support through our office phone. This support is typically used when there is an issue that needs immediate attention. Issues reported in this manner are typically resolved within an hour and you will be notified if the issue will take longer.
3. Online Issue Tracking System - you will be granted access to our online issue tracking system. This system will be used to record all issues, enhancements and changes to your website. This allows you to track the status on an issue and also includes an automatic email notification when we complete a task.

Hosting Infrastructure

eSchoolView's network infrastructure is detailed below:

eSchoolView also features a Disaster Recovery Site (DR)

Offsite Geo-Redundant server facility – mirrored to below infrastructure specifications

Facility Specifications:

- Secure location with keycard access
- Non-secured personnel are required to enter datacenter by escort
- Full CCTV surveillance
- 24x7 server support
- 3 AC units comprised of DataAire and Libert brands – humidity maintained at 45%
- UPS (battery backup) system
- Diesel Generator backup @ 1000 gallon capacity - Generator has auto start and auto power transfer
- State of the art fire suppression system - FM200 Dry suppression
- Located in Columbus, OH - over the Internet Backbone

Network Infrastructure:

- Availability cluster with redundant Dell servers. Data: Dell MD3000i iSCSI SAN (SAN with 15 - 300 Gig 15K SAS drives and 15 - 1 TB 7200 RPM drives) & Dell MD3000i iSCSI SAN (SAN with 12 - 600 Gig 15K RPM SAS drives)
- Virtual Servers: VMware vSphere 4.1 High availability
- Utilization of several backbone providers: Cisco hardware (4507 switch with redundant supervisors and blades) and Cisco routers
- One OC12 (155Mb/sec), Gigabit Ethernet (1000Mb/sec) level fiber connections to the entire Internet through many physical paths - Level 3, WV Fiber, Time Warner
- Utilize cutting edge technology such as PathControl devices by PathScience - Allows for more efficient routing and monitoring of connections
- Windows servers running ESET NOD32 anti-virus protection.
- Firewall security and intrusion detection

Web1 Windows 2008 R2 Enterprise 2 CPU 24 Gig of RAM 60 GB system HDD 400 GB Data HDD	Web2 Windows 2008 R2 Enterprise 2 CPU 24 Gig of RAM 60 GB system HDD 800 GB Data HDD
Web3 Windows 2008 R2 Enterprise 2 CPU 24 Gig of RAM 60 GB system HDD	Web4 Windows 2008 R2 Enterprise 2 CPU 18 Gig of RAM 60 GB system HDD 400 GB Data HDD
Web5 Windows 2008 R2 Enterprise 2 CPU 16 Gig of RAM 60 GB system HDD 400 GB Data HDD	Web6 Windows 2008 R2 Enterprise 2 CPU 12 Gigs of RAM 60 GB system HDD 400 GB Data HDD
Web101 Windows 2012 R2 Enterprise 2 CPU 32 Gigs of RAM 120 GB system HDD 2 TB Data HDD	FWeb102 Windows 2012 R2 Enterprise 2 CPU 32 Gigs of RAM 120 GB system HDD 2 TB Data HDD
SQL2 Windows 2012 R2 Enterprise 2 CPU 62 Gigs of RAM 2 TB Data HDD	Encoder1 Windows 2008 R2 Enterprise 2 CPU 32 Gigs of RAM 120 GB system HDD 400 GB Data HDD
FlashMedia1 Windows 2008 R2 Enterprise 1 CPU 8 Gigs of RAM 400 GB system HDD	Mobile4 Windows 2012 R2 Enterprise 2 CPU 24 Gigs of RAM 800 GB system HDD
FTP1 Ubuntu 12.04 LTS 1 CPU 1 Gigs of RAM 40 GB system HDD 1 TB Data HDD	Mail1 Ubuntu 12.04 LTS 1 CPU 1 Gigs of RAM 40 GB system HDD
RSSQL1 Windows 2008 R2 Enterprise 2 CPU 64 Gigs of RAM 300 GB system HDD 500 GB Data HDD	RSWeb1 Windows 2008 R2 Enterprise 2 CPU 24 Gigs of RAM 60 GB system HDD 500 GB Data HDD

| RSMobile1
Ubuntu 12.04 LTS
1 CPU
4 Gigs of RAM
40 GB system HDD | |

Service Level Agreement

In the event of a bug or error, eSchoolView agrees to provide fixes to address them in a timely manner at no cost to the customer. eSchoolView and the customer agree to the following Service Level Agreement (SLA) for addressing bugs and issues (this agreement is not applicable to bugs or errors that occur as a result of a failure of third-party components not developed by eSchoolView).

eSchoolView agrees to make available the following to communicate problems: (1) Support Email Address, (2) Office Phone, (3) Mobile Phone.

Severity 1 Errors:
Definition:
The bug or error causes a critical failure of the site (i.e. broken page(s), error message/codes, etc.).

Actions to be taken:
Notification of the issue will result in either a complete fix within 12 hours, or if that cannot be completed, an explanation outlining the error, proposed fix or potential workaround, if necessary.

Severity 2 Errors:
Definition:
The bug or error causes incorrect information to be displayed or an incorrect page redirect. Pages may display properly or improperly. A severity 2 error is related to the code developed by eSchoolView.

Actions to be taken:
Notification of the issue will result in either a complete fix within 24 hours, or if that cannot be completed, an explanation outlining the error, proposed fix or potential workaround, if necessary.

Severity 3 Errors:
Definition:
The bug or error intermittently causes minor problems with the display or visual appeal of the website, but does not hinder site functionality. A severity 3 error is related to the code developed by eSchoolView.

Actions to be taken:
Notification of the issue will result in either a complete fix within 48 hours, or if that cannot be completed, an explanation outlining the error, proposed fix or potential workaround, if necessary.

Billing & Payment Terms

Monthly fee of $414.00 that includes maintenance, hosting and support: (Billed annually)

- **eSchoolView Subscription**
  - Maintenance updates performed every 90 days
  - Web, database and video hosting
  - Automated daily backups of website files and database information
- **Training**
  - Initial training and periodic training sessions
  - Five hours of training per contract year
  - Unlimited video/PDF help available through eSchoolView
- **Support**
  - Email Support - emails returned within one business day
  - Phone support – direct support line to project developer if critical issue or error
  - Access to our built in Online Support button to report enhancements, issues and related bugs

Payment Terms: Contract through 6/30/2021

- 100% of one time redesign fee due at project initiation
- 12 months of maintenance, hosting and support due on or after July 1 of contract year

Project Approval

This proposal shall serve as a contract between the parties once memorialized by the signatures of both eSchoolView and Celina City Schools, below.

_____	_____
Date	Printed Name
_____	_____
Rob O'Leary	Signing Authority
eSchoolView	Celina City Schools