FOURTH AMENDMENT TO AGREEMENT

	THIS FOU	IRTH AMENDMENT TO AGREEMENT is made and entered into as of	f
this	day of	2019, by and between	

THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA

(hereinafter referred to as "SBBC"), a body corporate and political subdivision of the State of Florida, whose principal place of business is 600 Southeast Third Avenue, Fort Lauderdale, Florida 33301

and

PUBLIC CONSULTING GROUP, INC.

(hereinafter referred to as "PCG"), having its principal place of business at 148 State Street, 10th Floor, Boston, Massachusetts 02109

WHEREAS, SBBC and PCG entered into an Agreement with a term that commenced on June 28, 2016 and concludes on June 30, 2021 (hereafter "Agreement"); and

WHEREAS, the Agreement provides licensing for an internet-based Electronic Management System ("EMS Computer Software") for Individual Education Plans, Gifted Education Plans and Service Plans for Private School students. In addition, it assists administrators and teachers with the reporting requirements of the Individuals with Disabilities Education Act of 2004, (9PL 105-17) ("IDEA"), and the license to access PCG's related proprietary systems and documentation including, but not necessarily limited to EasyFAX, SmartScan, the Gifted Module, Paperclip, Advanced Reporting, Behavior Plus, and EDPlan Connect; and

WHEREAS, SBBC and PCG entered into a First Amendment to Agreement dated May 8, 2018 (hereafter "First Amendment to the Agreement"); and

WHEREAS, SBBC and PCG entered into a Second Amendment dated October 16, 2018 (hereafter "Second Amendment to the Agreement"); and

WHEREAS, SBBC and PCG entered into a Third Amendment dated February 20, 2019 (hereafter "Third Amendment to the Agreement"); and

WHEREAS, the parties mutually desire amend the Agreement to enhance the EMS by adding a Security and Safety Enhancement: Threat-to-Self and Student Instructional Impacts; and

WHEREAS, the parties mutually desire to amend certain provisions of the Agreement through this Fourth Amendment to Agreement (hereafter "Fourth Amendment").

- **NOW, THEREFORE**, in consideration of the premises and of the mutual covenants contained herein and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the Parties hereby agree as follows:
- 1.01 **Recitals**. The Parties agree that the foregoing recitals are true and correct and that such recitals are incorporated herein by reference.
- 1.02 <u>Amended Provisions</u>. The parties hereby agree to the following amended provisions to the Agreement:

The following provisions shall replace Sections 2.03 (subsections 2.03.1, 2.03.2) and 3.17 as amended in the Third Amendment to the Agreement, by interlineation, as follows:

2.03 Pricing and Payment

2.03.1 **Pricing**. The pricing as detailed in **Attachment A**, constitutes a fixed cost for all licensed software, implementation, customization services, maintenance, support services, materials and services, instructional end-user and administrator training costs and any PCG or third party products for the Initial Term. The Parties agree that the firm fixed costs (a/k/a "Fixed Cost") shall not include any products, services or expenses not specified in Attachment A and is dependent upon both Parties fulfilling their respective obligations hereunder. In the event the Parties elect to extend the Term of this Agreement, the Parties agree that the pricing for Annual Support and Maintenance (on Attachment A) shall not be increased. The pricing as detailed in Attachment C, constitutes a one-time fee for the development of an Interim EP for the Gifted Development Plan and is dependent upon both Parties fulfilling their respective obligations hereunder. The pricing as detailed in Attachment D, constitutes the costs associated with the project development and ongoing hosting and support for the Student Impacts Information (SII) Application and is dependent upon both Parties fulfilling their respective obligations hereunder. The pricing as detailed in Attachment E, constitutes the costs associated with the project development and ongoing hosting and support for the EDPlan Connect Parent Portal and is dependent upon both Parties fulfilling their respective obligations hereunder. The pricing as detailed in **Attachment F**, constitutes the costs associated with the project development and ongoing hosting and support for the Student Threat Assessment module and is dependent upon both Parties fulfilling their respective obligations hereunder. The pricing as detailed in Attachment G, constitutes the costs associated with the project development and ongoing hosting and support for the Threat-to-Self and Student Instructional Impacts module and is dependent upon both Parties fulfilling their respective obligations hereunder.

2.03.2 **Payment**.

2.03.2.1 In consideration of the licenses granted by PCG to SBBC under this Agreement, SBBC shall pay the fee of \$569,000.00 (set forth in **Attachment A**) in four (4) installments of \$142,250.00 due to PCG on a quarterly basis for satisfactory service under the terms of this Agreement.

- 2.03.2.2 SBBC shall pay the fee of \$44,000.00 within thirty (30) days of receipt of appropriate invoice, upon commencement of the First Amendment to Agreement (See **Attachment C**). SBBC shall pay the fee of \$225,000.00 in two (2) installments of \$150,000.00 within thirty (30) days of receipt of an appropriate invoice, upon commencement of the First Amendment to Agreement and \$75,000.00 shall be paid on or after July 1, 2018 (See **Attachment D**).
- 2.03.2.3 SBBC shall pay the fee of \$166,250.00 in four (4) installments of \$41,562.50 due to PCG on a quarterly basis for satisfactory service under the terms of the Second Amendment (See **Attachment E**).
- 2.03.2.4 SBBC shall pay the fee of \$164,500.00 for the Student Threat Assessment module (See **Attachment F**) in the Third Amendment in two (2) installments of \$82,250.00 in April and June 2019. SBBC shall pay the fee of \$144,500.00 in four (4) installments of \$36,125.00 each, due to PCG in July 2019, October 2019, January 2020 and April 2020. SBBC will provide student count to PCG on December 1, 2019 and SBBC shall pay \$1.00 per student. PCG will calculate quarterly payment amount by dividing the calculated total by four (4) with installment payment due in the months of July 2020, October 2020, January 2021 and April 2021.
- 2.03.2.5 In this Fourth Amendment (See **Attachment G**), within thirty (30) days of receipt of an appropriate invoice from PCG, SBBC shall:
 - 2.03.2.5.1 pay the fee of \$90,625.00 to PCG for satisfactory delivery of the Self-Harm/Threat-to-Self system pathway program. This is an addition to the Behavioral Threat Assessment module to address Threat to Self.
 - 2.03.2.5.2 pay the fee of \$378,000.00 to PCG in four (4) installments of \$94,500.00 for satisfactorily providing SBBC the safety, security, and instructional data integration to SII/TECC (approximately in December 2019, February 2020, April 2020, and June 2020).
 - 2.03.2.5.3 pay the annual fee of \$147,073.00 in four (4) installments of \$36,768.25 per year through the term of the contract (approximately in January 2020, April 2020, July 2020, October 2020, January 2021, April 2021) for satisfactorily providing SBBC with SII hosting (final year pro-rated to co-term with end of contract).
 - 2.03.2.5.4 pay the annual fee of \$127,520.00 to PCG in four (4) installments per year of \$31,880.00 (approximately in January 2020, April 2020, July 2020, and October 2020, January 2021, April 2021), for satisfactorily providing SBBC with hosting of additional Self-Harm and BTA services (final year pro-rated to co-term with end of contract).
 - 2.03.2.5.5 pay the fee of \$24,000.00 to PCG for designing and implementing an OpenSALT instance to manage Competencies and Academic Standards Exchange ("CASE") data encoding. To renew annually from the date of implementation (final year pro-rated to co-term with end of contract).

- 2.03.2.5.6 pay the fee of \$35,000.00 to PCG for satisfactory performance of PCG for satisfactory delivery of the Florida Leaner Record Proof of Concept ("PoC").
- 2.03.2.5.7 pay the fee of \$32,000.00 to PCG for satisfactory set-up, completion of development and delivery of the Florida Leaner Record Point system inventory, solution architecture, and roadmap.
- 2.03.2.6 Should this Agreement be terminated prior to the expiration of the term of this Agreement, such pre-paid fees shall be pro-rated and refundable for the remaining unused term of this Agreement.
- 3.17 <u>Incorporation by Reference.</u> Attachments A, B, C, D, E, F, and G, the latter of which is attached to the Fourth Amendment, and referenced herein shall be deemed to be incorporated into this Agreement by reference.
- 1.03 <u>Order of Precedence Among Agreement Documents</u>. In the event of conflict between the provisions of the Agreement and the provisions contained herein, the provisions of the following documents shall take precedence in this order:
 - a) This Fourth Amendment to Agreement; then
 - b) the Third Amendment to Agreement; then
 - c) the Second Amendment to Agreement; then
 - d) the First Amendment to Agreement; and then
 - e) the Agreement.
- 1.04 <u>Other Provisions Remain in Force.</u> Except as expressly provided herein, all other portions of the Agreement remain in full force and effect.
- 1.05 <u>Authority</u>. Each person signing this Fourth Amendment to Agreement on behalf of either party individually warrants that he or she has full legal power to execute this Fourth Amendment to Agreement on behalf of the party for whom he or she is signing, and to bind and obligate such party with respect to all provisions contained in this Fourth Amendment to Agreement.
- **IN WITNESS WHEREOF**, the Parties hereto have made and executed this Fourth Amendment to Agreement on the date first above written.

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FOR SBBC

(Corporate Seal)	THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA
	By
ATTEST:	Donna P. Korn, Chair
Robert W. Runcie, Superintendent of Schools	Approved as to Form and Legal Content:
	Addum M.
	Office of the General Counsel

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	FOR FCG:
(Corporate Seal) ATTEST: , Secretary -or- Molly Mytonals Witness Lachel Moan	PUBLIC CONSULTING GROUP, INC. By Signature Printed Name: Title: Cresided
STATE OF	dged before me this day of
PCG on behalf of the coproduced	Name of Person orporation/agency. He/She is personally known to me or
	nature - Notary Public Diane E. Casey nted Name of Notary
DIANE E CASEY Notary Public COMMONWEALTH OF MASSACHUSETTS My Commission Expires On January 22, 2021	tary's Commission No.

ATTACHMENT G – SCOPE OF WORK

Costs described below are the implementation and annual fees for the Security and Safety Enhancements: Threat-to-Self and Student Instructional Impacts.

VENDOR sets forth the scope for key security and safety enhancements to the functionality and interoperability of the SBBC EDPlan infrastructure (note: EDPlan is the web-based case management platform from the VENDOR upon which the threat assessment solution is based). Functionality includes connecting student behavioral threat assessment (BTA) and special education Individualized Education Plan (IEP) information to the teacher workspace in Canvas securely through an industry standard IMS-Global LTI 1.3 (Learning Tools Interoperability) connection. It also addresses the FL 7030 statutory requirement for school-based teams to assess for self-harm/threat-to-self and to manage these related processes in the threat assessment module.

Behavior Threat Assessment Integration

SBBC is integrating VENDOR's BTA module to establish repeatable processes for identification and management of student behavioral threat assessments, and where warranted, the student monitoring plans subsequently put in place.

Student suicide prevention is an at-risk situation which can be mitigated through a comprehensive approach which uses multiple strategies and guided by a systemic data-driven planning process. The new process as implemented in EDPlan will help by engaging students, establishing partnerships and collaboration among the district and community, with safe and effective reporting, so that evidence-based preventions with culturally competent approaches are used. This scope of work adds a separate but related suicide process to EDPlan and BTA.

This Phase III (prior phrases established baseline integration) work will create a secure link with the EDPlan platform, Canvas, and other SBBC applications to close security gaps in historical processes which date back more than a decade. The Student Instructional Impacts/Teach Every Child Connector (SII/TECC) application will now integrate IEP & BTA information into Canvas learning management system securely and will make it easily accessible to the classroom teacher for instructional and behavior management purposes. In this phase, we will give teachers the ability to write instructional and behavioral notes about students to increase awareness of individual student needs among the teaching community. For instance, if Ms. Smith observes her student having a down day, she notes her observations in the lesson which is then shared with the student's other teachers. Making others aware in real-time of a student's unique need.

This phase of work will also give teachers the ability to document the delivery of the service or strategy as specified in the IEP. Student benefit by delivery of services which improve a student's ability to achieve self-sufficiency and eventual independence after graduation. Parents benefit through the information shared with them about what IEP specified services have been delivered and woven into the instructional delivery to their child. And finally, the district benefits by having compliance-oriented records of what the district has legally committed to, and subsequently shown to deliver.

One Year of Support and Maintenance

VENDOR will include application support and warranty for one calendar (1) year following user acceptance testing (UAT) acceptance. Post implementation adoption analysis performed within ninety (90) days of major release.

Timeframe

Timing of specific enhancements depends on TECC and EDPlan Product Roadmap release cycles. VENDOR will work with SBBC to prioritize a feature schedule to meet SBBC's needs within the constraints of the VENDOR Roadmap Release Schedule.

In general, these functional additions for Phase III are core changes and are targeted for VENDOR's December and February 2020 releases. Work may be staggered to prevent longer quality assurance (QA) cycles, and to allow for staged delivery of components for review – and integration with EDPlan and other 3rd party providers of Student Impacts. The actual timeline may vary depending on deliveries of 3rd party Student Impacts files, or school calendar impacts of SBBC.

Costs

Feature Costs

The implementation and integration of the application is scheduled to occur with FY 2019-2020 school year.

VENDOR recognizes the importance of these feature enhancements and is making a \$297,167 investment (39%). This investment reduces the cost to SBBC from \$ 765,792 to \$ 468,625. The following table lists the costs to SBBC, after subtracting VENDOR's investment, of the Phase III Safety and Self-Harm features:

Feature Costs Table	Original Cost	VENDOR Participation	Net Cost
Self-Harm/Threat-to-Self system pathway enhancements including data integration of roster information	\$130,625	\$40,000	\$90,625
Safety, security and instructionally relevant information integrated into SII/TECC	\$635,167	\$257,167	\$378,000
Totals	\$765,792	\$297,167	\$468,625

Hosting and Support

Hosting and technical support begins immediately following contract execution and replaces SII Phase II Hosting and Support. Costs for infrastructure and technical support are shown below:

Annual Hosting Table	Detail Cost	Cost
SII Secure Hosting and program data feeds with technical support		
TECC Base Subscription @ 265,000 students	\$52,533	
Data Feeds of EDPlan (Gifted, & Student Monitoring Plan)	\$15,760	
Data Feeds of Third Parties (504, ELL, MTSS-A/B, Health & MTSS Progress)	\$78,780	
Subtotal SII Hosting		\$147,073
Additional Self-Harm and BTA annual services		
BTA Annual Roster and User Integration with Clever	\$31,520	

Total annually		\$ 274,613
Subtotal Additional Self-Harm and BTA annual services***		\$127,520
Notifier: Phone Text Alerts -up to 200,000 per year (35 cents per text over base level)**; \$5000 discount from normal \$45,000	\$40,000	
SmartScan/PaperClip Document Pages for IEP, BTA and Self-Harm (note,increased from \$25,000 level to accommodate anticipated rise in volume)*; \$70,000 discount from normal \$120,000	\$50,000	
Licenses (2) of Zendesk at cost (PCG is absorbing 2 additional licenses)	\$6,000	

^{*} SmartScan volume is currently set to 60,000 per month and is presently maxed out. Volume shall be doubled for BTA and Self-Harm.

NOTE: Annual Hosting and Support begins immediately upon contract execution. Any SII Phase II Support and Maintenance balances will be prorated to the portion of the year used, unused portion will be credited to the 2019-2020 Support and Maintenance.

Annual support and maintenance include enhancements made as a course of implementing the Teach Every Child Connector (TECC) Product Roadmap (the foundation of SII). SBBC is eligible to participate on the TECC Product Advisory Board for the duration of this contract amendment.

Secure Systems Administration Tool

Zendesk is a SOC 2 Type II compliant ticketing system - which allows for highly sensitive student information to be secured in a single location that is accessible to the necessary SBBC and VENDOR support agents. Two additional licenses are included with this Statement of Work.

Scope of Deliverables

SII Student Program UX Integration

- Secured access to a student's plan (EDPlan IEP at a Glance) via LTI 1.3 and oAuth2
- EDPlan display IEP at a Glance for a student
- Instructional impact guidance for a program
- Simple indication of the student's program when no URL is provided or configured
- Update security of Canvas to SII integration with LTI 1.3 and oAuth2

SII Student Program Student Impacts Integration

- Provide an automatic mechanism to generate these StudentImpacts from EDPlan
 - o Gifted Student Plans
 - o Threat Assessments
 - Student Support Action Plans
- Add new impact types of participation and of student plans
- Alter Class and Student views to display participation and student plan type impacts
- Provide views of the EDPlan student monitoring plans and threat assessments from SII

^{**} Notifier text estimate is based on 20 texts per BTA and 10 texts per self-harm assessment.

^{***} VENDOR is providing \$81,000 in discounts for these three services or 46% off of standard pricing.

Data Integration

This amendment addresses only StudentImpacts integration directly between VENDOR applications and 3rd party applications, using TECC defined interfaces. This amendment does not include data integrations with any 3rd party data integrators, which are subject to additional change order if required.

Roster Integration

OneRoster Integration with Clever for the following components:

- o OneRoster CSV Files
- o Users (Students & Teachers)
- o Academic Session
- o Class
- o Course
- o Enrollments
- o Org
- EDPlan Import Type Conversions:
 - o Users
 - o Schools

TECC Roadmap Requests

The following items have been identified as a priority for SBBC and will be considered for the TECC Roadmap. While the timing, delivery and eventual scope are not guaranteed for this amendment, VENDOR commits to including them on the TECC Roadmap and giving them the highest consideration for prioritizing them against other requests.

SII Teacher Selected Impacts

- Manage custom student impacts and notes:
 - o to select impacts for a student from a master list for the program
 - o to select impacts for a student from Master Impacts
 - o to select one or more courses of the teacher/student combination to apply the impacts to
 - o to write-in notes about the student to share with other educators
- Change Class & Student views to display only teacher selected impacts the teacher themselves made
- Change Class and Student views to display educator notes about a student to all teachers to which the student is rostered
- Modify Student Impacts Report to include teacher selected notes

SII Reporting

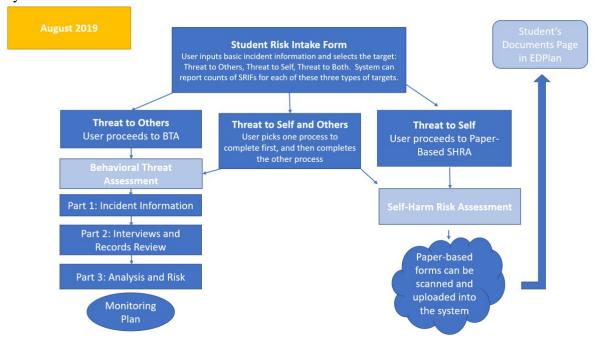
- Improve the ability to target and filter Student Impacts Report:
 - o Filter by date range
 - Specific Canvas class activity
 - Current versus historical class info
- Create ability to open Class and Student views within the summary context
- Create analytic platform for performing analytics against:
 - User adoption
 - Crosswalk rules
 - o Student Program StudentImpacts

Behavioral Threat Assessment Enhancements

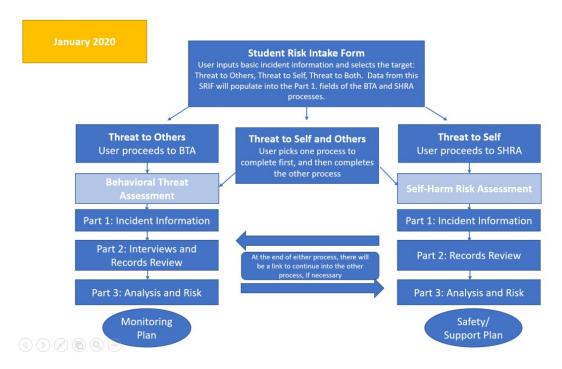
Self-Harm Risk Assessment Process

In August 2019, the EDPlan system will allow for electronic documentation of a 'Student Risk Intake Form',

as well as the full Behavioral Threat Assessment process. If a Self-Harm Risk Assessment is warranted, this process will be completed externally, but the document can be scanned and attached to the student's record in the EDPlan system.



In January 2020, the EDPlan system will incorporate an electronic process for capturing the Self- Harm Risk Assessment process. External documents can still be uploaded as necessary, but a user will be able to navigate both the BTA and SHRA processes within the EDPlan system.



In August 2019, clients will be able to use EDPlan's flexible Advanced Reporting (AR) tool to create customized reports based on any of the fields in the Behavioral Threat Assessment (BTA) process. In January

2020, clients will be able to create AR reports based on any of the fields in the updated BTA process and the new Self-Harm Risk Assessment (SHRA) process. This module also comes with a dashboard widget displaying district, area, school, and student level data including:

- # of open BTAs
- # of finalized BTAs by Risk Level
- # of open Monitoring Plans
- # of closed Monitoring Plans

In January 2020 a similar widget will be released with data from the SHRA process including:

- # of open SHRAs
- # of finalized SHRAs
- # of open Safety and Support Plans
- # of closed Safety and Support Plans

Behavioral Threat Assessment Enhancements

The following list of enhancements will be made to the BTA module:

- Add a field for 'Location' and 'Time' of threat in the Incident Information section
- Add a field for 'Name' if Yes is selected for Law Enforcement was contacted on Incident Information
- Make the label for the question 'Has the student previously posed a threat?' field configurable
- Remove the requirement for an Interview and add a configurable checkbox next to the student interview for the user to indicate "Student not available for interview at this time", which would bypass the error checks
- Add a section for 'Parent Notification' below the Risk Levels on Part 3: include Parent Name, Date Notified, Time, and Outcome
- On Part 3, make the 'Basis for Determination' text box under the risk levels an optional field to show on the page
- Add the ability to link a DMS Incident Form to a threat similar to the way you can associate the interviews to a specific threat, this will be another page/document in the system that is created after the threat is completed, but then needs to be associated to a specific threat
- Add the ability to attach files (paperclip) to a Monitoring Plan
- Add fields for each action step in the monitoring plan for a Person Responsible and Date; when a plan is reviewed, need to be able to note that actions have been completed
- Create an alert that will be sent to users if a student transfers into their school and has a threat assessment completed in the system
- Create a dashboard for Self-Harm Risk Assessments and Support Plans (mirror BTA structure)
- Create an 'Intake/Triage Form' page that will become the first step in the process on this page, the user will determine if the threat is to SELF, OTHERS, or BOTH
- if it is a threat to SELF, the Triage form will take them into the Self-Harm Risk Assessment
- If it is a threat to OTHERS, the Triage form will take them into the Behavioral Threat Assessment
- At the end of EITHER process, there will be an option to proceed into the other assessment if the threat was to BOTH (i.e. at the end of Behavioral Threat Assessment, there is an option to proceed to the Self-Harm Risk Assessment) if both are created, they will be linked in the system

Open Comprehensive Learner Record (CLR) Project Background

Too many SBBC students continue to struggle to complete their high school program of studies and successfully transition to post-secondary and workforce success due to failure to evidence mastery of Algebra 1 and English 10 skills. Computational thinking and related skills are increasingly acquired through non-traditional settings such as Code.org.

New competency-based, blended learning approaches have demonstrated success in both remediation and acceleration. Open technical standards enable these new learning models to exist at the scale of the Internet across systems while preserving private data access control.

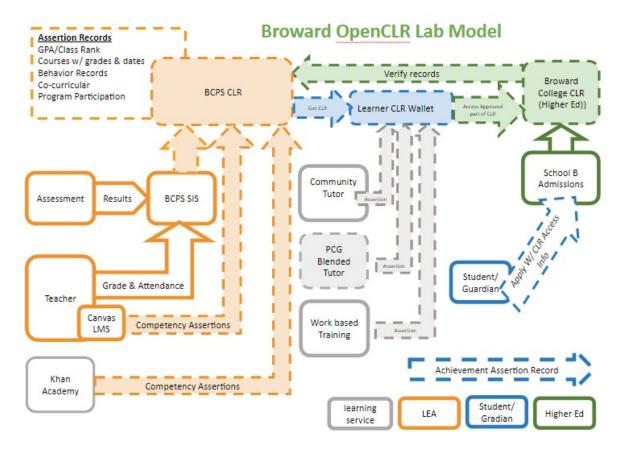
Project Goals

VENDOR, Amazon Web Services (AWS), and IMS Global, in partnership with S B B C, seek to demonstrate how personalized, competency-based, blended learning can support SBBC graduates as they transition into post-secondary degree completion, industry certifications, NCAA athletics, and other professional licensure fields.

Specific Project Objectives

Specific Project Objectives			
Objective by Priority	Work Breakdown		
1. SBBC CASE Server. Stand-up a dedicated OpenSALT server with mirrored Competencies and Academic Standards Exchange (CASE) data from the IMS Global CASE Network and encoded CASE data related to FL Course objectives, Kahn Academy reporting categories, and Accuplacer frameworks.	 A. Configure and deploy SBBC OpenSALT at AWS B. Load and mirror FL CASE data C. Encode and crosswalk SBBC/FL additional CASE data D. Encode and crosswalk Kahn CASE Data E. Encode and crosswalk Accuplacer F. PD framework 		
2. Florida Comprehensive Learning Record. Demonstrate a poof-of-concept digital transcript based on IMS Gobal's CASE and CLR specifications with blockchain verification.	A. Elaborate PoC design B. Execute PoC C. Document PoC		
3. Roadmap. Document an inventory of SBBC systems and create an overall architecture and roadmap to leverage interoperability standards to enable competency-based, blended learning.	A. Inventory primary SBBC systems B. Create current state data flow C. Create target state data flow D. Document gap analysis		

High Level Design



Assumptions General

- 1. SBBC, VENDOR, AWS, and IMS Global and other key team members will participate in weekly calls and be accountable for assigned tasks.
- 2. Preparation for professional learning and teacher adoption will be designed in from the beginning.
- 3. Learners need to be part of the pathway analysis and creation.

SBBC CASE Server

- 4. AWS will provide hosting credits for OpenCLR services
- 5. Kahn skills reporting categories can be accessed
- 6. Accuplacer reporting categories and test blueprint can be accessed

OpenCLR PoC

- 7. IMS Global will provide a functioning, open source, minimal viable product (MVP) to manage creation, consuming, curation, and control access to CLR data.
- 8. VENDOR will work with Kahn to instrument application program interface API of skills achievements that can be crosswalked to CASE data
- 9. Greenlight will parse SBBC Postsecondary Electronic Standards Council PESC data and publish as CLR assertions about achievements.

Open CLR Roadmap

10. VENDOR will have access to relevant SBBC staff to conduct Webex interviews

Project Deliverables

Deliverable	Target Date
Dedicated SBBC OpenSALT v2.x server	9/15/19
OpenCLR PoC	10/15/19
OpenCLR Roadmap	12/15/19

OPEN-CLR COSTS

Item	Cost/Unit	# Units	Total
12 months OpenSALT hosting, support, and maintenance	\$2,000	12	\$24,000
On-boarding	\$3,000	1	\$3,000
CASE Data Encoding	\$200	100	\$20,000
Broward Learning Architecture Consulting	\$200	60	\$12,000
Florida Learner Record PoC	\$200	160	\$32,000
Total			\$91,000

Adoption Analysis

VENDOR wants systems to work, and to be used. To support this objective, VENDOR's Annual support and hosting includes post implementation adoption analysis and feedback. Typically, 4 to 6 months after implementation, VENDOR will administer a simple survey to stakeholders, consolidate the results and provide feedback as to rates of adoption and recommendations, if any.

Warranty

VENDOR warrants all software to be free from major defects for the duration of this amendment.