

AGREEMENT FOR PROFESSIONAL SERVICES BETWEEN

Gilroy Unified School District

AND

THOMAS KELLY SOFTWARE ASSOCIATES LP (Vendor)

FOR

Providing the **EZ RPORTS SOFTWARE** as a Service

This Software as a Service (SaaS) Agreement (“Agreement”) is made and entered into this **11th day of June, 2021** by and between the GILROY UNIFIED SCHOOL DISTRICT (District) and ThomasKelly Software Associates LP, a Texas LP hereinafter referred to as “Vendor.”

RECITALS

A. The District requires the Vendor to provide a web based SaaS to manage the After School Programs conducted by the District.

AGREEMENT

NOW, THEREFORE, District and Consultant agree as follows:

I. Scope of Work

The Vendor agrees to provide the EZ Reports SaaS as described in the Proposal (Exhibit A) dated **May 28, 2021** and Service Level Agreements (Exhibit B) which are incorporated herein by reference. The scope of consulting services includes meetings with District staff and review of previous technical documentation.

II. Authorization

Specific authorization to provide the SaaS described in Exhibit ‘A’ (Vendor’s proposal) is hereby granted. Upon receipt of a fully executed Agreement from the District and an initial payment, the Vendor will provide the SaaS described in Exhibit ‘A’;

III. Compensation

The District agrees to pay compensation up to an amount not-to-exceed **\$6,250.00**. Total compensation provided under this Agreement will not exceed such amount during the term of this Agreement without prior written authorization from the District.

The Vendor will invoice the District prior to providing SaaS. The District will have 60 days from the date of receipt of error-free invoices prepared to make payment.

IV. Standard of Care

The Vendor is contracted to render the SaaS specified herein and the Scope of Work only. The Vendor’s SaaS will be furnished in good faith, in compliance with best practices for its profession.

V. Performance and Schedule

The Vendor agrees to render the SaaS to ensure its timely operation and will promptly notify the District of any anticipated delays, which may affect operation of SaaS

VI. Change in Scope of Work

Only additional modifications to the SaaS approved and requested specifically by District, in writing, will constitute the basis of a change, addition or modification to the Scope of

Work. Vendor is responsible for ensuring that no modifications to the SaaS outside the Scope of Work are performed or invoiced.

If District requests performance of any modifications to the SaaS not within the Scope of Work, Vendor will notify District immediately and will indicate that no such work will be performed until approved by the District in writing. Concurrently with such notice, the Vendor will provide District a written cost estimate for, and a written description of, each additional task to be performed.

The extent of additional work required, any additional compensation will be negotiated by the parties and, if an agreement is reached, the parties will execute an amendment to Exhibit 'A' and to any other exhibits and/or this agreement, to the extent required in order to reflect such additional work and compensation. Vendor will not be entitled to compensation for any modifications to the SaaS rendered that are not specifically authorized under this Agreement or its Exhibits, and any amendments thereto. Any and all work performed without proper authorization will be considered part of this Agreement for no additional compensation.

VII. Termination or Abandonment

The District may terminate this Agreement on the date that is thirty calendar days from the date of written notice, or on any specified date thereafter.

VIII. Indemnification

A. CONSULTANT agrees to the following:

1. *Indemnification.* To the full extent permitted by law, Vendor will indemnify, protect, defend and hold harmless the District and any and all of its officials, elected board members, employees, volunteers, attorneys and agents ("Indemnified Parties") from and against any liability (including liability for claims, suits, actions, arbitration proceedings, administrative proceedings, regulatory proceedings, losses, expenses or costs of any kind, whether actual, alleged or threatened, including attorney's fees and costs, court costs, interest, defense costs, and expert witness fees), by any individual or entity for which Vendor is legally liable, including but not limited to officers, agents, employees or sub-contractors of Vendor.

2. *General Indemnification Provisions.* Vendor agrees to obtain executed indemnity Agreements with provisions identical to those set forth here in this section from each and every sub-contractor or any other person or entity involved by, for, with or on behalf of Vendor in the performance of this Agreement. In the event Vendor fails to obtain such indemnity obligations from others as required here, Vendor t agrees to be fully responsible according to the terms of this section. Failure of District to monitor compliance with these requirements imposes no additional obligations on District and will in no way act as a waiver of any rights hereunder. This obligation to indemnify and defend District as set forth here is binding on the successors, assigns or heirs of Vendor and will survive the termination of this Agreement.

3. *Limitation of Liability.* Vendor's liability will not exceed the amount paid by the District for the current school year.

B. It is expressly understood and agreed that the indemnification provisions of this Section IX will survive termination of this Agreement.

IX. Insurance Requirements

A. Before commencing performance under this Agreement, and at all other times this Agreement is effective, Vendor will procure and maintain the following types of insurance with coverage limits complying, at a minimum, with the limits set forth below:

<u>Type of Insurance</u>	<u>Limits (combined single)</u>
Commercial general liability	\$1,000,000
Business automobile liability	\$1,000,000
Workers compensation	Statutory requirement

B. Commercial general liability insurance will meet or exceed the requirements of ISO-CGL Form No. CG 12 10 11 97. The amount of insurance set forth above will be a combined single limit per occurrence for bodily injury, personal injury, and property damage for the policy coverage. Liability policies will be endorsed to name District, its officials, and employees as "additional insureds" under said insurance coverage and to state that such insurance will be deemed "primary" such that any other insurance that may be carried by District will be excess thereto. Such insurance will be on an "occurrence" basis, except professional liability will be on a "claims made" basis, and will not be cancelable or subject to reduction except upon a thirty day prior written notice to District.

C. Automobile coverage will be written on ISO Business Auto Coverage Form CA 00 01 10 01, including symbol 1 (Any Auto).

D. Vendor will furnish to District duly authenticated Certificates of Insurance and Endorsements evidencing maintenance of the insurance required under this Agreement and such other evidence of insurance as may be reasonably required by District from time to time. Insurance must be placed with insurers with a current A.M. Best Company Rating equivalent to at least a Rating of "A:VII." Originals of the duly authenticated Certificates of Insurance and Endorsements will be included with this Agreement as Exhibit C

X. Successors and Assigns

This Agreement and all of the terms, conditions, and provisions hereof will inure to the benefit of and be binding upon the parties hereto, and their respective successors and assigns; provided, however, that no assignment of this Agreement will be made without written consent of the parties to this Agreement. Any attempt by the Vendor to assign or otherwise transfer any interest in this Agreement without the prior written consent of the District will be void.

XI. Miscellaneous

A. Notice. Any notice or instrument required by, or contemplated under, this Agreement may be given by depositing the same in any United States Post Office, registered or certified, postage prepaid, addressed to:

District:

Gilroy Unified School District
 Attention: After School Program
 Administrator
 7810 Arroyo Circle
 Gilroy, CA 95020

Fax: (408) 847-1219
 Email: areedy@gusd.k12.ca.us

CONSULTANT:

Firm Name: [ThomasKelly Software Associates LP](#)
[1 Sugar Creek Center Blvd Suite 410](#)
 Attention: [Jeffrey Thomas](#)
 Phone : (281) 565-1460
 Fax: (281) 565-1462
 Email: jeffrey@thomaskelly.com

Notices mailed to the address above will be effective upon date of mailing. Notices may also be given via facsimile or electronic communication, and will be effective on the day so given, provided that evidence of successful transmission or acceptance via return email is attached to the Notice as evidence of the time and date of transmittal.

B. Interpretation. The terms of this Agreement will be construed in accordance with the meaning of the language used and will not be construed for or against either party by reason of the authorship of this Agreement or any other rule of construction which might otherwise apply. The headings of sections are for convenience only and do not modify rights and obligations created by this Agreement.

C. Compliance with Laws. Vendor will comply with all applicable federal, state and local laws, regulations, statutes and ordinances, as well as District conflict of interest and other applicable policies and administrative regulations (collectively, the "Laws") in connection with this Agreement and the performance of the work. Vendor will indemnify and defend the Indemnified Persons from and against any liability incurred due to any failure on the part of Vendor to comply with any applicable Laws.

D. Legal Proceedings. If a dispute arises out of or relates to this Agreement, or the breach thereof, the parties agree to engage in good faith negotiations to attempt to resolve the matter. In the event of any action at law or in equity, including an action for declaratory relief, between the parties arising out of or relating to this Agreement, then the prevailing party in such action will be entitled to recover from the other party a reasonable sum as attorneys' fees and costs. The prevailing party will be determined in accordance with Civil Code Section 1717(b)(1) or any successor statute. The prevailing party will also be entitled to its reasonable attorneys' fees and costs in any post-judgment proceedings to collect or enforce the judgment. However if the District is the prevailing party, the total recoverable costs will not exceed the fees paid for the software for the current school year. This provision is separate and several and will survive the merger of this Agreement into any judgment on this Agreement.

XII. Integration/Waiver

This Agreement and the attached Exhibits represent the entire understanding by and between the District and the Consultant as to those matters contained herein. No prior oral or written understanding will be of any force or effect with respect to those matters covered hereunder. This Agreement may not be modified or altered except in writing signed by both parties hereto. Any waiver by either party of any provision of this Agreement must be in writing and be attached as an Addendum to this Agreement. Any written waiver will affect only the provision specified and only for the time and in the manner stated in the writing. No waiver by a

party of any provision in this Agreement will be considered a waiver of any other provision in the Agreement.

XIII. Execution

This person(s) executing this Agreement and any Exhibits hereto on behalf of the Vendor warrant and represent that Vendor has vested authority on such person(s) to execute and deliver this Agreement and to provide the SaaS contemplated hereunder and that this Agreement is valid and binding on Vendor.

ThomasKelly Software Associates LP

Gilroy Unified School District

Jeffrey Thomas, President

Superintendent

COPIES: ☐ FILE (Orig.), ☐ VENDOR, ☐ PROJECT MANAGER, ☐ ACCOUNTS PAYABLE

Exhibit A

VIII. COST PROPOSAL

1. Cost for EZReports SaaS (Annual)

No.	Software as a service (SaaS)	Cost
1.	Annual subscription cost for EZReports SaaS to serve 8 sites for the period June 1, 2021 – May 31, 2022 <i>*Standard cost is \$1,000.00 per site annually</i>	\$6,250.00

2. Cost for Technical Support (Annual)

Technical Support	Cost
Web based support will be provided to all users.	Included
Telephone support will be provided to designated users between 8am and 6pm CST on school working days.	

3. Cost for Training (Annual)

Technical Support	Cost
Virtual Training	Included

4. Payment Terms

Due upon receipt



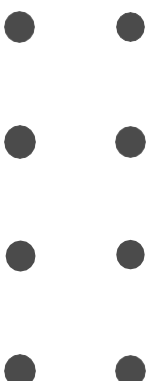
PROPOSAL FOR AFTERSCHOOL MANAGEMENT SOFTWARE

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[CONFIDENTIAL] - Valid for 60 days from May 28, 2021

Submitted by
ThomasKelly Software Associates, LP

thomaskelly.com





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I. CONTACTS

Delivered To:

Gilroy Unified School District

ATTN: Amanda Reedy

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Gilroy, California 95020

amanda.reedy@gilroyunified.org

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(281) 220-6949

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Contacts

Contractual Matters

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Technical Matters

Sanjeev Yamdagni

(281) 565-1461

sanjeev@thomaskelly.com

Abbreviation and Acronyms

TKSA: ThomasKelly Software Associates

GUSD: Gilroy Unified School District

21APR: 21APR: The Federal Reporting System



2018

II. COMPANY BACKGROUND

Thomaskelly Software Associates (TKSA) is an information technology consulting and software development company, based in Sugar Land, Texas. TKSA was formed in 1996 and has a team of highly experienced software professionals capable of handling total responsibility for the analysis, design, development, delivery, and maintenance of complex software applications. TKSA's mission is to deliver high quality, customized software solutions, using the latest technology in a timely and cost-efficient manner that will enable the client to achieve their business goals.

Thomaskelly Software Associates (TKSA) has over **22 years of experience** in providing commercial off-the-shelf (COTS) software services to clients around the country. TKSA has **17+ years of experience** in successfully implementing, hosting, training, and supporting afterschool systems for School Districts and State Education Departments.

EZReports SaaS is a web-based software for managing afterschool programs. It is currently being used by 6 State Departments of Education – Michigan, Florida, New Mexico, Colorado, Alabama, and Oregon. Michigan has been using EZReports for all schools funded by the 21st CCLC program for **17+ years** beginning with the 2002-2003 school year. In addition, EZReports is being used by several school districts and CBO's nation-wide to manage their 21st CCLC and other grant-funded afterschool programs. EZReports is currently being used by over 3,000 schools and organizations nationwide.

EZChildTrack SaaS is a web-based childcare management software. Its features include automated billing, online payments & registrations, and a parent portal. EZChildTrack is currently being used by over 2,000 schools and organizations nationwide.

EZSES SaaS was used by the Texas Department of Education to manage the Title I SES program for 5 years beginning in 2007. EZSES is currently being used by over 300 schools and 250 providers nationwide.

EZTPPI SaaS is a case management software being used, for 5+ years, by the North Carolina Department of Health and Human Services for managing their teen pregnancy prevention initiatives.

EZComEd SaaS is a software used to manage enrichment, community, and adult education programs.

TKSA's **technical support** team has over 17 years of experience in supporting over 5,000 schools that are using our various SaaS offerings. TKSA has a web-based support system that is integrated into all our SaaS offerings to provide technical support and assistance to our clients. TKSA provides both web-based support and telephone support to our clients. TKSA's **training team** has over 17 years of experience in training school districts and DOEs on our various SaaS offerings.



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III. EZREPORTS OVERVIEW

EZReports is a web-based software for the management and reporting of after school programs. EZReports is designed specifically for after school programs with the assistance of Program Directors and Site Coordinators. The key benefits of using EZReports are listed below:

- Web-based software - can be accessed by users via the Internet from anywhere
- Enter data one time, no redundant data input
- Compatible with the new Federal 21APR system
- Analyze programs, activities, and performance in real-time
- Reduces operational cost and provides facts to make informed decisions
- Enhance communications between sites and administration
- Focus on advocacy efforts
- Increase community outreach efforts
- Effectively manage your program

Some of the capabilities of EZReports are listed below:

Easy Data Management and Print Options

- Data management by site coordinators, program directors, and evaluators
- Registration of students and community members
- Storing emergency contact information, family information, demographics
- Tracking attendance
- Integration of program information with existing school administration data
- Activity scheduling
- Storage of student and teacher survey data
- Storage of teacher, staff, and service provider information
- Monitoring and reporting by site coordinators, program directors, and program evaluators

Comprehensive Tracking:

- Student attendance by:
 - Program
 - Activity
 - Session
 - Demographics
- Activities by:
 - Type (academic, youth development)
 - Service provider
 - Session
- Service provider/staff utilization
- Student grades and test scores
- Qualitative data (e.g., goals, successes)
- Surveys – Teacher, Student, Parent, Staff, and Partner

Extensive Reporting Capabilities:

- 21APR - GPR Report
- 21APR - APR Report
- Customized State Reports
- Over 100 standard reports
- About 40 -50 different ad hoc reports using a report wizard

Established and Secure Technology:

- Microsoft Web Technologies
- Microsoft SQL Server Database
- Secure Access via Internet
- Rackspace Hosting and
- Rackspace Managed Security Services

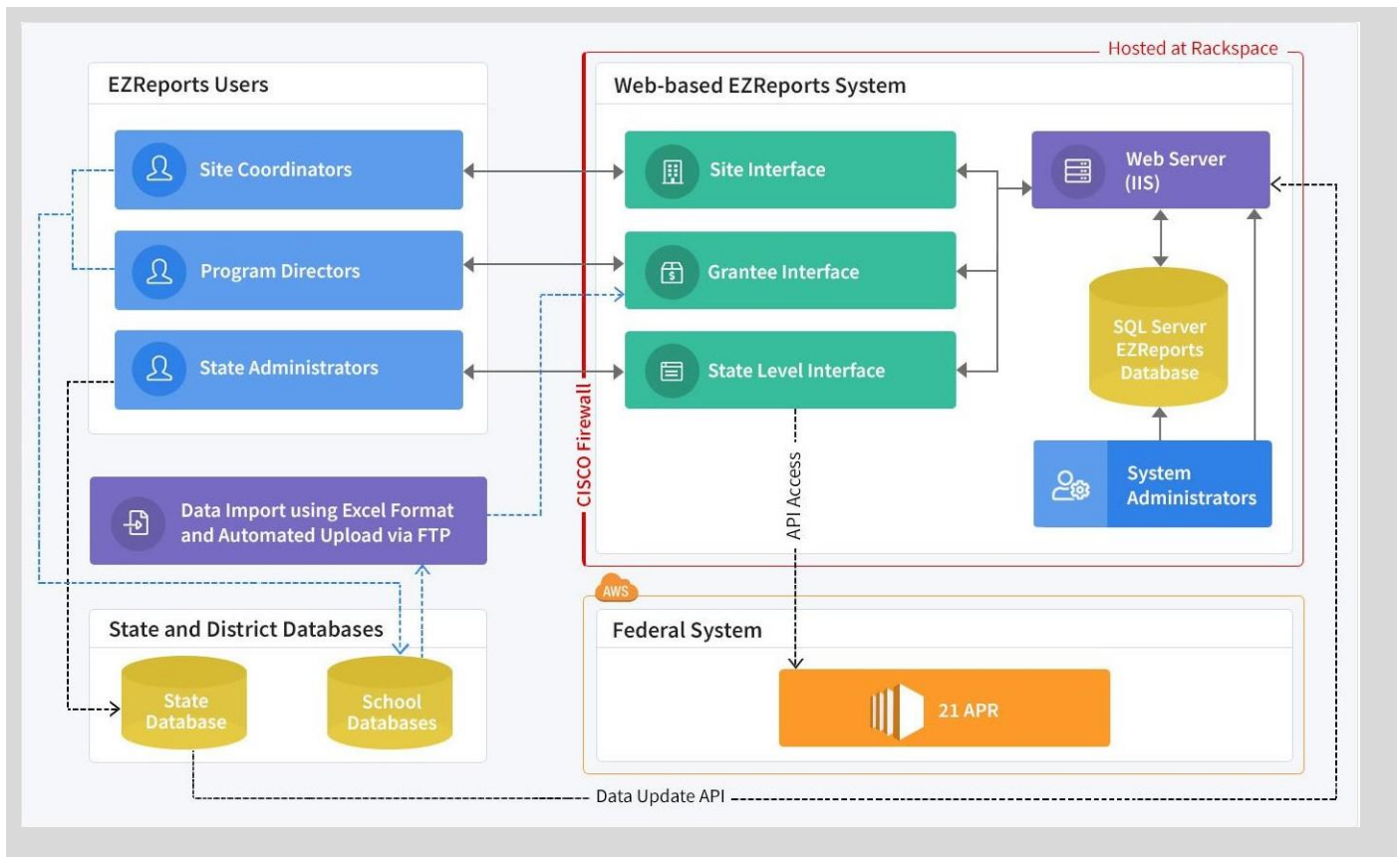


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IV. FEATURES

1. Architecture

The diagram below shows the high-level architecture of EZReports:



Operating Environment

Web Application

EZReports has been developed using Microsoft Web Technologies. The application software was developed using ASP.NET, HTML, DHTML, and JavaScript on the Windows platform with IIS web server.

Backend Database

The database used for EZReports is **MS SQL Server**.

Reporting Tool

EZReports uses **SSRS Reports and Excel** for generating and displaying all reports online. Most reports can be exported to multiple formats such as Excel, PDF, etc.

Supported Browsers

EZReports is supported on popular browsers: Chrome, Firefox, Edge, Internet Explorer 11+, and Safari. The application is compatible with mobile devices running **iOS and Android** platforms on both **tablets and smartphones**.

2. User Levels

EZReports is a hierarchical user database system. EZReports has separate interfaces for the following three-level of users:

State Administrators (State Clients only) are able to set up and manage all grantees/LEA in the system including defining user privileges for program directors. A state-level user is able to set up system-wide parameters and can monitor each program or even each site by drilling down to their level. Users at this level have the ability to run system-wide reports and can generate Federal 21st APR (GPR as well) reports for all 21st CCLC funded programs/sites. The Federal 21st APR reports are generated in excel format and can be sent to the Federal reporting system for uploading them into the Federal 21st APR system without individual program directors having to manually enter the information.

Program Director can set up and manage all sites including defining the user privileges for the Site Coordinators. The Program Director can monitor the activities and attendance data for all sites. Several Reports including Federal 21st APR and GPR Reports can be generated in real-time at the Program Director's discretion.

Site Coordinators can setup activities, register students, print completed registration forms, enroll and de-enroll students in activities/sessions, generate weekly roster, enter attendance and print various reports. They can monitor the attendance and performance of each student and submit monthly attendance to the Program Director. EZReports enables Site Coordinators to spend less time administering & reporting data and more time focusing on student activities at the site.

3. Site Coordinator's System

Registration

- Upload student data online from the school database
- Register Students online from the list of uploaded students
- Register multiple students with minimum clicks
- Option to manually register students/adults
- Option to link siblings and family members
- Comprehensive Student data organized by tabs
- A transfer student from one site to another
- All Students organized under 3 tabs (Active, Dropped & Deleted)
- Ability to reactivate dropped students
- Ability to re-register Deleted students

Students Manage details of active students registered at the site. [Read More...](#)

Active (162) Dropped (6) Deleted

Active Student (s)

[Add Student](#) Manually register new students one by one
[Register Student](#) Select and register students from the upload list or the last year's list
[Delete Multiple](#) [Drop Multiple](#)

Contains [Find](#) [Clear](#)

☐ Scholarship ☐ Snack Time ☐ Football Team Member

Active Student(s) : 162 [Edit](#) [Drop](#) [Delete](#) [Attendance](#)

View Participants per Page [Go](#) Page [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#) [10](#) [»](#)

List of Active Student(s) : Click on the column heading to sort

#	Last Name ▲	First Name	Type	DOB	District Student ID	Reg. Date	Grade	Attendance				Action
								Total	Smr	Fall	Spr	
41.	Alfaro	Edgar	S	12/14/05	763398	09/05/17	5	41	36	5		Edit Drop Delete
42.	Alforque	Caitlyn	S	12/16/99	753252	10/24/18	K	41	36	5		Edit Drop Delete
43.	Alfredson	Luke	S	08/21/07	845280	06/01/16	K	41	36	5		Edit Drop Delete
44.	Alissa	Christian	S	12/31/03	78545	10/24/18	5	41	36	5		Edit Drop Delete
45.	Allen	Elizabeth	S	07/19/11	845246	06/01/16	1	41	36	5		Edit Drop Delete
46.	Allen	Naomi	S	01/18/09	845214	10/10/17	K	41	36	5		Edit Drop Delete
47.	Allen	Ryan	S	04/15/08	845281	09/05/17	K	41	36	5		Edit Drop Delete
48.	Allyn	Cooper	S	10/05/09	845282	06/01/16	K	41	36	5		Edit Drop Delete
49.	Almajano	Edwin	S	01/18/05	65865	07/31/19	6					Edit Drop Delete
50.	Alvarado	Aurora	S	11/16/05	65867	07/31/19	6					Edit Drop Delete

Activities / Sessions

- Create and schedule sessions easily
- Sessions linked to Activity & Activities linked to Activity Category

- Session calendar provides the ability to manage scheduled dates
- Holidays and Emergency closures can be defined centrally
- Switch session from one activity to another
- Schedule Special Events (e.g. Lights on)

EZReports Abbott Elementary School (2019-20) Support Eric

Regular Activities Manage all regular activities and sessions scheduled at the site. [Read More...](#)

[Add Activities](#) [Select Activities](#) Display sessions for: ☒ Summer ☒ Fall ☒ Spring [Calendar](#) [Add](#) [Edit](#) [View](#) [Delete](#)

View 20 Sessions per Page [Go](#) Page 1

Regular Activities				Staff /	Enrollment		Action
Session	Schedule	Time	Grade Levels	Provider	Max	Cur	
ACADEMICS: HOMEWORK HELP + Add Session View Delete							
Homework Help - AM	07/22/19-05/31/20 [M,T,W,Th,F]	Different Time	K, 1, 2, 3, 4, 5	Garcia, Fernandez Community College	0	114	View Edit Delete
ACADEMICS: TUTORING + Add Session View Delete							
English/Writing Tutoring	07/22/19-05/29/20 [M,W,F]	04:00-05:00PM	4, 5	Garcia State University	50	44	View Edit Delete
Four Corners Math Tutoring	07/22/19-05/31/20 [T,Th]	04:00-05:00PM	4, 5	Garcia State University	50	44	View Edit Delete
Science in Daily Life	07/22/19-05/31/20 [M,W,F]	11:00AM-12:00PM	K, 1, 2, 3, 4, 5	Rodriguez Local Park	0	113	View Edit Delete
ADULTS: PARENT INVOLVEMENT COURSE + Add Session View Delete							

EZReports Abbott Elementary School (2019-20) Support Eric

Edit Session English/Writing Tutoring

Session [Staff & Provider](#)

Session Information for Regular Activity 'Academics: Tutoring' [Previous](#) [Next](#)

[Save & Continue](#) [Save & Close](#) [Cancel](#)

Session Information

Name: English/Writing Tutoring *

Start Date: 07/22/2019 (MM/DD/YYYY) * End Date: 05/29/2020 (MM/DD/YYYY) *

Max Enrollment: 50 Location/Room No:

☐ Click here if this session providing content using a Computerized or Online Packaged Program

Days and Time Offered *

☐ Sun ☒ Mon ☐ Tue ☒ Wed ☒ Thu ☒ Fri ☐ Sat [View Calendar](#)

Start Time: 04 : 00 PM End Time: 05 : 00 PM

☐ Different time for different days

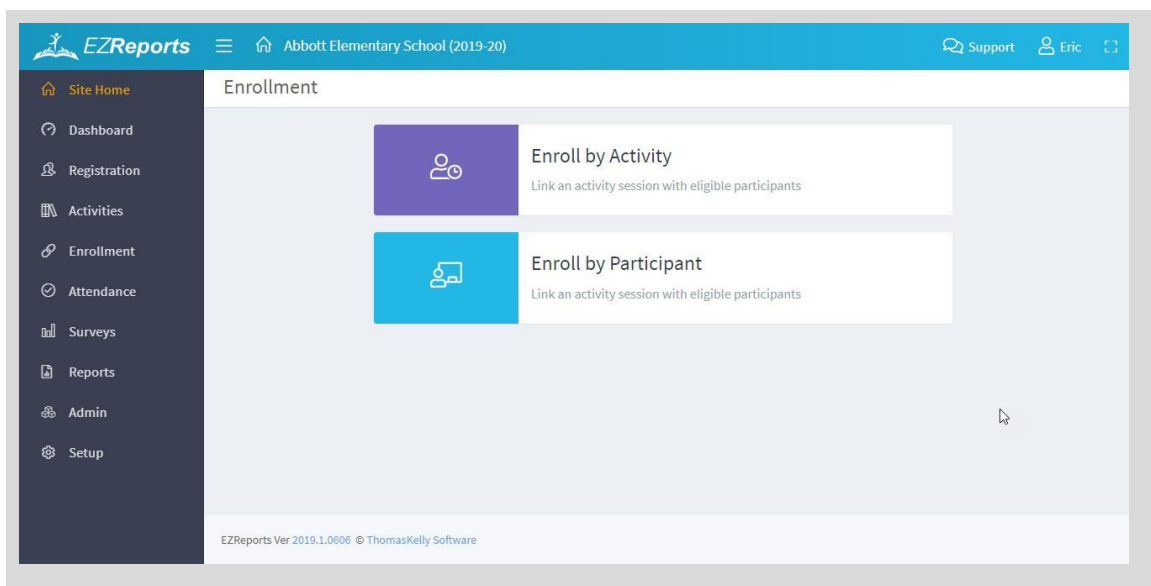
Time *

☒ After School ☐ Before School
☐ During Lunch ☐ During School
☐ Evening ☐ Summer/Holiday

Grade Level *

Enrollment

- Ability to enroll batch of students into sessions
- Ability to enroll one student into multiple sessions in one step
- Ability to remove enrollment for multiple students
- Ability to de-enroll and re-enroll
- Ability to auto-enroll students
- Automatic enrollment by grade level
- Automatic enrollment by group
- Enrollment history maintained for all sessions for all students



Rosters / Attendance

- Print Daily, Weekly or Monthly Roster
- Rosters sorted by Name or Grade
- Bar Coded Rosters Available
- Session Roster and Daily rosters available
- Sign-in sheets for special events
- Multiple options for recording attendance
- Option to enter attendance by session or by day
- Option to handle drop-in students
- Record attendance for special events

- Record attendance online with minimum clicks
- Record attendance using a scanner
- Record attendance using PDA (Pocket PC)
- Submit Attendance at end of month
- Lock Attendance after submission


Record Attendance

Select Date (MM/DD/YYYY)
08/22/2019

Rosters | Sign-in Sheets

Help

Thu, 08/22/2019 Attendance Status



0

Current Attendees


View Details


View Checked-In


View Checked-Out


Filter Student list by Grade

Check-In/Check-Out from List


Check-In


Check-Out


Special Event Attendance


Review and Submit

Record Attendance Thu, 08/22/2019 [Back](#)

Academics: Homework Help
Homework Help - AM

Attendees **6** [Change Time for All](#)

<input type="checkbox"/>	Name	ID	Grade	Time
<input checked="" type="checkbox"/>	Acosta, Eric	345324	7	8:00 AM - 10:00 AM
<input checked="" type="checkbox"/>	ACOSTA, ROSA	85459	6	8:00 AM - 11:00 AM
<input checked="" type="checkbox"/>	Acosta, Ulises	34532	8	8:00 AM - 11:00 AM
<input checked="" type="checkbox"/>	ACOSTA, YATZIHL	85460	6	8:00 AM - 11:00 AM

Participant Outcomes

- Track participant's classroom grades for different grading periods.
- Track assessment/ test score for multiple tests/periods
- Ability to set up unlimited assessment/tests
- Ability to upload grades and test scores from the school database
- Ability to store student-teacher survey data
- TKSA will customize the survey module to meet requirements.

Staff / Provider Database

- Ability to create a database of staff
- TKSA will customize the staff information to include additional fields needed to store data related in compliance with local, state and national laws.
- Ability to create a database of partners/providers
- Ability to link the same providers to multiple sites

Miscellaneous

- Add users to the system

- Download forms
- Email blast user
- Update deadline alerts etc.

4. Program Director's System

Initial Setup

- Setup and Track funding sources and cohorts (cycles)
- Setup Grant information
- Setup feeder school information
- Setup Site information and link to Grant
- Define Holidays for sites centrally
- Enter emergency holidays centrally
- Control Site Access to data
- Define 'Activities' centrally so that they remain consistent across program
- Enter Partner / Provider info centrally and link to Grant
- Define Education Program (i.e. ESL)
- Define Releases (documents) to be collected at registration time
- Define day school Grades to be tracked
- Define Tests including Pre and Post Tests

Manage Program

- Monitor by site or program:
 - Attendance
 - Student characteristics
 - Service provider utilization
 - Activities
 - Staff utilization
- Generate real-time reports at any time
- Print reports required by DOE
- Track activities by session, teacher, and content area
- Track ongoing and special activities
- Track student attendance by multiple criteria
- Track student grades and test scores*
- Track student characteristics

- Track teacher and service provider time utilization

The screenshot displays the EZReports web application interface. The top navigation bar includes the EZReports logo, a menu icon, the user's name 'Ashley', and a 'Support' link. The main content area is titled 'Sites' and features a sidebar with navigation options: Grantee Home, Dashboard, Sites (selected), Site Calendar, Holidays, School Districts, Day Schools, Site Docs, Participant Docs, Grants, Activities, and Outcomes.

The 'Sites' section is divided into two main panels. The left panel, titled 'List of Active Sites', contains a table with 14 rows, each representing a school. The right panel, titled 'Abbott Elementary School', provides detailed information for this specific site, including buttons for 'Add Site', 'Edit Site', 'Delete Site', 'Drop Site', and 'Logon to Site'.

List of Active Sites

#	List of Active Sites
1	Abbott Elementary School
2	Aurora Elementary School
3	Bearcreek Elementary School
4	Bridgeport Middle School
5	Calistoga Elementary School
6	Davis Elementary School
7	Doral Middle School
8	Inglewood Middle School
9	Irvine Middle School
10	Lakewood Middle School
11	Oakland Middle School
12	Rockford Middle School
13	Santa Fe High School
14	Union City High School

Abbott Elementary School

Buttons: [Add Site](#) [Edit Site](#) [Delete Site](#) [Drop Site](#) [Logon to Site](#)

Student Registration Summary

	Proposed	Registered	Active	Dropped	Regular
Students:	75	168	162	6	0
Adults:	25	6	6	0	0

Enrollment/Attendance Options Selected

Enrollment	Attendance
Manual Enrollment	Site Attendance Record Present/Absent using Weekly Site Roster

Site Coordinator Information

Name: Davis, Nathaniel
Address: 154 Houston Ave
 Sun Valley, CA - 91342
Phone: 587-965-8623
Fax: 587-965-8620
Email: DavisN@EZReports.org

Site Grant Information

Upload Student Data

- Tool for uploading demographics
- Tool for uploading Grades
- Tool for uploading Test Scores
- Tool for uploading Day-school Teachers

Miscellaneous

- Upload forms and documents for use by sites
- Add additional users
- Send emails to users

Annual Performance Report
Generate annual performance reports. [Read More...](#)

Select Grant(s), Reports and click on 'Generate Report' button

Select Semester : Spring

Select Grant(s)

Note: The system will list **ONLY ACTIVE** grants for which "Please check if grant is 21st CCLC grant" is checked.

☐ Check All

☐ 21st CCLC After-School Program

Select Reports

☐ Check All

☐ Activities
☐ Staffing
☐ Participation
[Download Student Level Data](#)

Outcome Reports

Note: If there is more than one teacher survey received for a student then the latest survey is used for reporting.

☐ State Assessment
☐ Teacher Survey
☐ Grades

Disclaimer

Disclaimer: The APR Reports generated by EZReports are computed based on customer inputs. We are not responsible for the accuracy and validity of reports. Grantees are requested to validate the reports and make necessary modifications.

Generate Report

Note: Annual Performance Reports will be generated in PDF Format.

5. State Administrator's System [State Clients ONLY]

Initial Setup

- Setup and manage different cohorts of funding
- Setup Grantee/Grant information
- Setup feeder school information
- Setup school districts and feeder schools
- Control Grantee Access to data
- Define state assessment tests

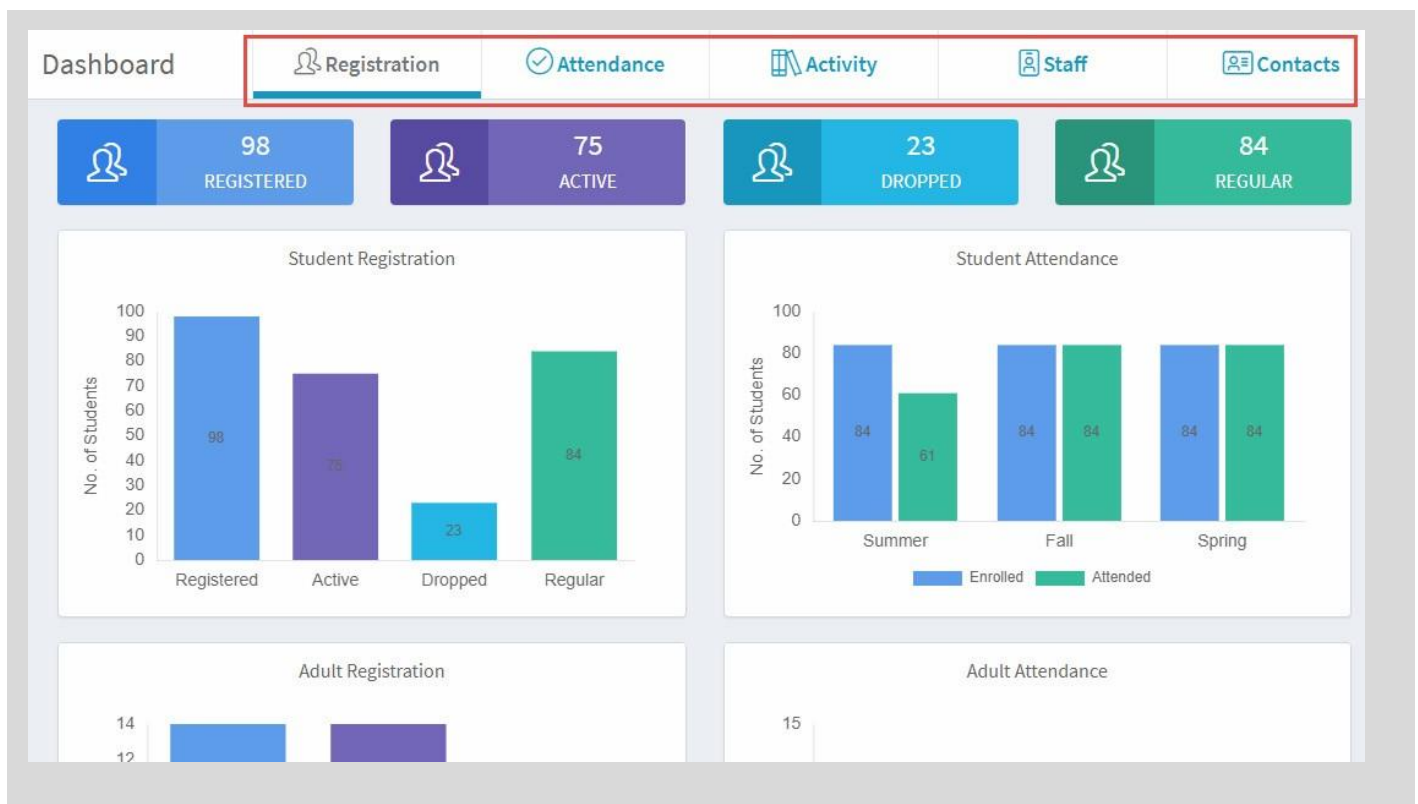
Program Monitoring, Reports, and Evaluation

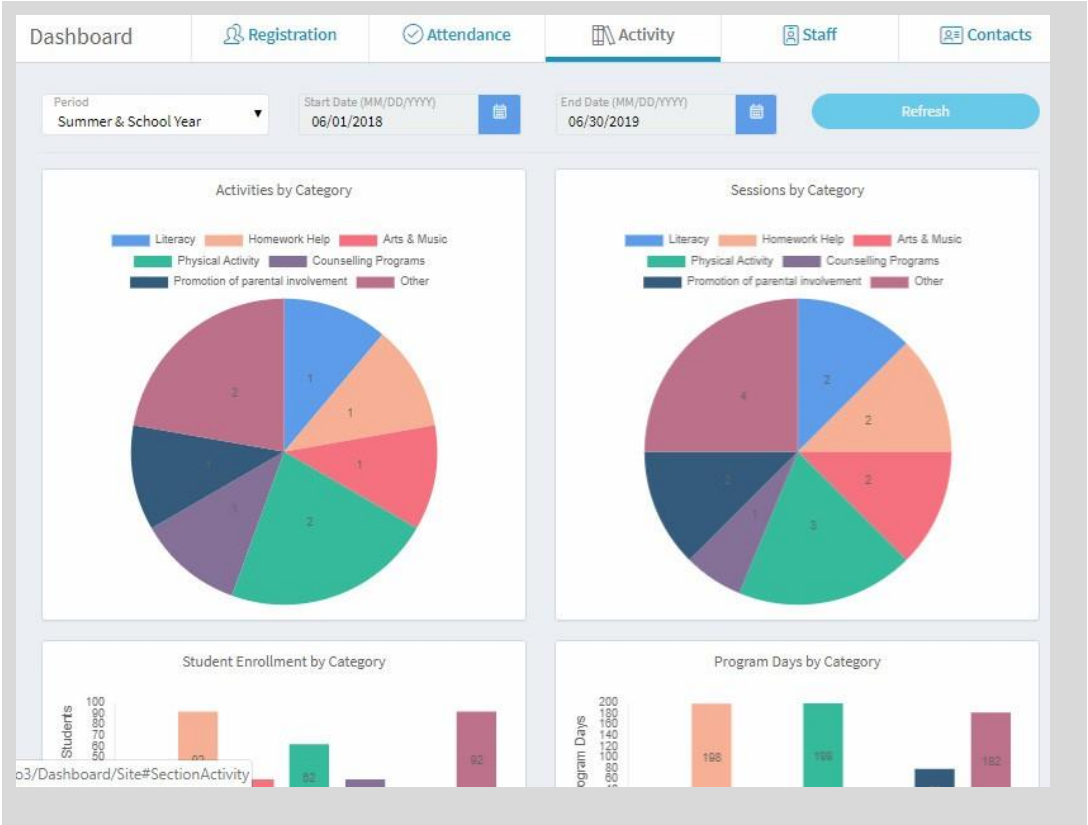
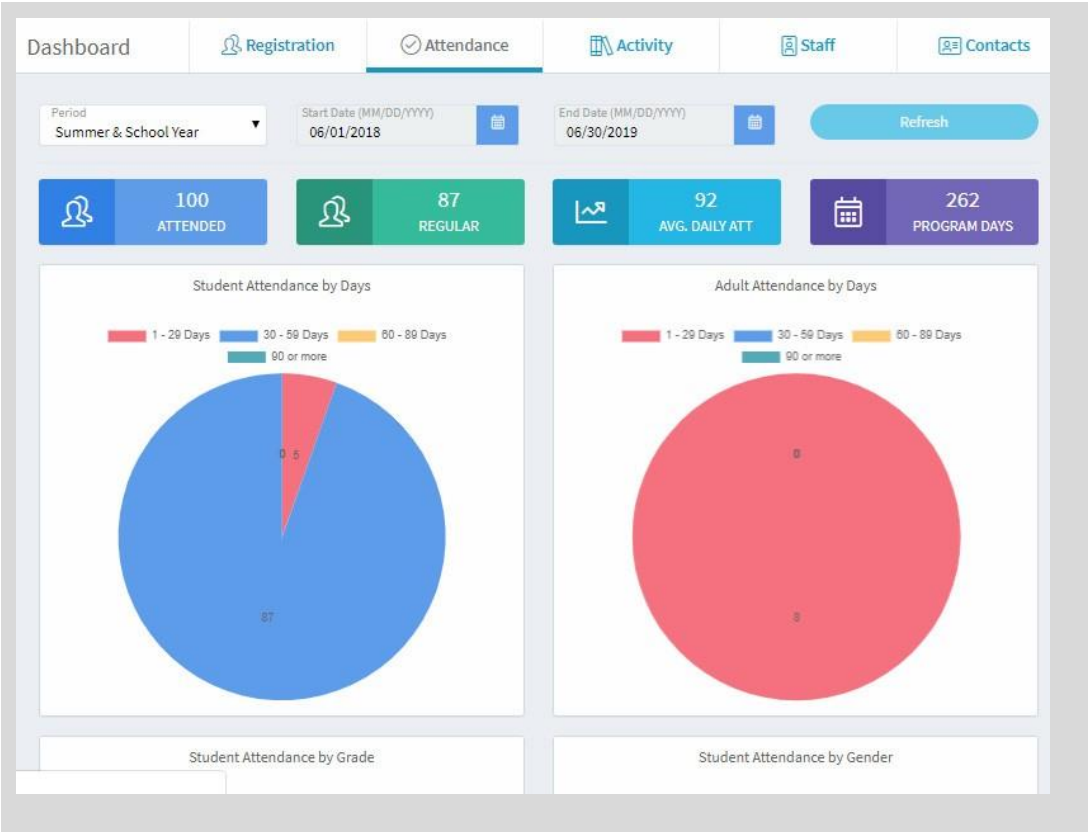
- Monitor program effectiveness
- Generate state-level reports
- Download state-wide raw data for evaluation
- Real-time decision making to improve program quality

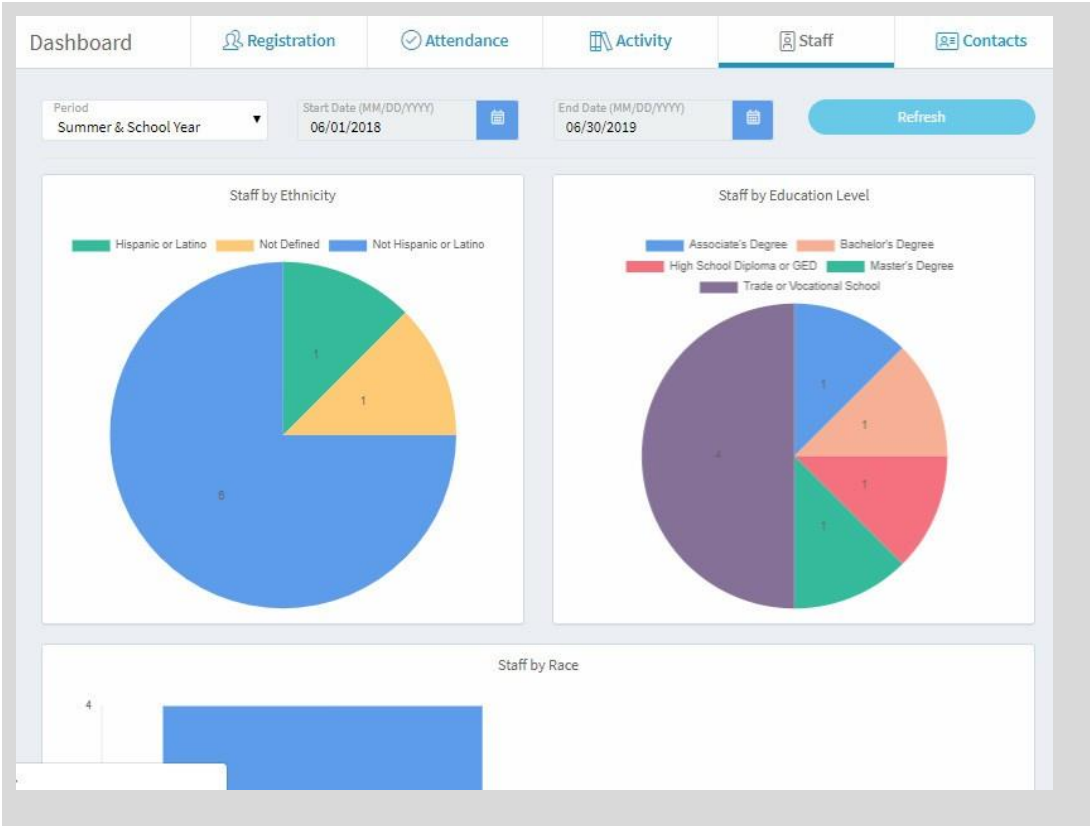
6. Real-Time Dashboards

EZReports software provides data dashboards at all user levels which represent real-time, easy to understand information about the program. Sample screenshots of the site-level dashboard are given below:

The site's “**Dashboard**” page shows a summary in the graphical form of tasks conducted at the site. There are 5 different tabs on the page – **Registration**, **Attendance**, **Activity**, **Staff**, and **Contacts**.







7. 21APR Requirements [21st CCLC Programs ONLY]

EZReports has the capability to generate all 21st APR reports for the new federal data system developed by Tactile Group.

Grantee Profile Reports (GPR)

Grantee Report

- Grantee Name
- Contact Information
- Grantee Location
- Grantee Type
- Partners Information

21st CCLC	
GRANTEE INFO	
GRANTEE CONTACT INFORMATION	
Grantee Name	21st CCLC
Contact Person Name	Williams Thomas
Phone Number	5124140213
Email	moumita@thomaskelly.com
GRANTEE LOCATION	
Address	6200 Savoy, Suite 640
City	Birmingham
State	CA
Zip	91345
GRANTEE TYPE	
Grantee Type	School District

Center Report

- Center Name
- Contact Information
- Center Location
- Center Type
- Expanded Learning Time
- Feeder Schools

CENTERS	
CENTER INFORMATION	
Center's Name	Town Elementary School
Center's Address	1234 Houston
Center's City	Sun Valley
Center's State	CA
Center's Zip	91342
CENTER CONTACT INFORMATION	
Contact's Name	Jeffery Thomas
Contact's Email	sanjeev@thomaskelly.com
Contact's Phone	1112222345
EXPANDED LEARNING TIME	
Expanded Learning Time (ETL)	No
CENTER TYPE	
Center Type	Nationally Affiliated Nonprofit Agency - Boys & Girls Club
FEEDER SCHOOLS	
Feeder Schools	Yes
Feeder School Name	Town Elementary School
Feeder School Name	Tracey Elementary
Feeder School Name	Wilson Middle
PARTNERS	
Partners	Yes
Partner's Name	Boys Club
Partner's Name	California State University
Partner's Name	The Great Plains Association
Partner's Name	Wilson City Association
Partner's Name	YMCA

Annual Performance Reports (APR)

The new federal system requires uploading performance reports by terms (summer, fall, and spring). EZReports has the capability to generate all reports (listed below) by terms.

Activities

- Summary of activities grouped by categories
- Frequency, hours and average attendance for each category

21st CCLC Town Elementary School	
ACTIVITIES	
Academics	
Tutoring	
How often ?	More than once a Week
Times a Week :	5
Avg Hours per Session :	2-4 hours
Average Participants	More than 30
Is also College and Career Readiness ?	NO
Homework Help	
How often ?	More than once a Week
Times a Week :	3
Avg Hours per Session :	1-2 hours
Average Participants	More than 30
Is also College and Career Readiness ?	NO

Warning!

The following activities are not being reported as these could not be grouped under any category.

Action : Please select 'Subject Area', 'Student Populations' and 'Primary Category' that is accepted by Federal Report System by editing activity.

Parent Support

Attendance has not been recorded for all scheduled days for the following sessions. The days without attendance will not be reported.

Action : If students attended sessions for all days then please review and correct attendance for sessions listed below.

Activity	Session	Days Without Attendance
College & Career Readiness		
Homework Help	Drawing Help - SPRING15 - G K/1/2/3	35
Homework Help	English Writing Help - SPRING15 - G K/1/2/3/4/5	35
English Language Learners Support		
Academics Tutoring - English Reading & Writing	Story Writing - SPRING16 - G K/1/2/3/4/5	24
Arts and Crafts	Free hand Drawing - SPRING15 - G 4/5	24

Participation

- Student demographics by grade level
- Student attendance by days
- Student demographics by race/ethnicity
- Student demographics by sex
- Students with ELP, free/reduced lunch, special needs
- Family participation

6TH GRADE-12TH GRADE**STUDENT ATTENDANCE**

Less than 30 days	0
30-59 days	89
60-89 days	0
90 or more days	0

RACE / ETHNICITY

American Indian or Alaska Native	0
Asian	1
Black or African American	5
Hispanic or Latino	64
Native Hawaiian or Pacific Islander	0
White	18
Two or More Races	0
Data not provided	1

SEX

Male	42
Female	47
Data not provided	0

POPULATION SPECIFICS

Students with limited English Language Proficiency	1
Students who are eligible for free or reduced price lunch	76
Student with special needs	1
Family members	7

Staffing

- Staff member by staff type
- Administrator and program staff numbers

Outcome Reports

- Grades
- Teacher Surveys
- State Assessment

21st CCLC | Town High School

TEACHER SURVEY

6TH GRADE-12TH GRADE

You reported **75** regular participants in 6th-12th grade at your center.

How many teacher surveys were distributed for 6th-12th grade?	75
How many teacher surveys were returned from 6th-12th grade?	72
Of these 72 , How many are for participants who attended 30-59 days?	0
Of these 72 , How many are for participants who attended 60-89 days?	0
Of these 72 , How many are for participants who attended 90+ days?	72

TKSA will provide training on report fields and data validations to VDOE personnel to help complete these reports. EZReports has built-in data validation checks and warnings to alert users about missing or incorrect data along with an action plan on how to address the issue.

21APR Automation [State Clients ONLY]

EZReports software has 21 APR Automation features. The State DOE clients will be able to upload data to the Federal 21APR system with a few clicks. A few of the setup and upload screenshots are given below:

21 APR Reports
Upload Data **Fall 2018**

State Level	All Cohorts	34 Grantees	78 Grants 305 Sites	Upload to 21 APR
	H	10 Grantees	12 Grants 63 Sites	Upload to 21 APR
I	23 Grantees	40 Grants 157 Sites	Upload to 21 APR	

Search [Clear](#) Cohort: Grantee: Site:

Sites	Activities	Staffing	Participation	Outcomes
Wilson Public Schools : 21st CCLC - Cohort 8 3 Sites Upload to 21 APR				
Abbott Elementary School Upload	84	26	25	✓
Cedar Grove Elementary Upload	51	20	20	✓
Irvine Middle School Upload	6	20	20	✓
Wilson Public Schools : 21st CCLC - Cohort 7 4 Sites Upload to 21 APR				
Lakewood Middle School Upload	14	6	7	✓
Union City High School Upload	13	6	7	✓

Menu
Home Demo Afterschool (2018-19)
Support
Sarah

[State Home](#)
[Grantees](#)
[Program](#)
[Outcomes](#)
[Reports](#)
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[Menu Changes](#)

21 APR Reports

Data Upload Log

Uploaded Reports: All Reports (Sarah Barrett)

All Grantees

Started on 08/21/2019 - 07:12 AM

Completed 12/12 | Success 12/12

Time	Site	Status	Error Description
Activities			
07:12:19 AM	Abbott Elementary School Williamson School District → 21st CCLC - Cohort 8	Success	
07:12:20 AM	Cedar Grove Elementary Williamson School District → 21st CCLC - Cohort 8	Success	
07:12:21 AM	Irvine Middle School Williamson School District → 21st CCLC - Cohort 8	Success	
Staffing			
07:12:21 AM	Abbott Elementary School Williamson School District → 21st CCLC - Cohort 8	Success	

Finished on 08/21/2019 - 07:12 AM

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21 APR Reports

21 APR Reports

Outcomes Reports

- State Assessment
- Teacher Survey
- Grades

Select Reports

Last updated by Arnab Sengupta on 8/20/2019 8:11 am Central

Run 21 APR Data Check

Review data issues/warnings in the APR reports

Update Center IDs

Run GPR Reports

Generate Gantee Profile Reports in PDF format

Run APR Reports

Generate Annual Performance Reports in PDF format

Automated Upload to 21 APR

Automation Setup

21 APR keys are entered

Last updated by Arnab Sengupta on 8/19/2019 4:59 am Central

113 / 316 sites have Center ID

Access Keys

Center IDs

Summer 2018

Data Entry Window
06/01/2018 - 08/31/2018

78 Grants | 305 Sites (3 Reports)

Fall 2018

Data Entry Window
01/01/2019 - 05/31/2019

78 Grants | 305 Sites (4 Reports)

Last updated on 8/22/2019 5:50 am by Arnab Sengupta

View Uploads

Spring 2019

Data Entry Window
09/01/2018 - 12/31/2018

78 Grants | 305 Sites (4 Reports)

EZReports Ver 2019.1.0606 © ThomasKelly Software

8. Attendance Module

Mobile-Friendly Live Attendance

The EZReports attendance module is mobile-friendly and optimized for the touch interface. Staff members can quickly record attendance using an **iPad, Android Tablets, and Smartphones**. This application supports both Site-level and Activity-based attendance.

- Increases productivity - Attendance can be recorded faster
- Increases accuracy in recording attendance
- Motivates staff to record attendance real time
- Eliminates step of recording attendance on paper first before entering it online
- Reduces the possibility of losing paper rosters
- Enables staff to have access to other tools on the tablet, including the calendar, telephone list, notes, emails, etc.

The screenshot displays the 'Record Attendance' mobile application interface. At the top, there is a header bar with the title 'Record Attendance'. Below this, a date selection field shows '06/04/2019' with a calendar icon. To the right, there are links for 'Rosters | Sign-in Sheets' and a 'Help' button. The main section is titled 'Tue, 06/04/2019 Attendance Status'. It features a green card on the left showing a person icon, the number '0', and the text 'Current Attendees', with a 'View Details' button below it. To the right of this card are two blue buttons: 'View Checked-In' and 'View Checked-Out'. Below these elements is a section titled 'Filter Student list by Grade' with a funnel icon. At the bottom, there is a section titled 'Check-In/Check-Out from List' containing three buttons: 'Check-In AM' (green), 'Check-In PM' (green), and 'Check-Out' (red).

Record Attendance

AM Check-In Thu, 05/30/2019

Back

1 by 1
Multiple

Current Attendees 2

Selected 0
Search
Filter

	Name	Grade	
	Ahoney, Andrew	4	
	Allenga, Malcolm	4	
	Arizaga, Manuel	2	
	ArriagaBaca, Baldomero	2	

Selected 0
Batch Check-In
Cancel

Select Date (MM/DD/YYYY)
05/31/2019

Rosters | Sign-in Sheets

Help

Fri, 05/31/2019 Attendance Status

0
AM
View Details

3
PM
View Details

1 of 5
Session
View Details

Scan Student Barcode
Audio

7:00 AM - 8:00 AM
Academics: Homework Help
Session 2019
Alice Gaudin, Andy Dixon, Denny Fierro, Joan Doris, Karl Frank, Mary Aavira

Scan Check-In
Enter Attendance

4:00 PM - 4:30 PM
Tracking: Meals and Snack Time
Cookie For All
Mary Aavira

Scan Check-In
Enter Attendance

Tracking: Meals and Snack Time
Cookie For All

Attendees 3 [Change Time for All](#)

<input type="checkbox"/>	Name	Grade	Time
<input checked="" type="checkbox"/>	Absumaia, Aisha	10	4:00 PM - 4:30 PM
<input checked="" type="checkbox"/>	Abusumaia, Nour	12	4:00 PM - 4:30 PM
<input checked="" type="checkbox"/>	Alvarez, Rodrigo	10	4:00 PM - 4:30 PM
<input type="checkbox"/>	Andrade, Angel	11	
<input type="checkbox"/>	Andrade, Erika	10	

[Add, Functions](#)

Attendees 3 [Save](#) [Cancel](#)

Barcode Scan Attendance

EZReports has an optional badge scan / PIN keypad application that allows students to scan - in and scan -out their barcoded badges. In the absence of a badge, students can type-in their PIN or Student ID. This application supports both daily and activity-based attendance.

- Increases productivity - Attendance is recording real-time
- Increases accuracy in recording attendance
- Eliminates step of recording attendance on paper first before entering it online
- Reduces the possibility of losing paper rosters
- For locations with a large number of students, attendance can be recorded very quickly using multiple barcode scanners.

Scan Check-In

Back

August 22, 2019 Thursday 05:44:25 PM

Basketball Practice

Enter Student ID

Clear

Search

Clear

Refresh

1

2

3

4

5

6

7

8

9

0

ABC

DEF

GHI

JKL

MNO

PQRS

TUV

WXYZ

+

Check-In / Check-Out

Name	Gr	IN	OUT	Action
No student found				

Parent PIN Attendance

EZReports software has a Parent PIN attendance feature, which allows parents and authorized adults to use a 4 -6 digit PIN to check-in/check-out students' real-time. This option allows sites to track parent names who checked-out the students. It also has an option to record an electronic signature at check-out.

The screenshot displays the EZReports Parent Check-In / Check-Out interface for Davis Elementary School. The header includes the EZReports logo, the title 'Parent Check-In / Check-Out', and the school name. The date and time are August 23, 2019 (Fr) at 09:03:36 AM. A personalized greeting 'Hello Joe!' is shown. Two student records are listed: Jacob Doe (Grade 3) and Debbie Doe (Grade 4). Both students are marked as 'Checked-In @ 07:37 AM by Joe'. Each record has a 'Check-Out' button. Below the student list is a 'Please Sign Below' section with a red electronic signature. At the bottom of the interface are 'Done' and 'Cancel' buttons.

9. Survey Module

The EZReports survey module allows state users and program directors to design surveys on students and programs, then email the survey link to a surveyor to conduct the survey. The online survey module is responsive so the user can easily complete the survey using a PC, iPad, tablet or smartphone.

Survey Types

The following type of surveys are included in this module:

- Teacher Surveys
- Parent Surveys
- Student Surveys
- Staff Surveys
- Partners Surveys


The day-school teachers, afterschool staff, and partners can do surveys on **after-school participants** as well as a **program-level survey**. The parent and student surveys are also available in Spanish.

The screenshot shows the 'Add Survey' form. The title is 'Add Survey'. Below it is a subtitle 'What is this survey about?'. There is a dropdown menu labeled 'Survey Type' with a list of options: Parent Survey, Student Survey, Teacher Survey (On Program), Teacher Survey (On Student), Staff Survey (On Program), Staff Survey (On Student), Partner Survey (On Program), and Partner Survey (On Student). Below the dropdown is a field for 'Expected End Date (optional)' with the date '08/22/2019' and a calendar icon.

The EZReports survey module can be accessed by both the program directors and the site coordinators. The program directors have the right to create a new survey, email the survey to a surveyor in a few simple steps and view the status of that survey in real-time as soon as the survey is completed. Site-level users can only send and track the surveys set up by the State or their program directors. The completed surveys automatically link back in EZReports eliminating the need for manual entry of survey data. However, if a user receives some paper surveys, there is an option for them to manually input these survey responses.

TEACHER SURVEY (ON STUDENT)
DOE Teacher Survey 10 Questions

	Target	Sent	Completed	% Completed	Action
Summer 2018		13	8	<div><div>61</div></div>	<div><div><div></div></div>Data Report</div> <div><div><div></div></div>Analysis Report</div> <div><div><div></div></div>Email Multiple Survey</div>
Fall 2018		1	1	<div><div>100</div></div>	<div><div><div></div></div>Data Report</div> <div><div><div></div></div>Analysis Report</div> <div><div><div></div></div>Email Multiple Survey</div>
Spring 2019	448	3	3	<div><div>100</div></div>	<div><div><div></div></div>Data Report</div> <div><div><div></div></div>Analysis Report</div> <div><div><div></div></div>Email Multiple Survey</div>

EZReports

Enter Survey

TEACHER SURVEY (ON STUDENT)
DOE Teacher Survey Spring 2019
Christian Abarca (Grade - K)

1

Turning in his/her homework on time. *

Did Not Need To Improve

Significant Improvement

Moderate Improvement

Slight Improvement

No Change

Slight Decline

Moderate Decline

Significant Decline

Submit

Cancel

Survey Design

The EZReports survey module allows users to create a new survey using their own set of questions and response options. For each question, you can select one of the following response types: open text box, dropdown list, radio button list, and checkbox list. The user also has the ability to define if a particular question is mandatory or optional as well as the option to add a general comments box for each question.

APR Teacher Survey

The standard federal “DOE Teacher Survey” is predefined in EZReports. The system is able to compute the APR Survey outcome report for regular students. The user can also download raw survey data excel file as well as generate a Survey Analysis Report that provides graphical representation in the form of Pie chart and bar chart for each of the survey questions.

10. Reporting Module

EZReports has a very comprehensive list of standard reports. All the standards reports have been organized under different categories in a new screen called “**All Reports**”. The users can access any report from this screen. The screen provides a brief description of the report and also allows the user to view a sample report by clicking on the “eye” icon.

- Over 100 standard reports
- Report wizard allows generating about 40-50 different types of ad hoc reports
- Generates 21st APR Reports
- Report data can be exported to Excel & PDF

The screenshot shows the EZReports interface for Abbott Elementary School (2018-19). The left sidebar contains navigation links: Site Home, Dashboard, Registration, Activities, Enrollment, Attendance, Surveys, Reports, My Reports, All Reports, Reports Wizard, 21 APR Reports, Forms & Documents, Admin, and Setup. The main content area is titled 'All Reports' and features a search bar. Below the search bar, there is a section for 'Participant Reports' with a list of reports:

- Student Contact Information**: Displays the Contact Details and ""pick-up"" status of the students enrolled with your site.
- Adult-Student Relationship**: Displays the registered adult participants and their Phone Numbers along with the Name, DOB and Site of student(s) who are associated with those adult participants.
- Student Mailing Labels**: Allows you to print mailing addresses of the selected students on Avery Cards (Product number 5160).
- Student Barcode Badge**: This report allows you to print Student Barcode Badge on Avery Cards (Product number 5390).
- Adult Barcode Badge**: This report allows you to print Adult Barcode Badge on Avery Cards (Product number 5390).
- Student Teacher**: This report shows the associated Day School Teachers of the students.

Each report entry includes an icon, a title, a description, and a '+ Add' button.

EZReports allows users to review all reports and select the reports of their interest and mark them as favorite reports. “**My Reports**” page provides easy access to user’s favorite reports which he/she uses most frequently. “My Reports” page also provides direct access to the custom reports created by users using **Reports wizard**.

The screenshot shows the EZReports interface for Abbott Elementary School (2018-19). The left sidebar is the same as the previous screenshot. The main content area is titled 'My Reports' and features a search bar. Below the search bar, there are three sections of reports:

- Participant Reports**:
 - Student Contact Information**: Displays the Contact Details and ""pick-up"" status of the students enrolled with your site.
 - Student Barcode Badge**: This report allows you to print Student Barcode Badge on Avery Cards (Product number 5390).
- Activity Reports**:
 - Schedule**: Displays the activities schedule by date for a specified date range.
- Sign-In Sheets**:
 - Site Sign-In Sheet - Weekly**: Print sign-in sheets for all registered students in a weekly format.

Each report entry includes an icon, a title, a description, and a red 'X' icon, indicating it is a favorite report.



I

V. IMPLEMENTATION

Implementation Timeline

An implementation plan and timeline are given on the following page. The delivery time frame for the key points are summarized below:

- An **assessment** of GUSD specific requirements will be completed within the first week. ThomasKelly Software Associates (TKSA) will also build a customization plan if needed.
- The **customization** phase will include design, development, testing, and deployment of any additional features and reports required specifically for GUSD
- TKSA will be ready to provide **user training** two weeks after the execution of a contract. User training will be completed within a **one week** period.
- GUSD's EZReports system will be ready to GO LIVE as early as **three weeks** after the execution of a contract.



EZReports can be fully implemented to **GO LIVE within 3 weeks** from the award of contract.

Integration of Additional State and Federal Grants

EZReports allows State-level users to set up multiple funders. Sub-grantees can set up different grants and link their sites to these grants. This will allow GUSD to track all grant programs in one state-wide EZReports system. EZReports is also able to track different objectives and generate reports by grant/funder. In addition, EZReports has a multi-grant tracking feature which allows users to track program at sites funded by multiple grants. If a site is funded by multiple grants, then users can either link activities to grants or students to grants to account for the program component funded by that specific grant as well as generate grant-specific reports.

TKSA will provide the necessary support to GUSD to set up additional grantees funded by other grants. We will also review any specialized reporting needs of these other grants and build a customization plan to include these in EZReports according to a timeline agreed upon with GUSD.



6

VI. TRAINING & SUPPORT

1. Training

On-site Training

TKSA can provide onsite training, if requested, for an additional cost.

Web-based Training

TKSA can supplement the training needs by providing 3 webinar training sessions for program directors and site coordinators during the first year of the subscription. There will also be general training and Q&A sessions for all EZReports customers on a recurring basis throughout the year. Webinar training will cover topics as specified by GUSD and will last for approximately two hours each.

Online Help Tools

EZReports has the following online training tools for ongoing training needs:

- User Guides
- Online Help
- FAQ
- Training videos

2. Technical Support

TKSA will provide unlimited web-based support to all users in the system and unlimited telephone support to all GUSD users. The telephone support for grantee users should only be used for high priority issues. ThomasKelly Software Associates will not limit or cap the amount of telephone support provided to grantees. However, we do ask that grantees utilize our web-based support system and help tools for all issues prior to accessing telephone support.

EZReports includes an integrated web-based support system, which enables users to report and review support tickets online. The response time for online support tickets is **one business day**. The support system will be updated with the response from the technical support team, which can be viewed by the user. In addition, the support system will send the response to the user by email. All users of EZReports will have access to the web-based support system with an unlimited number of support tickets.

GUSD Users	<ul style="list-style-type: none">• Unlimited telephone support (M-F 8 am - 6 pm CST)• Unlimited web-based support
Site Users	<ul style="list-style-type: none">• Unlimited web-based support



VII. HOSTING & SECURITY

EZReports is hosted on dedicated servers managed by Rackspace Inc., one of the largest hosting companies in the world. The server is located at their data center in Dallas, TX.

1. Rackspace Managed Hosting

EZReports is hosted on dedicated servers with Rackspace.

Rackspace, a world leader in hosting, delivers enterprise-level managed hosting, cloud hosting, and e-mail hosting services to businesses of all types and sizes globally. Rackspace serve thousands of customers from data centers around the world. Rackspace integrates the industry's best technology and practices for each customer's specific needs delivering it as a service via the company's commitment to Fanatical Support®.

Rackspace Security is a powerful, fully integrated portfolio of services, managed devices and best practices — all designed to ensure the highest levels of security for customer data. Rackspace portfolio covers all three critical security areas: physical security; operational security; and system security. Physical security includes locking down and logging all physical access to servers at our data center. Operational security involves creating business processes that follow security best practices to limit access to confidential information and maintain tight security over time.

EZReports uses Rackspace Managed Security (RMS) services to secure its network. RMS is designed to detect and respond to APTs and other cyber-attacks — with tailored solutions backed by a 24x7x365 Rackspace Customer Security Operations Center.

2. Rackspace Managed Security

EZReports uses Rackspace Managed Security (RMS) services to secure its network. RMS is designed to detect and respond to APTs and other cyber-attacks — with tailored solutions backed by a 24x7x365 Rackspace Customer Security Operations Center.

Detect and respond to advanced threats 24x7x365

An experienced Rackspace security team monitors and manages the environment around the clock, Responding to threats based on specific business needs and IT requirements.

Leverage security experts

Rackspace Managed Security service acts as a security force multiplier to meet the security goals. RMS includes strategic planning for best-practice cloud security and tactical day-to-day security monitoring and threat analysis.

Employ industry best practices and advanced security solutions

Rackspace works closely with a select list of security providers to collective expertise from across the industry, along with advanced technology to protect managed hosted environment.

Meet security goals while lowering TCO

The advanced security protection of Rackspace Managed Security can significantly lower total cost of ownership (TCO) over internally developed security operations centers and comparable managed security service offerings.

More information available at [RMS](#).

3. Application Security

EZReports has the following features to ensure the data security:

- ❖ EZReports provides hierarchical user access for different type of users based on a defined set of access privileges.
- ❖ EZReports uses industry standard 256 bit SSL encryption for all data communication between client's browser and server through a SSL Certificate.
- ❖ Passwords for all users are stored in encrypted format.

4. Data Confidentiality

TKSA will not knowingly disclose to any third person, and will not, except in the performance of this Agreement, use any non-public information it obtains about client's activities, student information, businesses, records or finances. TKSA and its directors, officers, employees, and agents shall maintain with strict confidentiality all personal and non-personal information obtained from client.



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