frontline education

Exhibit A Frontline Customer Order Form

Q-77468

12/13/2021

1400 Atwater Drive Malvern, PA 19355

Customer:	Order Form Details:
Santa Rosa City Schools 211 Ridgway Ave SANTA ROSA, California, 95401-4320 United States	**Pricing Expiration:** 12/17/2021 **Quote Currency:** USD **Account Manager:** Kenneth Nunes
Contact: Rick Edson	**Startup Cost Billing Terms:** One-Time, Invoiced after signing
Title: Deputy Superintendent	**Subscription Billing Frequency:** Annual
Phone: (707)528-5411	**Sale Type:** New
Email:redson@srcs.k12.ca.us	**Initial Term:** 4/01/2022 – 6/30/2025

Pricing Overview	Amount
One-Time Fees	**$163,495.00**
Annual Recurring Fees	**$176,103.46**
(Initial Term Prorated Fees)	**$43,905.23**

One-Time Fees Itemized Description	Quantity	Amount (each)	Amount
Frontline Implementation	1	$112,490.00	$112,490.00
Form Construction-Central (100 total)	90	$250.00	$22,500.00
Custom Virtual Training/Consulting (10 hours, Sr. Consultant) - ERP/Escape Time Mgmt.	1	$2,500.00	$2,500.00
Professional Learning Management Tune-Up	1	$4,500.00	$4,500.00
Custom Virtual Training/Consulting (10 hours) - ERP/Escape - HRMS	1	$2,000.00	$2,000.00
Custom Virtual Sessions-Time & Attendance	1	$5,775.00	$5,775.00
Strategic Success Planning	1	$8,750.00	$8,750.00
Travel Fees as Incurred	1	$0.00	$0.00
Frontline Single-Sign-On (SSO) Setup	1	$880.00	$880.00
Custom Virtual Sessions-Frontline Central	1	$2,100.00	$2,100.00
HCM Project Management (10 hours)	1	$2,000.00	$2,000.00

Annual Recurring Fees Itemized Description	Start Date	End Date	Amount
(Frontline HRMS with Recruiting and Hiring Solution Prorated Term)	4/01/2022	6/30/2022	$29,931.63
(Time & Attendance, unlimited usage for internal employees Prorated Term)	4/01/2022	6/30/2022	$6,659.10
(Employee Evaluation Management, unlimited usage for internal employees Prorated Term)	4/01/2022	6/30/2022	$7,314.50
Frontline HRMS with Recruiting and Hiring Solution	7/01/2022	6/30/2023	$120,055.46
Frontline HRMS with Recruiting and Hiring Solution	7/01/2023	6/30/2024	$127,476.87

12/13/2021

1400 Atwater Drive Malvern, PA 19355

Frontline HRMS with Recruiting and Hiring Solution	7/01/2024	6/30/2025	$135,411.22
Time & Attendance, unlimited usage for internal employees	7/01/2022	6/30/2023	$26,709.60
Time & Attendance, unlimited usage for internal employees	7/01/2023	6/30/2024	$28,045.08
Time & Attendance, unlimited usage for internal employees	7/01/2024	6/30/2025	$29,447.34
Employee Evaluation Management, unlimited usage for internal employees	7/01/2022	6/30/2023	$29,338.40
Employee Evaluation Management, unlimited usage for internal employees	7/01/2023	6/30/2024	$30,805.32
Employee Evaluation Management, unlimited usage for internal employees	7/01/2024	6/30/2025	$32,345.58

Additional Order Form Information

Tax Information

Tax Exemption: We currently don't have a tax exemption certificate on file for you. Please use this link to upload your tax exemption certificate. Otherwise, the appropriate tax will be applied at the time of invoicing.

PO Information

PO Status: Purchase order to follow

PO #:

Note: If a Purchase Order is required, Customer shall submit the PO to Frontline within ten (10) business days of signing this Order Form by emailing it to billing@frontlineed.com, otherwise a PO shall not be required for payment

Professional Services Information

Customer has one year from date of Customer's signature of this Order to utilize any Professional Services described in this Order. The Professional Services expire thereafter with no credit or refund due to Customer.

Special Instructions and Additional Terms

The parties agree that the effectiveness of his Order Form shall be contingent upon the following Non-appropriation Clause:

Non-appropriation Clause. This Agreement is contingent upon the availability of funding or appropriations and is subject to cancellation, without penalty, either in whole or in part, if funds are not appropriated by the Client or otherwise not made available to the Client. The Client's payment obligations are payable only and solely from funds appropriated and available for the purpose of the purchase. The absence of appropriated or other lawfully available funds shall render the Agreement null and void to the extent funds are not appropriated or available and any Work Product delivered but unpaid shall be returned to Frontline. Client shall provide Frontline written notice of the failure of the Client to make an adequate appropriation for any fiscal year to pay the amounts due under the Agreement, or the reduction of any appropriation to an amount insufficient to permit the Client to pay its obligations. This termination for lack of appropriations may not be used as a substitute to terminate for convenience.

frontline education

12/13/2021

1400 Atwater Drive Malvern, PA 19355

Invoicing Schedule	Due Date	Amount	
Invoice: One Time	**Upon Signing**	**$163,495.00**	**+ applicable sales tax**
Frontline Implementation		$112,490.00	
Form Construction - Frontline Central		$22,500.00	
Frontline Central Artifact Import - up to 150,000 documents to be migrated to Frontline Central		$0.00	
Custom Virtual Training/Consulting (10 hours, Sr. Consultant) - ERP		$2,500.00	
Data Migration - Employee Evaluation Mgmt		$0.00	
Professional Learning Management Tune-Up		$4,500.00	
Custom Virtual Training/Consulting (10 hours) - ERP		$2,000.00	
Custom Virtual Session - Time & Attendance		$5,775.00	
Strategic Success Planning		$8,750.00	
Travel Fees as Incurred		$0.00	
Frontline Single-Sign-On (SSO) Setup		$880.00	
Custom Virtual Session - Frontline Central		$2,100.00	
HCM Project Management (10 hours)		$2,000.00	
Invoice: Prorated	**5/01/2022**	**$43,905.23**	**+ applicable sales tax**
Frontline HRMS with Recruiting and Hiring Solution		$29,931.63	
Time & Attendance, unlimited usage for internal employees		$6,659.10	
Employee Evaluation Management, unlimited usage for internal employees		$7,314.50	
Invoice: Annual		**$176,103.46**	**+ applicable sales tax**
Frontline HRMS with Recruiting and Hiring Solution		$120,055.46	
Frontline HRMS with Recruiting and Hiring Solution		$127,476.87	
Frontline HRMS with Recruiting and Hiring Solution		$135,411.22	
Time & Attendance, unlimited usage for internal employees		$26,709.60	
Time & Attendance, unlimited usage for internal employees		$28,045.08	
Time & Attendance, unlimited usage for internal employees		$29,447.34	
Employee Evaluation Management, unlimited usage for internal employees		$29,338.40	

1400 Atwater Drive Malvern, PA 19355

Employee Evaluation Management, unlimited usage for internal employees	$30,805.32
Employee Evaluation Management, unlimited usage for internal employees	$32,345.58

1400 Atwater Drive Malvern, PA 19355

12/13/2021

This Order Form and any software, downloads, upgrades, documentation, service packages, material, information, or services set forth herein are governed by the terms of the Master Services Agreement, software license or other agreement with Frontline (the Agreement). BY SIGNING BELOW OR OTHERWISE ACCESSING, VIEWING, OR USING ANY SOFTWARE, DOWNLOADS, UPGRADES, DOCUMENTATION, SERVICE PACKAGES, MATERIAL, INFORMATION, OR SERVICES SET FORTH HEREIN, CUSTOMER CERTIFIES THAT IT HAS READ AND AGREES TO THE ORDER FORM TERMS (the Order Form Terms) ATTACHED HERETO AND THE AGREEMENT INCORPORATED HEREIN AND SHALL BE BOUND BY THE SAME. Customer also agrees that the terms of the Agreement and the Order Form Terms are confidential information of Frontline Technologies Group LLC, its affiliates and predecessors (collectively, Frontline) and are not to be shared with any third party without the prior written consent of Frontline.

Frontline Technologies Group LLC dba Frontline Education	**Santa Rosa City Schools**
Signature: ______	Signature: ______
Name: ______	Name: ______
Title: ______	Title: ______
Address: 1400 Atwater Drive Malvern, PA 19355	Address: 211 Ridgway Ave SANTA ROSA, California 95401-4320
Email: billing@frontlineed.com	Email: ______

STATEMENT OF WORK

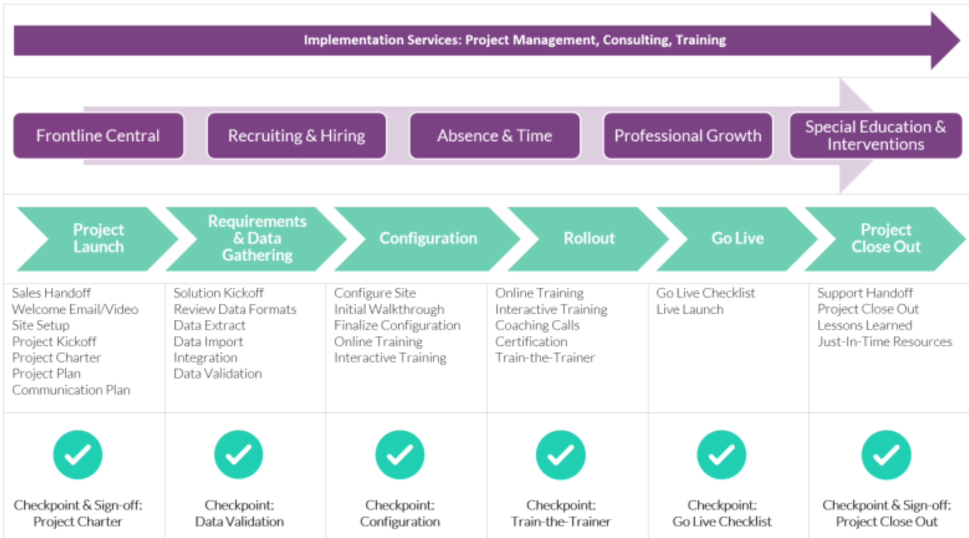
Employee Evaluation Management

Standard Implementation Services

frontline education™

Introduction

Frontline Education provides a comprehensive implementation methodology and expert resources to partner with your project team throughout the implementation.



Scope/Deliverables

Project Management, Training & Consulting

- Project Kickoff Call/Pre-Configuration Meeting
- Business Process Review: review of internal process for a Client's evaluation process to include best practices and recommendations to optimize system functionality
- Train-the-Trainer Model: blended learning consisting of online, self-paced courses and instructor-led *remote* training for the Client project team to gain familiarity with our solutions for implementation, administration and to train end users
- Self-paced courses have completion and assessment reports to confirm knowledge transfer.
- Role-based Learning Center: ongoing, anytime access to knowledge base articles and videos available to all district staff
- Project Status Monitoring: periodic review of project progress to planned project milestones throughout implementation
- Project Close Out Call

Configuration

System configuration is accomplished through a blended approach of pre-configuration, Frontline Education configuration services, and Client configuration activities. Frontline Education will provide configuration services to tailor default setups to your specific needs and provide your project team a head start to configure the system. Online Training courses and consultation are provided so that your staff can continue configuration for initial setup and to meet your ongoing needs.

Specific examples of configuration services during implementation include –

Setups	Frontline Education Configuration Services
Rubrics	Up to initial 10 Rubrics
Evaluation Forms	Up to 20 initial Forms with mapping for implementation
Component Templates	Up to 20 initial Templates
Evaluation Types	Up to 10 initial Evaluation Types
Reports	Up to 10 Standard System Reports + Up to 5 Custom Reports
Config Rights	Guidance/Explanation on assigning Config Rights to administrators
Admin Rights	Guidance/Explanation on assigning Admin Rights to administrators
Evaluation/Component Rights	Guidance/Explanation on assigning Evaluation/Component rights to administrators
Buildings/Grades/Departments	No limit
Artifact Types/Category	10 of each
Demo Users	Two Demo users- 1 Evaluator + 1 End user (teacher)

Data Imports

During implementation, we will import the following data formatted in our standard templates, where applicable. Online Training courses and consultation will be provided to show you how to maintain this data on an ongoing basis after the initial import.

- Standard User List (Name, unique Employee ID, Email Address, Username, Evaluation Type, District Administrator, Evaluation Cycle Start and End Date, Building, Department, and Grade)

Systems Integration

Integrations exist within Frontline Education solutions and/or with our Featured Partners that are configured and setup as either a flat file transfer or an export/import into an applicable vendor system. Specific examples of configurable integration types include --

- sFTP Automation of User Rostering/Updating
- "Learning Loop": Evaluation can integrate with the Professional Learning Management System (if purchased separately) to recommend relevant Professional Development.

Reporting

- Extracts as needed to adhere to state requirements.
- 10 standard system reports are part of the set-up process
- 5 customized reports

Additional Optional Services

The following items are outside the standard scope of services and can be accommodated through a change request and additional services.

- Onsite training
- Onsite End User training
- Configuration or Custom Reporting services beyond those identified
- Services beyond the implementation timeframe and project close out
- Additional forms and mapping of forms

Schedule

On average, a typical Evaluation project runs 4-8 weeks based on *expedited return of data from district*. Below is an example of a project schedule for implementation for the Professional Growth bundle. (This is not the actual schedule pertaining to this statement of work.)

Task	Start	End	Dur	2019				
				Jan	Feb	Mar	Apr	May
Sample Solution Rollout	1/2/19	5/21/19	100					
Project Kickoff	1/2/19	1/8/19	5					
Insights Platform Migration (clients with existing Frontline solutions)	1/9/19	1/22/19	10					
Professional Growth: Employee Evaluation Management	1/28/19	3/8/19	30					
Professional Growth: Professional Learning Management	3/11/19	4/19/19	30					
Professional Growth: Evaluator Calibration Management	5/1/19	5/21/19	15					

Every client is unique and timelines can vary depending on client size, resource availability, and complexity of project. Your Frontline Education Project Manager will work with your team to plan an implementation based on your specifics.

Client Roles & Responsibilities

Executive Sponsor

- Executive Sponsor: e.g. Superintendent, Assistant Superintendent, Director of Curriculum & Instruction/Development, etc.
- The "lead" contact: responsible for all major project decisions. Initially, involvement level is medium-to-high until all district players and responsibilities established. Executive Sponsor involvement decreases once responsibilities have been delegated.

System Administrator

- System administrator: e.g. Superintendent, Assistant Superintendent, Director of Curriculum & Instruction Development etc.
- The "point person" contact: responsible for day-to-day operations, upkeep of system, and user management. This includes (but is not limited to):
    - Create/edit/delete: user accounts and rights, buildings, evaluation types, admin rights, district settings, artifact categories and types, electronic forms, rubrics, folders etc.
    - Configure system preferences

IT Department

- Will work with Frontline Education Support teams to:
    - Ensure Frontline Education domains/IP addresses have been incorporated into any district firewalls and/or spam filters This person is responsible for updating white-list from Frontline
    - Provide technical support in instances where local network/technology configurations impact usage of our solutions
    - Potentially support in-solution integrations

Assumptions

- Frontline Education and Client will provide consistent, named resources to fill project roles throughout project timeline.
- Frontline Education and Client will use a collaborative approach to ensure implementation success.
- Client will provide subject matter experts familiar with organizational policies and procedures throughout the project.
- Frontline Education assumes that all data to be imported will be validated as necessary by Client prior to import.
- Client project team will complete online courses, attend instructor-led training, participate in project status calls, and complete project tasks as planned.

Implementation Policies

- Change Management Process: Should the Client identify additional services as part of this project, Frontline Education will issue a change order identifying impact to project scope, cost, and timeline for Client review and approval.
- A request to delay the Planned Go Live 30 days or more from the original date can result in rework and require additional charges and a change order.
- Services requested after the Project Close Out will require additional charges and a new services proposal.
- Startup Costs are priced with the assumption that implementation will be completed within 120 days after signing. Frontline reserves the right to charge Customers additional service fees for added project costs due to Customer-caused delays occurring after the 120-day implementation period.

STATEMENT OF WORK

Time and Attendance

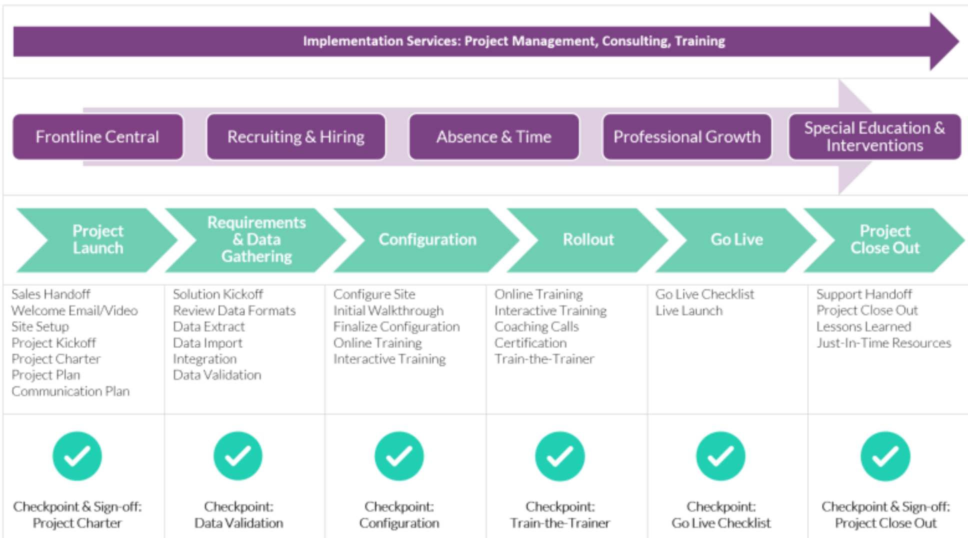
Standard Implementation Services

frontline education™

Statement of Work: Time and Attendance Implementation Services

Introduction

Frontline Education provides a comprehensive implementation methodology and expert resources to partner with your project team throughout the implementation.



Scope/Deliverables

Project Management, Training & Consulting

- Project Kickoff Call
- Business Process Review: review of internal process for a Client's time and attendance workflow and best practice recommendation to optimize system functionality.
- Train-the-Trainer Model: blended learning consisting of online, self-paced courses and instructor-led remote training for the Client project team to gain familiarity with our solutions for implementation, administration and to train end users
- Role-based Learning Center: ongoing, anytime access to knowledge base articles available to all district staff
- Project Status Monitoring: periodic review of project progress to planned project milestones throughout implementation
- Project Close Out Call

Configuration

System configuration is accomplished through a blended approach of pre-configuration, Frontline Education configuration services, and Client configuration activities. Frontline Education will provide configuration services to tailor default setups to your specific needs and provide your project team a head start to configuring the system. Online Training courses and consultation are provided so that your staff can continue configuration for initial setup and to meet your ongoing needs.

Specific examples of configuration services during implementation include –

Setups	Time and Attendance Preconfigured Setups	Frontline Education Configuration Services
Job Type	1	Implementation consultant will assist client on importing up to 1,000 job types.
Position	1	Implementation consultant will assist client on importing up to 1,000 positions.
Staff Group	1	Implementation consultant will assist client on configuring up to 5 employee contract types.
Accrual Profile	N/A	Implementation consultant will assist client on configuring up to 4 unique leave accrual policies.
Pay Period	1	Up to 4
Account Allocation	N/A	Based on State or Payroll Requirements
Permissions	Set-up Default Permissions	N/A

Note: Employee Pay Rates are out of scope for time & attendance.

Data Imports

During implementation, we will import the following data formatted to our standard templates, where applicable. Online Training courses and consultation will be provided to show you how to maintain this data on an ongoing basis after the initial import.

- Job Types
- Account Codes & Account Allocations
- Positions
- User Enrollment
- User Assignments
- Work Schedules

Systems Integration

Integrations exist within Frontline Education solutions and/or with our Featured Partners that are configured and setup as either a flat file transfer or an export/import into an applicable vendor system. Specific examples of configurable integration types include --

- Standard integration with Frontline Education Solution Absence and Substitute Management.
- One established interface with a HRIS/payroll system.
- One established interface with a biometric identification system.
    - An established interface is defined as an integration that is currently established with a vendor and/or requires no development resources.
    - https://www.frontlineeducation.com/Partners/Find_a_Partner

Reporting

- 15 standard reports included in pre-configuration services.
- Client may create additional ad-hoc reporting with "Report Writer" utility

Additional Optional Services

The following items are outside the standard scope of services and can be accommodated through a change request and additional services and fees.

- Onsite training
- End-user training
- Configuration, Custom Reporting, or Integration services beyond those identified above
- Services beyond the implementation timeframe and project close out
- Customized training materials

Schedule

On average, a typical time Time and Attendance implementation project runs 10 – 14 weeks. Below is an example of a project schedule for implementation. (This is not the actual schedule pertaining to this statement of work.)

				2019					
Task	Start	End	Dur	Jan	Feb	Mar	Apr	May	Jun
Sample Solution Rollout	1/2/19	6/7/19	113						
Project Kickoff	1/2/19	1/8/19	5						
Insights Platform Migration (clients with existing Frontline solutions)	1/14/19	1/25/19	10						
Absence & Time: Absence Management	1/14/19	3/1/19	35						
Absence & Time: Time & Attendance	3/18/19	6/7/19	60						

Every client is unique and timelines can vary depending on client size, resource availability, and complexity of project. Your Frontline Education Project Manager will work with your team to plan an implementation based on your specifics.

Client Project Team: Roles & Responsibilities

Executive Sponsor

- Executive Sponsor: e.g. Superintendent, Assistant Superintendent of HR, HR Director, etc.
- The “lead” contact: responsible for all major project decisions. Initially, involvement level is medium-to-high until all district players and responsibilities established. Executive Sponsor involvement decreases once responsibilities have been delegated.

System Administrator

- System administrator: e.g. HR admin, payroll, or IT.
- When implementing our time and attendance tool, we encourage districts to have at least two district administrators.
- The “point person” contact: responsible for day-to-day operations, upkeep of system, and user management. This includes (but is not limited to):
  - Create/edit/delete: job types, positions, staff groups, accrual profiles, pay periods, account allocations, permissions, work schedules, and calendar groups and events
  - Manage timesheets and workflow: collection, correction, approval, and extraction for pay
  - Enroll and invite users and manage user position assignments

- Manage users' absence reason balances, including comp time
- Configure system preferences

IT Department

- Establish IP ranges for restricting clock access
- Install and manage clock hardware
- Hardware support is the responsibility of the client

Assumptions

- Frontline Education and Client will provide consistent, named resources to fill project roles throughout project timeline.
- Frontline Education and Client will use a collaborative approach to ensure implementation success.
- Client will provide subject matter experts familiar with organizational policies and procedures throughout the project.
- Frontline Education assumes that all data to be imported will be validated as necessary by Client prior to import.
- Client project team will complete online courses, attend instructor-led training, participate in project status calls, and complete project tasks as planned.

Implementation Policies

- Change Management Process: Should the Client identify additional services as part of this project, Frontline Education will issue a change order identifying impact to project scope, cost, and timeline for Client review and approval.
- A request to delay the Planned Go Live 30 days or more from the original date can result in rework and require additional charges and a change order.
- Services requested after the Project Close Out will require additional charges and a new services proposal.
- Startup Costs are priced with the assumption that implementation will be completed within 120 days after signing. Frontline reserves the right to charge Customers additional service fees for added project costs due to Customer-caused delays occurring after the 120-day implementation period.

STATEMENT OF WORK

Frontline Central Historical Artifacts Import

Standard Project Services

frontline education™

Introduction

Frontline Education provides a comprehensive project methodology and expert resources to partner with the district project team throughout the project. The Artifact file import of historical documents into our Frontline Central solution provides district administrators and users (with functional rights) to these artifacts.

Scope/Deliverables

Prerequisites

An effective delivery of the Frontline Central Historical Artifact Import project assumes the following prerequisites are understood and addressed by both the Client and Frontline during the Project Kick Off.

- Pricing and scope of SOW is size of district & historical artifacts up to 50 MB per artifact.
- The number of artifacts included in this scope is up to 150,000 artifacts totally up to 3GB total.
- The migration of documents can happen in up to 3 artifact loads.
- District artifact files must follow the required naming conventions as specified below.
- In accordance with Frontline's data security policies, import employee data is only accepted via Frontline's secure file transfer protocol. Active Employees should already be an imported into Frontline Central prior to Artifact import.
- *The data import scope is applicable to active Frontline Central users only. For historical record import matching purposes, it is the responsibility of the client to ensure all users are available within Frontline Central. *Note: See Additional Optional Services section for more information on importing users.*

Artifact Import File Limitations and Restrictions

The files must meet the following criteria:

- The following file types are accepted:
    - Pdf, doc, docx, csv, xls, xlsx, jpg, jpeg, bmp, png, jp2, gif, wmf, txt, ppt, pptx, Tiff/tif

    Please contact your Frontline Client Services agent if you have files that are not in this list. These will be evaluated on a case by case basis.

- Each file size must be less than established max file sizes for Frontline Central artifacts. See Learning Center documentation for latest specifications. Typically, this is less than 50 MB.
- All files must be placed in one "zip" folder/archive
- The maximum single zip file cannot be greater than 1GB.
    - Multiple "zip" archives can be provided to accommodate a large amount of data.

Artifact Import File Naming Convention

All files must be named in a very specific naming format. Furthermore, the files must be placed into a single compressed "zip" folder. If files are not received in the correct format, Frontline will work with the client to achieve this at an hourly rate outside the scope of the SOW.

- The naming convention for each file is as follows:

  Employee External ID_DocumentName_Category_Name_Year

  Example:

  1216264_DirectDeposit_Payroll_JaneDoe_2020.pdf

  This file name is used to map the file to the matching employee ID and category.

- Use a file compression tool to create a "zip" archive file.

Send Zip files to Frontline

When all "Zip" files are ready, contact your Frontline Implementation Consultant to receive instructions to access our secure file upload tool.

Processing Information

Please allow appropriate time for processing (see "schedule" section, below).

The Frontline Client Services agent will pre-validate all files to ensure:

- The total size of the individual "zip" file is less than 1 GB.
- Each individual file size is with the application's maximum file size restrictions.
- The file type/format is supported.
- The account identifier (Employee ID) matches an active account in Frontline Central.

If there are any validation errors, the overall process will be terminated, and the Frontline Client Services agent will provide a validation report, itemizing the errors. The errors must be resolved by a district representative.   After which, the process can be re-started.

Additional Optional Services

The following items are outside the standard scope of services and can be accommodated through a change request and additional services and fees.

- One Time Bulk Frontline Central Active User Import
- Inactive employee import via sFTP or manual process

- Professional technical assistance to prepare artifacts for import
- Services beyond the implementation timeframe and project close out
- File & Data Clean-up

Schedule

Below is an average project activity duration timeline for the Frontline Central Historical Artifact Import project.

Activity	Average Duration
Project Kick Off	1 hour
Frontline Central User and Employee Prerequisites	1 week
District generates files in zip for Frontline Central import	2 weeks
Frontline Central artifact upload validation	2 weeks
Frontline Central artifact import	1 week
Frontline Central User access to imported artifacts	1 hour
Project Signoff	1 hour

*Every client is unique and timelines can vary depending on client size, resource availability, and complexity of project. Your Frontline Education will work with your team to plan an implementation based on your specifics.

Client Project Team: Roles & Responsibilities

System Administrators

- System Administrator: e.g. HR Director, Substitute Coordinator, Payroll Clerk, etc.
- The "main" contact(s): responsible for day-to-day operations, upkeep of system, and user management. This includes (but is not limited to):
    - Work with IT Department to run an Artifact extract from District's existing tools or system in the required naming format. *NOTE : Most commercial systems will have a basic Artifact batch export process that will create these Artifact files from data in the system today.*
    - Share the files with Frontline Education. When the "zip" files are ready, Frontline representatives will provide a secure link where files can be transferred directly to Frontline servers.
    - Verify extracted Artifacts to verify completeness and accuracy prior to sharing files to Frontline for import.
    - Verify Artifact files uploaded to correct Employee record within Frontline Central to verify completeness and accuracy of import.

IT Department

The district IT Department will work with a Frontline Implementation Consultant to:

- Assist System Administrator in extracting Artifacts for historical import and formatting to file names to Frontline naming requirements.
- Assist by making sure all necessary equipment is available for System Administrators to successfully utilize Frontline's web-based tools.
- Review, cleanse and organize the provided files into an appropriate file structure.
- Work with the Frontline Education Contact to resolve any data file issues.

Frontline Education Project Team: Roles & Responsibilities

Consultant

- Responsible for consultation meetings and implementation project milestone completion.
- Configure the Artifact Import Parameters in Frontline Central
- Process the import of the artifacts.
- Monitor, review and report back to the District Specified Contact any import errors or issues.

General Assumptions

- Frontline Education and Client will provide consistent, named resources to fill project roles throughout project timeline.
- Frontline Education and Client will work collaboratively ensure import success.
- Client will provide subject matter experts who are familiar with organizational policies and procedures to help guide project.
- Frontline Education assumes that all artifacts and employee records will be validated by Client prior to import and after import is completed.

Recommended Artifacts to Migrate

Each district & state is unique, however below are recommended artifacts for Districts to migrate to Frontline Central

- Emergency Contact Information
- Original employment application with resume
- Original offer letter
- Job descriptions for position held throughout career with the district
- History of positions, roles, jobs, and responsibilities
- A summary of any criminal records uncovered during the background check
- A record of any instances of child abuse
- References
- Signed copy of employee handbook and district policies (such as professional relationship conduct with students including electronic communications)
- Verification of previous employment
- Credentials/Licenses
- Tax forms (W-4 and copies of previous W2 forms)
- Official transcripts
- Onboarding forms
- Relocation agreements (if applicable)
- Leave requests for non-medical reasons
- Child support or wage garnishments
- Professional growth records
- Records of any promotions, demotions, transfers, or performance/achievement recognitions
- Records of evaluations, reviews, self-assessments, or disciplinary actions
- Skills test results (if applicable)
- Signed Cobra Notifications
- Complaints from parents, administrators, other teachers, or school staff
- Resignation or termination records, including exit interview documentation

Implementation Policies

- Change Management Process: Should the Client identify additional services as part of this project, Frontline Education will issue a change order identifying impact to project scope, cost, and timeline for Client review and approval.
- Services requested after the Project Close Out will require additional charges and a new services proposal.
- Startup costs are priced with the assumption that implementation will be completed within 120 days after signing.

STATEMENT OF WORK

HRMS & Recruiting

Implementation Services

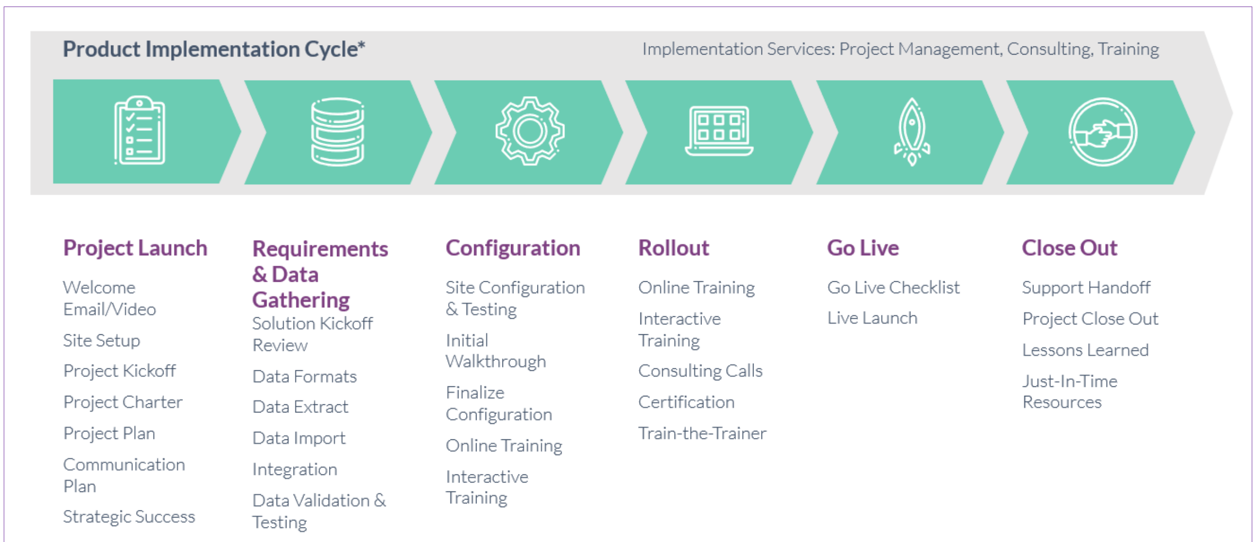
January 2021

frontline education™

Contents

Introduction

Frontline Education provides a comprehensive implementation methodology and expert resources to partner with your project team throughout the implementation. A phase-gate project model is incorporated with distinct phases and milestone checkpoints, leading through go-live and project completion.



*A blended model cycle (onsite + virtual) during the full HRMS implementation.

Approach

The Core HRMS implementation is a prescriptive approach that consists key business processes in HRMS that are based on best practices as established by Frontline. This approach will yield a comprehensive suite of solutions that will be supportable and will deliver new functionality in the following areas:

- The **Frontline Insights Platform** enables a common and accessible user experience across Frontline applications, as well as a mobile app and national data benchmarking capabilities. Data will enable the Client to benchmark the District in comparison against national norms year over year.
- **Proactive Recruiting** equips HR and hiring managers with tools to find qualified and active job seekers, including those who have expressed interest in working in state, and provides the ability to build engagement campaigns to encourage top talent to apply
- **Frontline Central** enables an electronic onboarding process for new hires

- Easy to use and elegant user experience—fully digital with completed forms stored on the employee record
- Speed time from job offer to completed paperwork; saving time, money and protecting acquisition of top talent

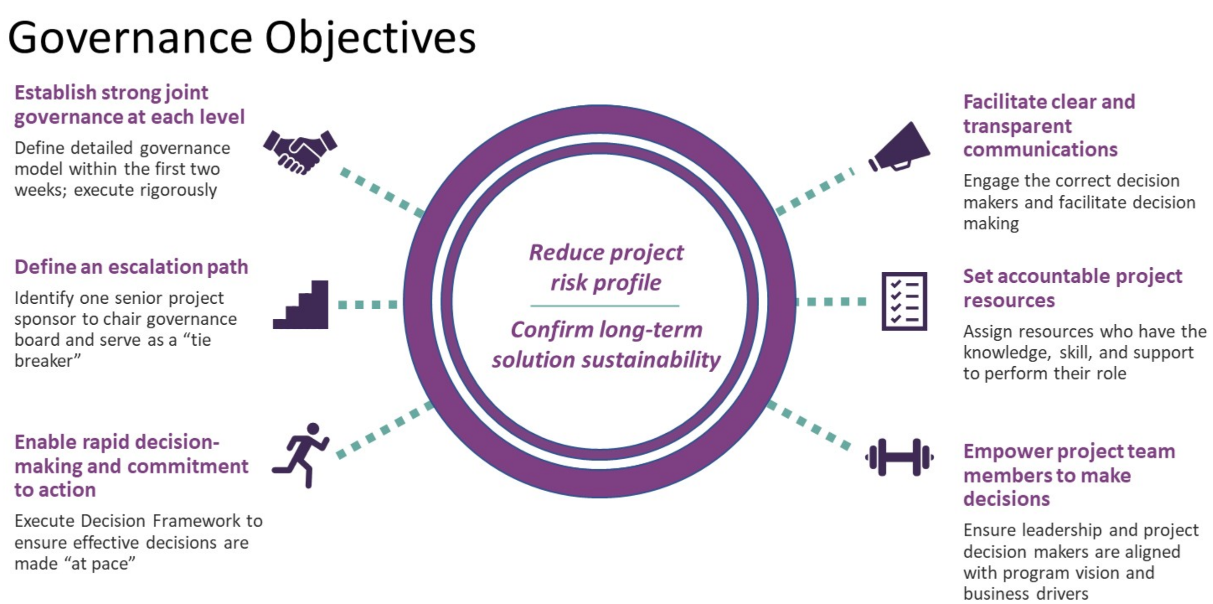
- **Employee and Position Management ("HRMS")** empowers both the central office and site leaders with employee management data and tools
  - Site and department leaders receive native tools for real-time access to information
    - Organization Positions – provides insight into both direct and indirect reports
    - Employee Roster – includes quick access to credentials (certifications and licensure), assignment history, years of experience, birthdays, emergency contacts, and more
    - Flexible role-based dashboards provide site leaders and department heads with access to relevant position and personnel KPIs
  - Robust employee record management for the central office, specific to K-12 industry
    - Certifications, licensure, and education experience captured in the applicant process transfer to the employee record; expirations can trigger notification to employees for renewal
    - Track years of experience within the state and district, and according to job category
    - Maintain tenure status for employees as part of contracting process
    - A single suite of HR tools provides ability to consolidate custom built and maintained databases into a solution specifically designed to manage personnel records and documents
- **Applicant Tracking,** in its natively integrated HRMS & Recruiting configuration, ensures Client will be on a platform to leverage a best of breed talent management system
  - Hire into vacant and allotted positions, with data such as certifications, licensure, and education experience captured in the applicant process transferring to the employee record
  - Leverage SSO and simple application switching to other Frontline solutions
  - Track Client's recruiting and hiring KPIs against districts across the nation; by state, size and geographic makeup (suburbs, urban, etc.)

- **Benefits Management** enables Client to maintain control with the increased flexibility of a self-service employee portal. Set up the benefits plans and assign the rules for eligibility required for employees to select and enroll in benefits packages online.

Project Governance

Governance Objectives

A strong governance structure overlays roles and responsibilities to the project management plan, providing complete transparency regarding who will do what and when. Frontline has embedded procedures within our implementation methodology, so that defined controls alert the key stakeholders if problems arise or if scheduled targets are missed. Having this risk management capability, at the highest levels of the project, provides assurance that there is a system of checks and balances, and that the teams are meeting expectations.



Project Governance Methodology

Frontline's Project Governance approach refers to the end-to-end framework for managing the overall project. In close collaboration with you, we guide and facilitate the flow of work through your organization, while facilitating the right visibility and controls to minimize risk. Our approach provides a comprehensive, consistent method of controlling the project and positioning it for success, by following clearly defined monitor and control procedures.

Our team will provide ongoing monitor and control activities and deliverables for the duration of the project to keep the project on track. These activities provide a view into the health and progress of the project so that management can take effective, efficient, and timely actions when the project's performance deviates from the plan or when a proactive measure to manage risks is required.

Risk & Issue Management

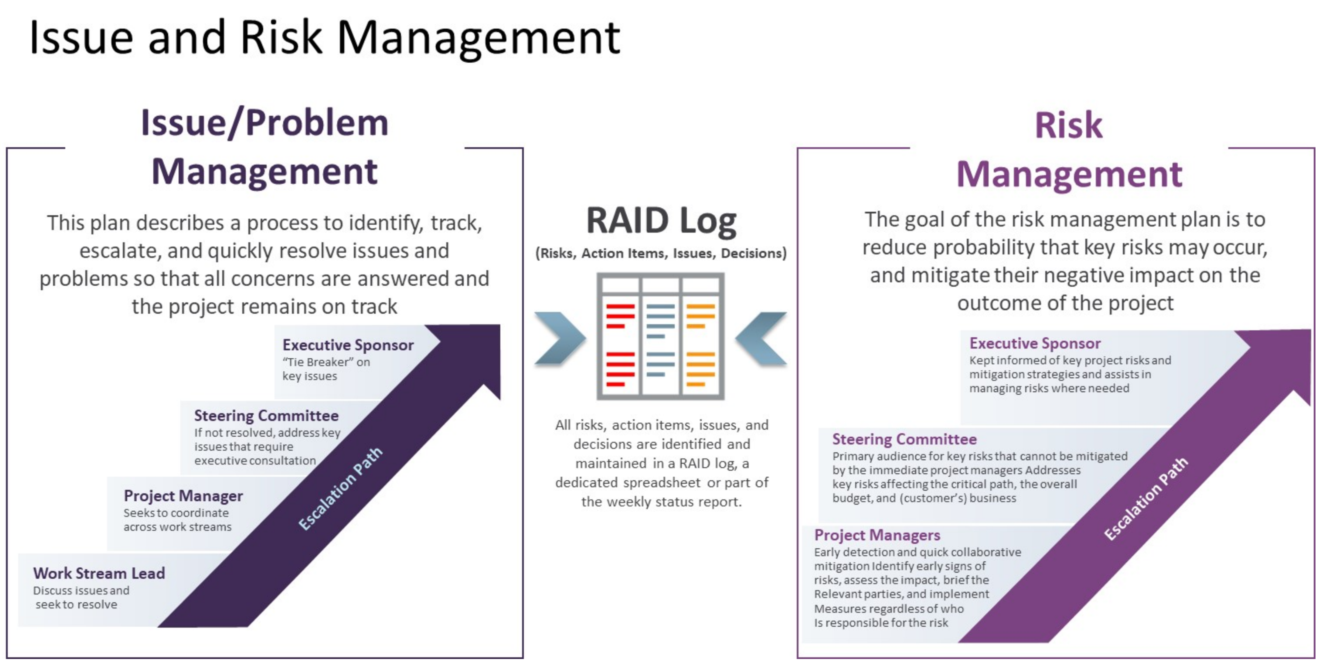
The Risk and Issue Management Plan processes help to identify risks to the project, how those risks may be responded to and how mitigation plans can be outlined and controlled. Examples of risk include loss of a critical resource, technology changes, dependence on a third party, project sponsorship or management changes.

Risks are identified during project planning and are tracked and managed using the RAID log. As the project is underway, additional risks may be identified and will be added to the RAID log, classifying the risk based on probability and impact to the overall project and developing mitigation and response plans, where appropriate.

The RAID (risk, action, issue, and decisions) log is the primary tool used to log project issues; including issue details such as, opening and closing dates, owners, status, priority, actions and resolutions.

In some cases, the resolution to an issue may require a project change and those changes will be managed via our Change Management Process.

The governance structure will address issues and risks to the project. The following diagram illustrates the



path to me followed for each.

Project Planning

Frontline understands that effective project planning lays the foundation for a successful implementation and is vital to reducing risk. We develop detailed project plans for every implementation that establish objectives and outcomes with a clear schedule of deliverables for both Frontline and client stakeholders for each stage of the project.

Upon initiation of the project, Frontline will work with the Client project leaders and other key stakeholders to identify and document all key project components and project team members. As detailed below, various stakeholder and work groups will be established and will work collaboratively to refine and finalize project plans for each program component including all timelines and milestones. These plans will be prioritized into an overall program plan representing the multiple workstreams that are part of the Client HRMS and Recruiting deployment.

Communication Plan

Timely and accurate communication is critical to the success of any large-scale project. All Frontline projects are supported by a Project Dashboard that will be available to Frontline and Client project teams at all times – providing a single repository for the project.

The dashboard will be used to guide recurring project status meetings – eliminating the need for point in time project status reports.

Communication Strategy

The following strategies will be followed in the development of communications for the project

- Develop communications synergies between Frontline Education and the Client to ensure uniform communications. This includes identifying key communications partners in each functional area to help deliver project communications and assist in setting up appropriate and timely delivery channels.
- Adopt and institutionalize a predictable and repeatable strategy to deliver an expected consistent and concise message about the project.
- Leverage executive leadership in communications (Executive Sponsorship, Executive Steering Committee)
- Partner with Client employee communications (where applicable) to socialize the Project across the business through various means as agreed to by project leadership.
- Target information according to the various audiences within the organization and its relevant constituents.

Frontline will work with the Client to support the communication process by providing information on the project, its progress, and related data needed to create their outbound communications.

Project Scope Change Management

During a project, information or situations may come to light that were not identifiable when the project initiated. As a result, it may be necessary to make alterations to the course of the project, either to scope, time or cost, or some combination of the three, along with potential change to the mechanics of how the project is delivered. In such instances, to ensure that the program or project is authorized to change from the originally documented scope, a project change management process must be implemented. This process enables a systematic approach to obtaining visibility to request changes, identifying the process by which changes are introduced into the project, and how those changes are evaluated and either authorized or rejected as part of the Project Management Methodology.

Projects are driven to obtain specifically defined results, which are guided by the stated goals and objectives of the project from its outset. As part of the process to obtain defined results, projects must be planned and structured according to strict guidelines that facilitate communication, direction and attainment of the stated project goals. If proposed or needed changes to the original project plan do not follow the project framework structure, chaos will inevitably result. Frontline's Project Change Methodology is built to enable appropriate inclusion of changes as needed, while ensuring that project metrics, communications, and deliverables are appropriately included in the change process.

Project Scope Change Request Form

The Project Change Request Form is the document that provides the formal framework for identifying, informing and submitting potential changes to the defined project. Changes can vary from relatively minor items to those that will significantly alter any or all the triple constraints of scope, cost or time. They can also be requests to modify policies, procedures, plans, or processes, requests to modify expenditures, and requests to update or modify schedules. One constant throughout the change request process is that a change request must be made formally, via the Project Change Request form and that impactful changes are not to be implemented until they are formally approved as described in the steps below.

Project Change Submission and Approval Steps

Step 1 – Identification of the Change:

At any time during the project, any stakeholder of the project may be in a position to seek, recommend, or even require a change to the current course of the project. In this first step, the stakeholder requesting the change must notify the Project Management team of the situation. Included in that notification must be:

- Details of what the requested change is
- Why the change is being requested
- If known, what are the impacts to the project's current state, including scope, cost and time
- Details of the impact to the project's currently defined results if the change is not pursued

Step 2 – Formally Documenting the Change:

Once the Project Management Team obtains the information in Step 1, they must then use the Project Change Request Form to document the requested change. If the stakeholder requesting the change is unable to provide information for any of the requirements in Step 1, it is the Project Manager's job to research and define those informational items during Step 2. If the Project Manager is unable to complete the research required to provide full information as required in the Change Request form, the Project

Manager will inform the Exec Sponsor and Project Leadership that there is an incomplete Change Request that is stalled in the process and will seek guidance from the Exec Sponsor as to whether Change Request should be tabled until more information is available, sent forward through the process, or halted due to lack of information.

Step 3 – Analysis of the Change:

Upon agreement within the collective Project Management Team that the Change Request should continue to move forward in the process, the Project Managers will meet with relevant Subject Matter Experts (SMEs) to analyze the viability of the requested change, whether the impacts documented are comprehensive, and whether the estimates for effort, cost, and duration are adequate. Once these analysis efforts are completed, the Project Manager will then update the Change Request form as necessary and prepare it for the next step.

Step 4 – Submission to Exec Sponsor and Change Request Log:

Upon completion of Step 3, the Project Manager will formally submit the Change Request form to the Exec Sponsor in the format they establish (email, project repository, etc.). The Project Manager will also notify the Exec Sponsor that the Change Request has been officially submitted, which then will prompt the Exec Sponsor to acknowledge receipt of the change and the anticipated timing to go through the remaining steps of the process. Simultaneously, the Project Manager will document the Change Request into the Change Request Log, which should be kept in the Project Repository.

Step 5 – Exec Sponsor Review:

At the designated time, the Exec Sponsor will convene to review the Change Request. The review process includes not only having the Exec Sponsor members review the information in the Change Request form, but they may also interview the Project Management Team and relevant SMEs to help inform the decision-making process. The Exec Sponsor will designate from whom they require additional information about the change, and how much time they may require making the final decision about action on the change request. The Project Manager may influence the timing of the decision by informing the Exec Sponsor of critical path elements of the project that could be negatively impacted by delayed decisions on the part of the Exec Sponsor.

Step 6 – Approval or Denial:

Once the Exec Sponsor has all required information, they will determine whether to approve and enact the requested Change or deny the Change. If the Change Request is approved, the Exec Sponsor's designated leader will then formally sign and date the Change and return to the Project Manager, thus notifying the Project Manager of the decision and authorization to move forward with implementing the Change. If the Change Request is denied, the Exec Sponsor will provide either recommendations on how to resubmit the

Change if there is merit to the basis of the Change, or they will detail why the Change was not approved. They will then formally communicate the denial of the Change to the Project Manager. At this point, the Project Manager will need to document the decision in the Project Change Log and file it in the Project Repository.

Step 7 – Implement the Approved Change:

Upon receipt from the Exec Sponsor of the approved Change Request, the Project Manager will then execute the Change by adding the Change details into the WBS, informing all relevant project team members that the Change has been approved, and then enveloping the Change into the body of the overall Project effort. This includes updating the Project Plan as required, assigning resources, effort levels and timelines to the change, then updating all required documentation so that the Change is formally incorporated into the flow of the project. Finally, the Project Manager will formally communicate to the full Project Team relevant information to facilitate their transition to the approved Change.

Learning & Consulting Methodology

Frontline GO! is our client services methodology, based on our Client Experience Lifecycle, designed to ensure consistent, cohesive services and support for our clients. Our goal is to empower our clients, as individuals and their entire education organization, to achieve maximum impact with our solutions, aligned with clear success criteria. Our approach to all client learning (implementation, training & support) we provide includes these core components:

Setting the Stage:

- Learning Outcomes
- Aligned Agenda
- Personalized Path

Facilitating the Learning

- Clear Purpose
- Collaboration
- Connections
- Touchpoints

Propelling Action:

- Reflection & Application

Each of our consultants will follow this consistent approach throughout the implementation and training sessions, and subsequently in post-implementation services and support. We measure successful Learning, Consulting and Training by achieving the targeted outcomes defined and the ability to use the new solution successfully.

Project Team Organization

A strong Project Team will be integral to the successful management of this project. The team structure will align appropriate levels of Frontline managers and consultants to your management team and staff in a manner proven effective in other large-scale implementation projects.

Frontline prides itself on the direct involvement of key members of our Executive Leadership Team within our strategic implementations. Their involvement allows for direct decision-making, eliminates delays, and ultimately leads to quicker and smoother implementation cycles for our clients.

Together, Frontline and the Client will form a closely integrated team - aligned cross-functionally and cross-organizationally to support the success of the project.

Frontline's recommended team structure - outlined below - identifies the type of personnel that are commonly involved with the project. It should be anticipated that other personnel will be involved based on the client organizational structure and on an ad-hoc basis to provide specific insights, knowledge or support as the project moves through its different phases.

The Frontline Project Team membership will include members of Frontline's Executive Leadership, implementation/business analysis, technology configuration, testing, infrastructure, reporting, data conversion and data exchange, training and support Teams. Frontline recommends the Client team included representatives from the user, technical and leadership communities and outside stakeholders as necessary.

In selecting your project team members, the following qualifications should be considered:

- Ability to make decisions

- Ability to work well under pressure and in a professional manner
- Clear understanding of the desired constituent experience and desired business outcomes
- Detailed knowledge of their functional area and critical business processes
- Ability to listen and value input from all participants
- Committed to clear and shared project goals
- Ability to work as a team and to interact on a regular basis to accomplish specific tasks

These Frontline and Client teams will be jointly responsible achieving the defined and agreed project scope. They will work from a constituent-centered view to ensure that the system is implemented in a timely manner, integrated with other software applications seamlessly, and well-trained users are able to use the system effectively.

Frontline Project Team Roles

Executive Sponsor

The Client will be assigned an Executive Sponsor – from the Frontline executive leadership team – to liaise with your senior leadership, act as project champion, and drive overall success of the program.

The Executive Sponsor will provide focus and oversight to the project while building the executive relationship between Client and Frontline and will participate in Executive Steering Committee meetings to review project progress, and significant risks and issues as needed.

Project Manager

An implementation project management resource will be assigned to coordinate all planning, communication, scheduling, risks, project reporting and ensure project success.

- Acting as the day-to-day point of contact for the Client project team to ensure on-time delivery of the Frontline project deliverables
- Managing the implementation project plan and project dashboard for ongoing project status reporting, and conducting recurring Project Status Meetings
- Partnering with Client project team to maintain RAID log, tracking risks, issues, action items, and key project decisions
- Managing and tracking project scope change requests as part of the project change management plan

- Partnering with the Client project team to develop on the training schedule and communication plan

Implementation Consultants

Implementation consultants will provide subject matter expertise and will serve as the primary point of contact for all functional and system configuration work, lead consulting and training activities, as well as become the primary means of support during the initial go-live period.

Implementation Consultants responsibilities include:

- Partnering with Client in conducting Discovery and Requirements Gathering sessions
- Conducting configuration, consulting, training, and work sessions as defined by the project plan
- Partnering with the Client project team to perform unit testing and UAT as defined by the project plan
- Contributing to RAID log to track risks, issues, action items, and key project decisions
- Providing support following go-live and transition to Frontline Support through the Support Handoff meeting

Technical Services Specialists

Technical services specialists will partner with the Client Technical Specialists to ensure all data exchanges are developed and thoroughly tested. In addition, they will be assisting with data conversion and imports.

Technical Services Specialists responsibilities include:

- Importing data provided in Frontline specified formats per the project plan, and Client project team to identify and resolve data anomalies
- Partnering with Client technology team, Payroll solution SME to plan, execute, and confirm data exchange, contingent on Payroll/ERP system being able to consume data from the Frontline solutions

Client Project Team (Core Roles)

As with the Frontline Project Team, the Client will also have specific roles that will be required to execute a successful project. Below are the roles Frontline is recommending to fill within the Project framework:

Executive Sponsor

The Executive Sponsor provides focus and oversight to the project while building the executive relationship between Client and Frontline, ideally Superintendent, Assistant Superintendent of HR, CFO, etc.

The Executive Sponsor will work with all relevant parties to expedite and resolve issues that require the highest executive level involvement, such as contract amendments and scope adjustments. The Executive Sponsor will serve as project champions to promote the visibility and credibility of the Program.

- Provides leadership and promotes project goals within organization ensuring necessary resources are available
- Participates in Executive Sponsor meetings with Frontline Executive Sponsor/Steering Committee to review project progress, and significant risks and issues as needed
- Serves as a point of escalation beyond the Client Project Manager, if needed.
- Promotes Organizational Change Management in support of project success

Project Manager

The Client Project Manager will oversee the implementation and execution of all project-related activities, while ensuring the successful completion of each phase and related activities to reach the project milestones successfully.

Additional responsibilities include

- Acts as the primary project contact responsible for client-side communications, scheduling, deliverable tracking and advancing the project according to plan
- Works collaboratively with Frontline Project Manager to ensure that the project remains on track and risks are identified and mitigated early
- Ensures timely completion of Client project tasks and action items as identified by Project Plan and RAID log
- Partners with Frontline Project Manager and project teams to maintain RAID log, tracking risks, issues, action items, and key project decisions., and works collaboratively with the Frontline Program Director to mitigate risks and resolve issues
- Partners with Frontline Project Manager on Project Communication Plan, cascading project communications to the Executive Sponsor, Client project team and project stakeholders

- Partners with Frontline Project Manager on training schedule, identifying attendees, availability, and attendance for training sessions

Implementation Process Owners

Working closely with the Frontline Implementation Consultants, the business process experts will be responsible for the following:

- Define organizational policies and answering policy-based questions and or clarifications
- Understands business requirements and can provide guidance about the future direction of the business area
- Responsible for identifying business impacts and deciding on configuration options in a timely manner
- Provides and coordinates functional support after the project go-live

Functional and Subject Matter Experts

Working closely with the Frontline Implementation Consultants the subject matter experts will be responsible for the following:

- Provide specialist business process knowledge
- Responsible for configuration decisions and execution of test scenarios
- Ensure configuration and supports business impacts review
- Responsible for data validation

System Administrator(s)

Working closely with the Frontline Technical Team the system administrators will be responsible for the following:

- Responsible for day-to-day operations, upkeep of system, and user management.
- Create/edit/delete new records, packets, and forms
- Sending/tracking/completing forms
- It is common to additionally have functional area system owners (e.g., recruiting, hiring and onboarding, compensation, etc.) who can define current policies, processes, and business needs

- Timely completion of project tasks and action items in support of the project plan and schedule
- Partners with IT Department and Frontline Consultant to verify data imports and data exchange

IT Department

Working closely with the Frontline Technical Team the Client technical team will system administrators will be responsible for the following:

- Maintain user access, security and workflow
- Ensure Frontline Education domains/IP addresses have been incorporated into any firewalls and/or spam filters
- Responsible for updating white-list from Frontline
- Provide technical support in instances where local network/technology configurations impact usage of our solutions
- Subject Matter Expert for the implementation – including requirements, testing and go-live Support (as needed)

Frontline Work Methods

Project Management, Training & Consulting

Frontline implementation projects are consultative at their very heart, and each of these elements are embedded throughout the duration of the project.

- Project Kickoff Call
- Business Process Review: Analysis of internal process for a Client's onboarding process and best practices recommendations to optimize system functionality.
- Train-the-Trainer Model: blended learning consisting of online, self-paced courses and instructor-led remote training for the Client project team to gain familiarity with our solutions for implementation, administration and to train end users.
- Self-paced courses for Frontline Recruiting & Hiring and Frontline Central with completion and assessment reports to confirm knowledge transfer.
- Role-based Learning Center: ongoing, anytime access to knowledge base articles and videos available to all district staff.
- Project Status Calls: periodic project status calls throughout implementation to review progress to the project schedule.
- Onsite working sessions for HRMS incorporating elements of configuration and training.
- Project Close Out Call

Additional Optional Professional Services

The following items are outside the standard scope of services and can be accommodated through a change request and additional services and fees.

- Onsite training beyond the scope of the quote
- Campus administration training
- Services beyond the implementation timeframe and project close out

System Configuration

System configuration is accomplished through a blended approach of pre-configuration, Frontline Education configuration services, and Client configuration activities. Please refer to the Appendices for Configuration Services for existing Recruiting & Hiring or Frontline Central clients, as they differ from those listed below.

The system is collaboratively designed and built out over the course of multiple configuration calls and follow up actions. Natural spaces are planned in the project cadence for review and acceptance of configuration for individual data elements and pieces of functionality. Reference materials with step-by-step walk throughs are provided to help validate system is functioning to accomplish desired goals.

Onsite working sessions are established at various checkpoints to finalize configuration and solidify learning. Final User Acceptance Testing materials are provided to help both the Frontline and Client project teams walk through and ensure integrity of system configuration as planned.

Decisions made regarding configuration are to be validated by the client. Post implementation configuration would be considered additional work and would require a new Statement of Work. Configuration and Validation are done within the PROD environment.

Talent Management

Configuration for new Talent Management clients is below.

Setups	Pre-configured with Recruiting & Hiring	Pre-configured with Frontline Central	Frontline Education Configuration Services
District Employer Info Page	Registration info included	N/A	Complete page
Location List	Will populate from HRMS	Will populate from HRMS	Adjust as needed
User List	1	1	1
Groups	0	0	2
Email Templates (Auto Replies)	4	N/A	3
Job Postings	0	N/A	3
Campaign	0	N/A	1
Filters	28	N/A	1
Custom Filters	0	N/A	2
Admin Views	5	N/A	3
Application Pages	21	N/A	Up to 2 additional
Position Categories & Types	Will populate from HRMS	Will populate from HRMS	Adjust as needed
Position Areas	355 separate position areas that fall in 38 categories under 3 areas	N/A	Adjust as needed
Pipelines	1 with 6 stages	N/A	Up to 1 additional
Forms	12	0	Up to 2 additional with workflows
Publics Forms Library	338	250	Not applicable
Forms Packet	0	0	Up to 1
Job Description Templates	73	Up to 2	Up to 2
Applicant Certificate Types	134	N/A	Adjust existing as needed
User Groups & Permissions	1	1	Up to 1
Cross Advertising	6	N/A	Not applicable

Client will Provide:

- ☐ Applicant and New Hire Forms and Packets
- ☐ Job Postings
- ☐ Client Specific Application Pages
- ☐ Establish and Implement End User Training Plan

Position Management

Your very own robust personnel playbook

- Map the General Ledger and provide client assistance converting the data.
- Provide consulting to implement workflow for Authorizing Positions and requesting staffing.
- Train and assist on set up of Position Inventory Module including set up and use case training
- Provide training for use of Personnel Forecasting
- Security role training and guidance on maintaining the user security roles
- Track degrees, credentials, assessments and more across your organization

Client Will Provide:

☐District Organization Structure: Organizations and Locations
☐ Financial Calendars for all Positions
☐ Employee Schedules for all Positions
☐ Pay Grades & Pay Cycle Groups
☐ Employee Role Categories/Sub-Categories/Employee Associated Organizations
☐ Position Account Codes
☐ Editable Versions (e.g., ".doc" files) of Current Employee Contracts
☐ Establish and Implement End User Training Plan
☐ Security Permissions and Workflows

Compensation Management

- Provide guidance setting up compensation information to feed client payroll system.
- Identify any gaps between compensation data in HRMS and target Payroll System.
- Review Processes for payroll.

Benefits Management

Maintain control with the increased flexibility of a self-service employee portal

- Set up the benefits plans and assign the rules for eligibility required for Employees select and enroll in benefits packages online. Benefits are limited to
    - 401K
    - Medical
    - Dental
    - Vision
    - Cafeteria Plan
    - FSA
- Create the rules for electronic adjustment of life/qualifying events as situations change
- Train the trainer training for employee access
- If a client chooses not to leverage Benefits with HRMS, the client will be responsible for feeding deduction data directly to their Payroll System. Client Will Provide:

☐ Detailed information on all plans offered: premiums, coverage levels, age bands, etc.
☐ Workers Compensation Group Names

Additional Optional Configuration Services

The following items are outside the standard scope of services and can be accommodated through a change request and additional services and fees.

- Configuration services beyond those identified above
- Configuration services beyond the implementation timeframe and project close out
- Configuration of a training environment or staging environment.

Reporting

The system will provide underlying data for federal and state reporting on personnel, licensing and positions. Appendix 1 provides a list of standard reports available within the application. A web-based training session will provide ad hoc reporting fundamentals.

Included Data:

- Staffing and personnel data
- Certification data for employees & positions
- Effective dating and data as it relates to pay steps, stipends, grades and cycles
- Applicant EEO reporting built in to aggregate data anonymously based on Published Roles and date range

Excluded Data:

- Payroll deductions
- Paychecks and related data
- Actual time records (may be reported from Frontline Absence & Time)
- Leave balances (may be reported from Frontline Absence & Time)
- Employee evaluations (may be reported from Frontline Professional Growth)

Client Responsibilities:

☐ All custom ad hoc reports
☐ Ensure the right standard reports are assigned to appropriate roles

Additional Optional Reporting Services:

The following items are outside the standard scope of services and may be accommodated through a change request and additional services and fees. These will have an impact to the scope and duration of the overall project.

- Data querying and data mining training

- Reporting services beyond those identified above
- Reporting services beyond the implementation timeframe and project close out

Data Conversion

An effective delivery of an HRMS/Recruiting data migration assumes that the following prerequisites are understood and addressed by both the Client and Frontline during the Project Kick Off.

- Data will only be imported for active employees and their current assignments.
- The client is responsible for providing data from their legacy systems and formatting the data to requirements specified in the load templates. Frontline does not directly access third-party systems.
- In accordance with Frontline's data security policies, import data is only accepted via Frontline's secure file transfer protocol.

Scope:

During implementation, Frontline will import the following data formatted in the Frontline data conversion templates. A single pass data import will be done with manual dual entry performed by the client between the import and Go Live.

- Active Employee Data
- Demographics
- Active Position Assignments
- Active Stipends & Supplementals
- Certifications
- Years of Experience
- Education History
- Employee Benefits (optional)
- Active Position Inventory
- Supporting data related to active employees and positions
    - Locations and Organizations
    - Job Titles
    - Position and Employee related Chart of Accounts

Client will provide the following:

- ☐ Current Employee Demographics (conversion file)
- ☐ Employee Certifications file
- ☐ Employee Degrees file
- ☐ Employee Service Records/Years of Experience
- ☐ Position Inventory (conversion)
- ☐ Position Account Codes
- ☐ Benefit Data (conversion)
- ☐ Employee Contract Setup Template (conversion)

Frontline Responsibilities

- Implementation Consultants will review the templates with the client and explain expected data.
- Frontline Implementation Consultants will make themselves available to answer any questions and provide guidance on system best practices as it relates to data import.
- Frontline will partner with the client and provide consistent and timely validation of the data provided to ensure it meets the minimum requirements for import.
- Frontline will provide errors in an organized format, indicating which data points are non-compliant and require additional review/correction.
- Online training and consultation will be provided to show you how to maintain this data on an ongoing basis after the initial import.

Client Responsibilities:

- Provide named resource(s) responsible for data extraction.
- Data must be provided using Frontline's standard templates.
- The district will extract the data in the format requested, or work with their current vendor to extract the data.
- If the client cannot generate the data based on the specification, there is no guarantee that Frontline Education staff will be able to import it.
- It is the responsibility of the client to have reviewed the content of the data before sending to Frontline.
- The district will work with Frontline Education to map any data that does not match a dropdown/look-up value in Frontline HRMS.
- Any data transformation will be the responsibility of the client. This includes merging data sets, reformatting data, breaking apart or combining fields or removal of duplicate records.
- Once the data has been imported, the client will review the data as it exists in the system for accuracy If any discrepancies are found between what was sent and what was imported, Frontline will research and provide resolution or feedback. Once the data imported is deemed accurate, the client will provide sign-off.

Additional Optional Data Services

The following items are outside the standard scope of services and may be accommodated through a change request and additional services and fees. These will have an impact to the scope and duration of the overall project.

- Additional passes of data migration
- Additional content sections, fields, or data points
- Data cleansing or data verification services
- Historic data conversion, including inactive employees and past position assignments
- Loading of digital documents and files to employee records
- Data services beyond the implementation timeframe and project close out

Data Exchange

Data exchange includes:

Scope of Data:

Payroll data exchange is included with your purchase of Frontline HRMS. This includes:

- New hire demographic and position data to seed your payroll system
- Transfer position information
- Changes in pay
- Employee terminations

Frontline will place data files on its FTP site on a nightly basis or on demand for consumption by the client or 3rd party vendor.

Frontline Responsibilities

- Subject matter guidance of Frontline systems
- Relay clear feedback on specifications and data content.
- Test extraction and file generation processes.
- Create and provide client with secure FTP credentials.
- Frontline will work with through the client to map fields and establish the security.

- Data exchange with 1 established Payroll system with outbound data files for:
    - New Hires, Demographic, and Position information
    - Transfer Position information
    - Payroll Changes
    - Terminations
- One established data exchange across each of the following types of 3rd party vendors
    - Background Check Provider
    - Applicant Screening
    - Digital Interview
- If Benefits are not included, Frontline will make a census file available for export to the third-party Benefits Provider.

Client Responsibilities:

- Engage with 3rd party vendor and manage the relationship
- Work with the 3rd party vendor directly to provide Frontline with clearly defined specifications for data files
- Act as "subject matter expert" for all data content questions from Frontline representatives.
- Coordinate testing of files with the 3rd party vendor.
- Provide any sFTP credential information back to the vendor or facilitate the transfer of the data directly to the vendor.

Additional Optional Data Exchange Services

The following items are outside the standard scope of services and can be accommodated through a change request and additional services and fees.

- Data exchange services beyond those identified above
- Data exchange services beyond the implementation timeframe and project close out

Dependencies, Assumptions & Policies

Dependencies

- Account structure and element definitions must be created prior to positions.
- Employees must be available in HRMS to set security for roles and positions.
- If applicable, establish SSO prior to end-user training.
- Position Initialization will need to be run prior to setup of Employee Contracts, and before hiring for the following school year.
- Pay Cycles through entire benefit plan year must be established prior to benefits.

Assumptions

- Frontline Education and Client will provide consistent, named resources to fill project roles throughout project timeline.
- Frontline Education have planned timelines based on presumed effort and availability of client resources. Time and effort will vary depending on actual availability and effort required to collect data and complete data entry and validation.
- Frontline Education and Client will use a collaborative approach to ensure implementation success.

- Client will provide subject matter experts familiar with organizational policies and procedures throughout the project.
- Some dual entry will be required during the transition from Legacy system to Frontline HRMS. The amount will depend on decisions made regarding the transition.
- Data will only be loaded once, and delta files will not be used to update existing data
- Client project team will complete online courses, attend instructor-led training, participate in project status calls, and complete project tasks as planned.

Appendices

1- Standard Reports

General

Report	Description
Report Deployment List	Reports currently deployed/available on the environment and when the report was deployed
Report Distribution by Employee	Reports currently distributed to employees
TEAMS Report List	Available reports

Position Inventory Reports

Report	Description
Organization Position	Organization detail (one organization or all organizations)
Organization Position Detail	Organization PCN and Employee Detail by organization and role name (one organization or all organizations)
Position Vacancy Report	Vacant positions
Roles & Compensation Summary	A view that enables districts to extract basic information about Roles using the My Query Builder entry point or another reporting tool.

Budget

Report	Description
Budget Proposal Detail	Positions with current salary, raise amounts and proposed budgeted amount for next year
Budget Proposal Stipend Detail	Positions with current stipend amounts and proposed budgeted amount for next year

Employee

Report	Description

Report	Description
Pay, Grade, Step, Salary, Stipend List	All employees by pay grade, salary and stipend. Run by effective date.
Employee Open Records Information	Excel spreadsheet of employee's information: address, first/middle/last name, phone number, email, salary, stipend info and role name
Employee Certifications	Employees certifications by employee or organization, including cert level, verify type and begin and end/expiration date
Employee Separation Report	PCN, organization, role, employee name, employee ID and separation date of employees who separated from employment with the district in a given time frame

Benefits

Report	Description
Benefits Member Age Report	Lists employees over the maximum age defined by the benefit plan, including forecasting for a future date
Benefits Confirmation	Generates when the employee completes benefit web enrollment; provides a listing of all elected benefits, members, and beneficiaries
Mass Benefit Confirmation Forms	Allows user to print confirmation of benefit letters for all employees
Employee Service Center Benefits Confirmation	Allows employee to print report of benefits enrollment for past, current, or future years
Benefits Employee Premium Details	Lists all employee benefit deduction amounts for a selected time frame
Benefits Missing Payment Schedules	Lists employees missing benefit payment schedules
Benefit COBRA Information	Allows user to print a letter for a resigning employee advising him/her of COBRA options

2-Reconfiguration Requirements for existing Recruiting & Hiring Clients

a. After configuration of Position Inventory, a review of the Client's existing Applicant Tracking system will be performed to determine how to restructure the Client's Applicant Tracking system to align with HRMS & Recruiting.
b. Implementation Consultant will pull data files from both HRMS & Recruiting and Applicant Tracking and will work with the Client to crosswalk the data.
c. Applicant Tracking Locations and Position list will be pulled and backed up, along with settings associated with those items in Applicant Tracking.
d. Locations, Published Role Categories and Published Roles will be pushed from HRMS & Recruiting into Applicant Tracking, replacing the existing Locations and Positions in Applicant Tracking.
e. Implementation Consultant will perform data updates in Applicant Tracking during a scheduled "Blackout Period" (approximately 2 business days), during which the Client will not be able to log in or make updates.
f. At the end of the Blackout Period, the Client's Applicant Tracking admins will log into Applicant Tracking and update the remainder of the impacted items, then review the updated items to ensure completion and proper functionality.
g. After testing process, client will resume full use of Recruiting & Hiring.

3-Reconfiguration Requirements for existing Frontline Central Clients

After configuration of Position Inventory, a review of the Client's existing Frontline Central system will be performed to determine how to restructure the Client's Frontline Central system to align with HRMS & Recruiting.

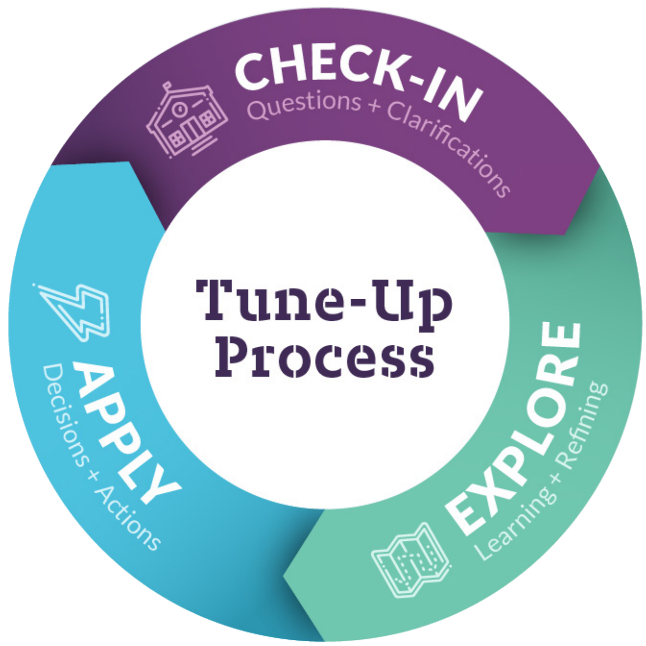
Virtual Tune-Up

Standard Service Delivery

Statement of Work

Virtual Tune-Up Services

Frontline Education provides a comprehensive service methodology and expert resources to partner with your team throughout the service.



Scope / Deliverables

- Initial coordination to develop engagement plan (shared outcomes, process)
- Several virtual session to iteratively:
  - Explore and clarify relevant system connections
  - Refine understanding and configuration
  - Action plan to capture decision points and updates
- Application between live sessions to apply the learning and inform revisions
- The Frontline Subject Matter Expert provides targeted coaching and support throughout the service, culminating in an Engagement Report with next steps

Schedule

On average, a typical Virtual Tune-Up happens over the course of one to two weeks, with 2-3-hour sessions occurring throughout the week(s). You and your organization will receive up to 12 hours of live instructional and consultative time. Your Frontline Education Subject Matter Expert will work with you and your team to plan a timeframe that fits your needs.

Client Responsibilities

- Your district will work with the Frontline Subject Matter Expert to determine a time frame and schedule for the service
- Your district will engage in application and decision-making throughout the tune-up to ensure maximum outcome from the service

Assumptions

- Small working group to maintain momentum and achieve goals (team of 5 or fewer)
- Ideally completed during one-two weeks' time (exact schedule to be mutually determined with your organization and your Frontline Subject Matter Expert)
- Frontline Education and your organization will use a collaborative approach to ensure service delivery success

Service Policies

- Services are scheduled on a first-come, first-serve basis. Frontline Education will work closely with the Customer to ensure a mutually-agreed-upon delivery time frame; however, Frontline Education cannot commit to a delivery date before receiving a signed proposal.
- Services requested after the delivery close out will require additional charges and a new services proposal.
- Service costs are priced with the assumption that the delivery of the service will be completed within 365 days after signing. Frontline reserves the right to charge the Customers the service fees due to Customer-caused delays occurring after the 365-day delivery period.