THINKGATE

Statement of Work (SOW)

Instructional Improvement System

Prepared with

SCHOOL BOARD OF SARASOTA COUNTY

Effective Date: Upon Acceptance of SOW

1   ABSTRACT

This Statement of Work ("SOW") is entered into by and between Thinkgate, LLC ("Thinkgate") and School Board of Sarasota County ("SBSC" or "Client"). If this SOW is executed by both parties, Thinkgate will provide services as stated in the Instructional Improvement System RFP and as further described in this SOW.

The services proposed by Thinkgate in this Statement of Work revolve around a co-development effort between SBSC and Thinkgate to craft a solution using Elements™ product components where possible, and custom built components/enhancements otherwise.

2   PROJECT BACKGROUND AND OBJECTIVES

The intent and purpose of this project is to provide a Learning Instruction Improvement System for all schools in the School Board of Sarasota County.

3   SCOPE OF IMPLEMENTATION

This section provides a detailed overview of the scope of the functionality, professional development and continued support that will be delivered by Thinkgate.

Implementation

The implementation process of the Elements™ platform is a critical stage in the success of the solution by all users within the school district. All aspects of the implementation process are documented and executed through the use of Thinkgate's Elements™ Strategic Plan (ESP) process. This process has been utilized with all existing Thinkgate clients and is initiated and maintained by a Project Manager.

Developing an implementation plan

The ESP monitors all aspects of implementation including, but not limited to:

1. All client profile information
2. Preparation for the implementation process
3. Meeting schedules, agenda preparation and documentation of meeting minutes
4. Payment schedule
5. Best Practices and Procedures guidelines
6. Operational Readiness criteria and assessments
7. Success criteria and evaluation

RFP Components To Be Included (Total Project)

1. Teacher/School Based Administrator Evaluation System
2. Progress Monitoring System, including Multi-tiered System of Supports (MTSS)
3. Professional Development System
4. Documentation and Support
5. Data Integration
6. IT Platform and Security
7. Customization
8. Integration with existing and anticipated systems
    a. Student Information System (currently TERMS, converting to CrossPointe.net)
    b. Learning Management System (currently AngelWeb)
    c. Florida Assessment Platform

Data conversion

The data conversion process involves the import of district, state, and other information to include but not limited to student, teacher administrator, course, assessment, curricular. Elements™ accepts data from the district's student information system. A Thinkgate Data Analyst is assigned to SBSC in order to facilitate the data import and conversion process. Import templates will be sent to the appropriate personnel outlining the import processes and required fields.

Data Validation

Extensive testing of all imported data is conducted by Thinkgate Support Specialists and Support staff. Information received from the district's student information system is verified and tested over the course of 3 days.

Client Services

Thinkgate allocates a Client Manager to SBSC for Training, Professional Development and evaluating Success Criteria.

IT Platform and Security

Thinkgate partners with Peak 10 for hosting services. All Peak 10 facilities meet enterprise-class standards, engineered with five-point physical security, uninterruptible power, HVAC systems, fire suppression and around-the-clock monitoring and management. The Charlotte facility is SSAE 16 and PCI compliant and interconnected with Peak 10's private network, which provides customers the advantage of highly available Internet access and the ability to leverage all data centers in nine

other markets when implementing disaster recovery solutions. All proposed site comply with the following specifications:

General Facility Features

- 10,000 -15,000 Square Feet Raised Floor
- Subfloor Cable Management and Power Distribution
- 18" -25" Raised Floor
- Customized Cage, Private Suite and Cabinet Space Available
- Conditioned AC power
- 24/7/365 customer access
- 24/7/365 Network Operations Center

Security Systems

- Biometric Fingerprint Readers
- Card/PIN Access
- Combination Lock Cabinets
- 24/7/365 Monitored Video Surveillance

Disaster Recovery

- Multiple Equipment Procurement Options
- Hot/Warm/Cold Site Recovery Solutions
- Dedicated Work Area Recovery for Customers
- Direct Connections to Customer Networks
- Mobile Recovery Solutions

RAE staff will have the ability to create reports for data outside of assessment, by utilizing Microsoft Business Intelligence tools. Working jointly with Thinkgate staff, these reports can be implemented within Elements. A process for the integration of the Microsoft Business Intelligence created reports will be defined with the Thinkgate technology group. Should the option to purchase Source Code be exercised, at that point Thinkgate's technology group will train the RAE staff so that all reports created with Microsoft Business Intelligence tools can be implemented directly by RAE staff.   Elements Report Builder will be used by RAE staff to create new reports related to assessment data. These new assessment data reports can be created and published by the RAE staff within Elements.   Any RAE staff that has the security settings at the highest level will have the ability to publish assessment data reports created by the Report Builder. SBSC will designate which internal resources will be granted this level of security.

INTEGRATION WITH EXISTING AND ANTICIPATED SYSTEMS

The co-developed LIIS must be created so it can seamlessly interface with Student Information System (TERMS/CrossPointe.net), the Learning Management System (Angel Web) and the New Florida Assessment Platform. Since this integration is essential to the build and operation of the LIIS, integration planning, and design will be scheduled throughout each phase in the development of each component. The final integration of the LIIS with the Learning Management System and the New Florida Assessment System will occur as indicated in the milestone table below.

Hosting

Sarasota County School Board has selected at this time for Thinkgate to host their LIIS at the Thinkgate's Charlotte location.   Should the option to purchase Source Code be exercised, hosting of the LIIS could continue to reside at Thinkgate or reside at SCSB.

- Thinkgate will maintain and run Elements™ platform and all purchased Thinkgate software solutions for Sarasota County School Board in a Tier 1 data center in Charlotte, NC. The data center will include more than 100,000 square feet of high performance space that is supported by highly skilled technical personnel 24 hours a day, seven days a week.

- Thinkgate will provide multiple redundant servers in this hosting facility, using virtualization to provide resource flexibility and failover in the event of server failure.

- Thinkgate will provide infrastructure that includes web and database servers, SAN disk storage, redundant firewalls, redundant switches, intrusion detection services, uninterruptible power, fire suppression, and redundant communications links with bandwidth burstable to 100mbs and a VPN secured support link.

- Thinkgate will provide a backup approach that includes offsite storage that supports recoverability in disaster scenarios. The servers will be backed up to DPM nightly. Databases are backed up to DPM nightly, incremental backups (transaction logs) are made every half hour. DPM maintains 7 days' work of backups. Data is pulled from DPM weekly and stored on disk with a Grandfather/Father/Son scheme for yearly/monthly/weekly backups (1 year, 6 monthly, 4 weekly). A backup is made to tape weekly and taken offsite. Two tapes will be used in rotation so there will be one copy of the data offsite for emergencies.

- Thinkgate extends the data center's monitoring with 24-hour monitoring of the servers by Thinkgate technical resources.

- Thinkgate will establish a Test/UAT site where designated SCSB resources will have access

to the system for verification of data and reports. All code and updates will first be functional tested in Thinkgate Quality Assurance site before being moved to the SCSB test site. Once UAT testing has been completed code is moved to the SCSB production site.

- Thinkgate will establish a Training site where designated SCSB resources will have access to learn about and practice with the system as components are created.

- Thinkgate coordinates with districts to schedule maintenance and system updates to limit the impact to users. Routine maintenance is normally scheduled over weekend's to limit impacts. The system could be down from Friday after 5:00 pm until Sunday 5:00 pm. There are generally two schedule outages that occur each school year one in July and the other is in December.

4 METHODOLOGY AND SERVICES

This project will be organized in several processes as applicable to each project component;

1. Planning
2. Requirements Analysis
3. Design
4. Development
5. Testing
6. Implementation
7. Ongoing Support and Maintenance

These processes are described in further detail below.

1) Planning Process

During the planning process, component needs will be identified, and either a customer implementation project or an internal product enhancement effort will begin. A Project Manager will be appointed to manage the entire project. Project needs will be discussed with SCSB and confirmed and documented using Cost-Benefit Analysis and Feasibility Study approaches. A Requirements Validation document will be generated confirming the work to be accomplished as well as the involved resources and the related timeline. This document must be approved by both Thinkgate and SCSB. To ensure that the products and /or services provide the required capability on-time and within budget, project resources, activities, schedules, tools, and reviews will be defined during planning process.

Following is a list of deliverables associated with planning:

- Cost-Benefit Analysis
- Feasibility Study
- Requirements Document
- Configuration Management Plan
- Project Organization Chart
- Project Plan
- Risk Assessment

2) Requirements Analysis Process

Functional user requirements are formally defined and delineate the requirements in terms of data, system performance, security, and maintainability requirements for the system. All requirements are defined to a level of detail sufficient for systems design to proceed. All requirements need to be measurable and testable and relate to the business need or opportunity identified in the Planning Phase.

Following is a list of deliverables associated with the requirements analysis process:

- Functional Requirements Document
- Interface Plan
- Test Plan
- Conversion Plan
- Training Plan
- Transition Plan
- Service Level Agreement
- Project Success Measurement Criteria
- Updated Risk Assessment

3) Design Process

The physical characteristics of the system are designed during this phase. The operating environment is established, major subsystems and their inputs and outputs are defined, and processes are allocated to resources. Everything requiring user input or approval must be documented and reviewed by the user. The physical characteristics of the system are specified and a detailed design is prepared. Subsystems identified during design are used to create a detailed structure of the system. Each subsystem is partitioned into one or more design units or modules. Detailed logic specifications are prepared for each software module.

Following is a list of deliverables associated with the design process:

- System Design Document
- Conversion Approach Document
- Implementation Plan
- Training Schedule
- Updated Risk Assessment
- Enhancement/Customization Revalidation
- Hardware / Software Revalidation

4) Development Process

The detailed specifications produced during the design phase are translated into hardware and network specifications, new software components, and enhancements to existing software components. All new

and modified software shall be unit tested, integrated, and retested in a systematic manner on a nonproduction server.

Following is a list of deliverables associated with the development process:

- New/enhanced software
- Test cases, scripts, data
- Documentation of database and LIIS system structure
- Training Guide
- Users Guide
- Updated Risk Assessment

5) Testing Process

The various components of the system are integrated and systematically tested in a nonproduction environment. The various levels of testing include functional testing, regression testing, interface testing, and performance testing. All of these tests are designed to ensure that the functional requirements, as defined in the functional requirements document, are satisfied by the developed or modified system, and that the system performs within agreed upon guidelines.

Following is a list of deliverables associated with the testing phase:

- Test Problem Log
- Test Results Report

6) Implementation Process

The system or system modifications are installed and made operational in a production environment. These processes are initiated after the system has been tested and accepted by the user. This continues until the system is operating in production in accordance with the defined user requirements.

Following is a list of deliverables associated with the implementation process:

- Operational Readiness Assessment
- Delivered system
- Post-implementation Review

7) Ongoing Support and Maintenance Process

The system operation is ongoing. The system is monitored for continued performance in accordance with user requirements. SCSB reported issues and needs are a key source of information on necessary system modifications or enhancements, or product enhancements. When modifications or

changes are identified as necessary, depending on the scope, these may result in a new project, starting at the planning phase.

Following is a list of deliverables associated with the ongoing support and maintenance process:

- Support log
- Enhancement request log
- Release notes
- Adoption Metrics
- Help Desk Metrics
- Service Level Agreement Metrics

5 IMPLEMENTATION PLAN

The payment schedule in Exhibit B will be defined by deliverables of the milestones set forth in the Project Milestone Table. The groupings of these deliverables are in relation to the services provided by Thinkgate around the milestones. All dates are estimates based on the best information available at the date of contract execution, and are subject to change.

Project Milestone Table

SCHOOL BASED ADMINISTRATOR AND TEACHER EVALUATION SYSTEM				
PROCESS	**MILESTONE**	**RESPONSIBLE PARTY**	**START DATE**	**END DATE**
PHASE 1: Building Core of Administration and Teacher Evaluation System Contract start to August 2012				
Planning	Share draft of SCSB TES/AES developing database and reports	SCSB/Thinkgate	Contract start date	June 30, 2012
Requirements Analysis	Review database structure for foundational AES/TES	SCSB/Thinkgate	Contract start date	June 30, 2012
Design	Transfer the SCSB database to Thinkgate	SCSB	May 30, 2012	July 20, 2012
Development	Create foundation blueprint for AES/TES	SCSB/Thinkgate	Contract start date	June 15, 2012
Development	Transfer TES/AES Final Report Specifications to Thinkgate	SCSB	June 1, 2012	June 15, 2012
Development	Provide resource and linked documents to Thinkgate	SCSB	June 30, 2012	July 30, 2012
Development	Complete foundational core database for AES/TES	SCSB/Thinkgate	Contract start date	July 30, 2012
Development	Create Beta of AES/TES Final Evaluation Report with links and resources	Thinkgate	May 10, 2012	June 30, 2012
Testing	Test/Pilot Beta Foundational Database with AES/TES Final Evaluation Report	Thinkgate	July 1, 2012	July 15, 2012
Testing	Debug Phase 1 foundational database for AES/TES Final Evaluation Report	Thinkgate	July 15, 2012	August 1, 2012
Implementation	Implement foundational database for AES/TES Final Evaluation Report	Thinkgate	July 20, 2012	August 1, 2012
PHASE 2: Build Complete Teacher Evaluation System September 2012 to December 2012				
Requirement Analysis	Meeting with teacher, administrator, and technical teams to help design infrastructure, and reporting needs.	SCSB/Thinkgate	September 1, 2012	Ongoing
Requirement Analysis	Design TES to ensure future intelligent linking, framework build, observations, student data rollup	SCSB/Thinkgate	September 1, 2012	November 1, 2012
Requirement Analysis	Create Testing Plan, Training Plan	SCSB/Thinkgate	September 1, 2012	November 1, 2012

SCHOOL BASED ADMINISTRATOR AND TEACHER EVALUATION SYSTEM

PROCESS	MILESTONE	RESPONSIBLE PARTY	START DATE	END DATE
Requirements Analysis	Create Functional Requirements Plan	Thinkgate	September 1, 2012	November 1, 2012
Requirements Analysis	Interface Plan	Thinkgate	September 1, 2012	November 1, 2012
Design	Create TES infrastructure plan to determine functionality and linking	Thinkgate	September 1, 2012	November 1, 2012
Design	Design new TES: create/modify database and reports	Thinkgate	September 1, 2012	November 1, 2012
Design	Design the TES documents: observation templates, evaluation reports	Thinkgate	September 1, 2012	November 1, 2012
Design	Train RAE in system design; Develop training schedule	Thinkgate	November 1, 2012	December 31, 2012
Development	Create/modify database structure	Thinkgate	December 1, 2012	December 31, 2012
Development	Create system documentation	Thinkgate	December 1, 2012	December 31, 2012
Development	Create help documentation	Thinkgate	December 1, 2012	December 31, 2012
Testing	Pilot Beta TES	Thinkgate	November 1, 2012	November 30, 2012
Testing	Debug and Revise Beta TES Evaluation System	Thinkgate	November 1, 2012	November 30, 2012
Implementation	Implement TES	Thinkgate	December 1, 2012	December 31, 2012
Implementation	Train stakeholders	Thinkgate	December 1, 2012	December 31, 2012
PHASE 2: Build Complete Administrator Evaluation System September 2012 – February 2013				
Requirement Analysis	Meet with administrator, and technical teams to help design infrastructure, and reporting needs.	SCSB/Thinkgate	September 1, 2012	Ongoing
Requirement Analysis	Design AES to ensure future intelligent linking, framework build, observations, student data rollup	SCSB/Thinkgate	September 1, 2012	December 31, 2012
Requirement Analysis	Create Testing Plan, Training Plan	SCSB/Thinkgate	September 1, 2012	December 31, 2012
Requirements Analysis	Create Functional Requirements Plan	Thinkgate	September 1, 2012	December 31, 2012

SCHOOL BASED ADMINISTRATOR AND TEACHER EVALUATION SYSTEM

PROCESS	MILESTONE	RESPONSIBLE PARTY	START DATE	END DATE
Requirements Analysis	Interface Plan	Thinkgate	September 1, 2012	December 31, 2012
Design	Create AES infrastructure plan to determine linking	Thinkgate	September 1, 2012	December 31, 2012
Design	Design new AES, create/modify database and reports	Thinkgate/SCSB	September 1, 2012	December 31 10, 2012
Design	Design the AES documents: observation templates, evaluation reports,	Thinkgate/SCSB	September 1, 2012	December 31 10, 2012
Design	Train RAE in system design; Develop training schedule	Thinkgate	December 1, 2012	January 10, 2013
Development	Create/modify database structure and final AES	Thinkgate	January 10, 2013	February 10, 2013
Development	Create AES documentation	Thinkgate	January 10, 2013	February 28, 2013
Development	Create help documentation	Thinkgate	January 10, 2013	February 28, 2013
Testing	Pilot Beta AES	Thinkgate	January 10, 2013	February 28, 2013
Testing	Debug and Revise Beta AES	Thinkgate	January 10, 2013	February 28, 2013
Implementation	Train stakeholders	Thinkgate	January 10, 2013	March 30, 2013
Implementation	Implement Final AES	Thinkgate	January 10, 2013	April 30, 2013

PROGRESS MONITORING SYSTEM

PROCESS	MILESTONE	RESPONSIBLE PARTY	START DATE	END DATE
PHASE 1: Creation of Progress Monitoring Reports for SY End 2011-2012 and SY Beginning Fall 2012-2013 Contract start to September 2012				
Requirement Analysis	Review reporting needs/requirements year end and year beginning reports	SCSB/Thinkgate	Contract start date	May 30, 2012
Requirement Analysis	Identify existing Thinkgate and SCSB Reports	SCSB/Thinkgate	Contract start date	May 30, 2012
Requirements Analysis	Review existing RAE databases and reports, state requirements and reporting deadlines	SCSB/Thinkgate	Contract start date	May 30, 2012

PROGRESS MONITORING SYSTEM				
PROCESS	**MILESTONE**	**RESPONSIBLE PARTY**	**START DATE**	**END DATE**
Requirement Analysis	Create training plan	SCSB/Thinkgate	Contract start date	May 30, 2012
Design	Identify specific report list, required modifications, timeline and data requirements, training schedule	SCSB/Thinkgate	Contract start date	May 30, 2012
Development	Transfer the SCSB database tables to Thinkgate for phase 1 reports	SCSB	June 1, 2012	July 1, 2012
Development	Provide resource and linked documents to Thinkgate	SCSB	June 1, 2012	July1 , 2012
Development	Create Phase 1 Progress Monitoring infrastructure and reports	Thinkgate	June 1, 2012	July 1, 2012
Development	Create reports with links and resources	Thinkgate	June 1, 2012	July1 , 2012
Testing	Test/Pilot Foundational Database with Progress Monitoring Reports	Thinkgate	June 1, 2012	July 1, 2012
Testing	Debug Phase 1 foundational database and Progress Monitoring Reports	Thinkgate	July 1, 2012	July 30, 2012
Implementation	Implement/Rollout Phase 1 Reports with Linked Resources	Thinkgate	July 1, 2012	August 1, 2012
Implementation	Training for RAE staff	Thinkgate	July 1, 2012	July 30, 2012
Implementation	Release of FCAT Summary Reports: District, School, Teacher, Student Levels	Thinkgate	July 1, 2012	July 30, 2012
Implementation	Release of SIP Reports: School, Teacher Levels	Thinkgate	July 1, 2012	August 1, 2012
Implementation	Release of High Risk Report: Student Level	Thinkgate	September 1, 2012	September 30, 2012
Implementation	Release of 1st Benchmark Reports: Mathematics and Science	Thinkgate	September 1, 2012	September 30, 2012
Implementation	Training for Stakeholders	Thinkgate	August 1, 2012	September 30, 2012
PHASE 1: Link to existing EXCENT/MTSS system May 2012 to September 2013				
Planning	Review reporting Phase 1 needs/requirements	SCSB/Thinkgate	Contract start date	October1, 2012
Requirement Analysis	Identify existing Thinkgate and SCSB templates for interventions, reports related to EXCENT	SCSB/Thinkgate	September 1, 2012	October 30, 2012
Planning	Plan for pass through to existing EXCENT	SCSB/Thinkgate	September 1, 2012	October 30, 2012

PROGRESS MONITORING SYSTEM				
PROCESS	**MILESTONE**	**RESPONSIBLE PARTY**	**START DATE**	**END DATE**
Requirements Analysis	Review existing RAE or ELEMENTS databases and reports, state requirements and reporting deadlines	SCSB/Thinkgate	September 1, 2012	October 30, 2012
Requirements Analysis	Identify specific report modifications, timeline and data transfer	SCSB/Thinkgate	September 1, 2012	October 30, 2012
Design	Design Phase 1 MTSS Reports with Links to Progress Monitoring data	SCSB/Thinkgate	September 1, 2012	October 30, 2012
Design	Provide resource and linked documents to Thinkgate	SCSB/Thinkgate	September 1, 2012	October 30, 2012
Development	Create Draft of infrastructure with links and resources	Thinkgate	December 30, 2012	January 30, 2013
Development	Training for RAE staff; Develop Training Schedule	Thinkgate	December 30, 2012	January 30, 2013
Development	Create Phase 1 MTSS infrastructure and Reports	Thinkgate	January 10, 2013	February 15, 2013
Testing	Test/Pilot BETA Phase 1 MTSS Reports	Thinkgate	February 1, 2013	February 28, 2013
Testing	Debug Phase 1 MTSS Reports	Thinkgate	February 1, 2013	February 28, 2013
Implementation	Implement/Rollout Phase 1 Reports with Linked Resources	Thinkgate	March 1, 2013	March 30, 2013
Implementation	Release of Phase 1 MTSS Reports	Thinkgate	March 1, 2013	March 30, 2013
Implementation	Training for Stakeholders	Thinkgate	March 1, 2013	September 1, 2013
PHASE 2: Create Progress Monitoring System with MTSS/RTI System September 2012 to October 2013				
Planning	Meet with teachers, admin., and technical teams to help design infrastructure and reporting needs	SCSB/Thinkgate	September 1, 2012	December 1, 2012
Planning	Create Test Plan; Training Plan; Design Plan	SCSB/Thinkgate	September 1, 2012	December 1, 2012
Requirements Analysis	Design Progress Monitoring and MTSS/RTI to ensure future intelligent linking, framework build, observations, student data rollup	SCSB/Thinkgate	September 1, 2012	December 1, 2012
Requirements Analysis	Create Progress Monitoring infrastructure plan to determine function and linking	Thinkgate	September 1, 2012	December 1, 2012

PROGRESS MONITORING SYSTEM

PROCESS	MILESTONE	RESPONSIBLE PARTY	START DATE	END DATE
Requirements Analysis	Create Functional Requirements Plan	Thinkgate	September 1, 2012	December 1, 2012
Design	Design new and modify database and reports; Develop Training Schedule	SCSB/Thinkgate	December 1, 2012	February 1, 2013
Design	Design the documents: observation templates, PM reports, MTSS/RTI docs	SCSB/Thinkgate	December 1, 2012	February 1, 2013
Development	Train RAE in system design; Implement Training Schedule	Thinkgate	December 1, 2012	Ongoing
Development	Create/modify database structure	Thinkgate	February 1, 2013	June 1, 2013
Development	Create system documentation	Thinkgate	February 1, 2013	June 1, 2013
Testing	Create help documentation	Thinkgate	July 1, 2013	August 1, 2013
Testing	Pilot Progress Monitoring System	Thinkgate	July 1, 2013	August 1, 2013
Implementation	Debug and Revise Progress Monitoring System	Thinkgate	September 1, 2013	October 1, 2013
Implementation	Implement Progress Monitoring System	Thinkgate	September 1, 2013	Ongoing, 2013
Implementation	Train stakeholders	Thinkgate	September 1, 2013	October 1, 2013

PROFESSIONAL DEVELOPMENT SYSTEM

PROCESS	MILESTONE	RESPONSIBLE PARTY	START DATE	END DATE
PHASE 1: Creation of Professional Development System – September 2012 to July 2013				
Planning	Plan for Linking to existing PD system through a tiled interface	SCSB/Thinkgate	September 1, 2012	October 1, 2012
Requirements Analysis	Review existing PD System, reports and infrastructure	SCSB/Thinkgate	September 1, 2012	October 1, 2012
Requirement Analysis	Identify specific report modifications, timeline, data transfer training	SCSB/Thinkgate	September 1, 2012	October 1, 2012
Design	Determine authentication to sign into current PD, linking from Elements	SCSB/Thinkgate	September 1, 2012	October 1, 2012

Design	Design Phase 1 PD Interface to existing PD System	SCSB/Thinkgate	October 1, 2012	November 1, 2012
Design	Provide resource and linked documents	SCSB/Thinkgate	October 1, 2012	November 1, 2012
Development	Create Phase 1 PD Interface to existing PD System; Training Schedule	Thinkgate	December 1, 2012	February 1, 2013
Development	Create documentation of infrastructure with links and resources	Thinkgate	December 1, 2012	February 1, 2013
Development	Training for RAE staff	Thinkgate	December 1, 2012	February 1, 2013
Testing	Test/Pilot BETA Phase 1 PD Interface	Thinkgate	December 1, 2012	January 1 2013
Testing	Debug Phase 1 Interface	Thinkgate	January 1, 2013	February 1, 2013
Implementation	Training for Stakeholders	Thinkgate	April 1, 2013	May 1, 2013
Implementation	Implement/Rollout Phase 1 PD Interface	Thinkgate	May 1, 2013	July 1, 2013
Implementation	Release of Phase 1 PD Interface	Thinkgate	July 1, 2013	July 30, 2013
PHASE 2: Create Complete Professional Development System – September 2013 to May 2014				
Requirement Analysis	Meet with stakeholders to identify infrastructure for a PD system linked to Teacher Evaluation, and student achievement. Examine how PD offerings are: evaluated, tracked to teacher certification, historical records, links to state reporting needs, notifications	SCSB/Thinkgate	September 1, 2013	September 30, 2013
Requirement Analysis	Create Testing Plan; Training Plan	SCSB/Thinkgate	September 1, 2013	December 1, 2013
Requirements Analysis	Design PD System Infrastructure to ensure future intelligent linking, framework build, observations, links to student achievement and PM data	SCSB/Thinkgate	September 1, 2013	December 1, 2013
Requirements Analysis	Create Functional Requirements Plan	Thinkgate	September 1, 2013	December 1, 2013
Design	Design new and modify database and reports	SCSB/Thinkgate	September 1, 2013	December 1, 2013
Design	Design the documents: observation templates, PD reports	SCSB/Thinkgate	September 1, 2013	December 1, 2013

Development	Train RAE in system design; Training Schedule	Thinkgate	September 1, 2013	December 1, 2013
Development	Create/modify database structure	Thinkgate	January 1, 2014	March 1, 2014
Development	Create system documentation	Thinkgate	January 1, 2014	March 1, 2014
Testing	Create help documentation	Thinkgate	March 1, 2014	March 30, 2014
Testing	Pilot PD System	Thinkgate	March 1, 2014	March 30, 2014
Implementation	Debug and Revise PD System	Thinkgate	April 1, 2014	May 1, 2014
Implementation	Implement PD System	Thinkgate	April 1, 2014	May 1, 2014
Implementation	Train stakeholders	Thinkgate	April 1, 2014	May 1, 2014

INTEGRATION WITH EXISTING AND ANTICIPATED SYSTEMS				
PROCESS	**MILESTONE**	**RESPONSIBLE PARTY**	**START DATE**	**END DATE**
Planning	Plan for integrating the LIIS subcomponents into a single system	SCSB/Thinkgate	May 15, 2012	June 30, 2012
Planning	Plan for single sign onto CrossPointe, Angel Web and Elements	SCSB/Thinkgate	May 15, 2012	June 30, 2012
Requirements Analysis	Examining the infrastructure of each newly added component and determining interface	SCSB/Thinkgate	Ongoing	Ongoing
Requirement Analysis	Create interface plan	SCSB/Thinkgate		
Design	Design the system interface to maximize efficient and meaningful data connections	SCSB/Thinkgate		
Design	Provide resource and linked documents	SCSB/Thinkgate		
Development	Create Interface	Thinkgate		
Development	Create documentation of infrastructure with links and resources	Thinkgate		
Development	Training for RAE staff	Thinkgate		
Testing	Test interface connections as each component is added	Thinkgate		
Testing	Debug Interface connections	Thinkgate		

Implementation	Authentication for single-sign on to TES, CrossPointe/TERMS, AngelWeb (Learning System), Elements	SCSB (IT Dept) Thinkgate	May 30, 2012	July 30, 2012
Implementation	Training for Stakeholders	Thinkgate		
Implementation	Ensure adequate interface of each component as outlined in the SOW	Thinkgate		June, 2014

6   CHANGE MANAGEMENT

Should either party identify appropriate changes in scope, timeline, deliverables, or other matters that would affect Thinkgate's performance under this SOW, that party will inform the other party and discuss the impact on Thinkgate's performance. Any change must be documented and agreed upon in writing. SBSC shall have sole authority to approve such changes. All Change Request(s) will be assessed after determining the impact to scope of effort, timeline and cost.

A change control template will be completed by the requesting party and reviewed by SBSC and Thinkgate. Based on the request, reason for change and timeline, a cost may be associated. If request is approved, the change will be scheduled to meet both parties' agreed upon timeline. See exhibit A *Change Control Template*

7   ACCEPTANCE

IN WITNESS WHEREOF, the parties hereto have caused this Statement of Work to be executed by their duly authorized representatives as of the day and year signed below.

Accepted By:	Accepted By:
School Board of Sarasota County	**Thinkgate, LLC**
By:	By:
Name:	Name:
Title:	Title:
Date:	Date:
Address: The School Board of Sarasota County 1960 Landings Blvd. Sarasota, FL 34231	Address: Thinkgate, LLC 151 West Main St., Suite 201 Canton, GA 30114