



Buckeye Local Schools (Ashtabula County)

04/07/2023

Prepared for:

Patrick Colucci

Buckeye Local Schools (Ashtabula County)

3436 EDGEWOOD DR, ASHTABULA, Ohio, 44004-5993



Patrick Colucci
Superintendent
Buckeye Local Schools (Ashtabula County)
ASHTABULA, Ohio

Dear Patrick Colucci:

Thank you for requesting a proposal and pricing for Asset Management Solution.

Frontline Education is the leading provider of school administration software, empowering strategic K-12 leaders with the right tools, data and insights to proactively manage human capital, business operations and special education.

Frontline has a proven 20-year track record of supporting districts with secure, reliable software built exclusively for K12 districts. More than 12,000 educational organizations, including over 80,000 schools and millions of educators, administrators and support personnel from all over the United States partner with Frontline.

This proposal contains descriptions of the applications within Asset Management Solution and investment estimates including: annual subscription fees, one-time implementation fees, and administrator training with related terms and conditions.

We look forward to partnering with you to implement Asset Management Solution in support of your district's strategic initiatives.

Sincerely,
Michelle Gehr
mgehr@frontlineed.com

Why Choose Frontline Education?

Since our inception in 1998, Frontline has built intuitive software to help district- and school-level administrators effectively manage and support employees. We know employees – both teaching and non-teaching staff – have a tremendous impact on students, along with the administrators supporting them. Together, these individuals make up the “front line of education.”

Designed for the unique needs of schools, Frontline’s products are built on a foundation of best practices. With a sole focus on K-12 education for more than 20 years, the Frontline team includes many experienced education professionals. From teachers and K-12 human resources professionals to curriculum & instruction leaders and more, Frontline’s employees understand education and district needs based on real-world experience. From our work with thousands of districts, we’ve gained an unparalleled depth of experience to support effective implementations and continued support.

By education, for education. That philosophy of collaboration drives everything at Frontline, from the way we build our technology, our exceptional customer service to the extensive research and resources we provide beyond the software. We serve the front line so you can focus on impacting student learning.

Our Commitment Goes Beyond the Software



**Purpose-Built
for K12**



**Award-Winning
Client Services**



**Industry-Leading
Security**



**Commitment to
Integrated Systems**



**Original K12
Research & Insights**



**Free Resources for
Education Leaders**

Frontline Awards and Certifications



//CODiE//
2018 SIIA CODiE WINNER



**2018 AWARDS
EXCELLENCE**
TECH & LEARNING



Client Testimonials

“We’ve been working toward going completely paperless, and we felt Frontline was an answer to finish out that goal. I think we’re going to be able to lose a lot of redundancy in functions we had by going to Frontline.”

Robert Whitman – Assistant Superintendent of Human and Student Resources, Willis ISD

“It’s all in one piece and so it just absolutely has allowed us to make good use of taxpayer money as it relates to employees by being able to make sure that they spend the fruit of their work in doing what’s right for onboarding.”

Rick Rodriguez - Assistant Superintendent HR, Lubbock ISD

INVESTMENT SUMMARY

(Proposal pricing expires on 04/30/2023)

End User	Description	Start Date	End Date	Amount
Buckeye Local Schools (Ashtabula County)	Asset Management Solution	7/01/2023	7/17/2023	\$0.00
Buckeye Local Schools (Ashtabula County)	Frontline Implementation			\$2,767.50
	INITIAL TERM TOTAL			\$2,767.50

End User	Description	Start Date	End Date	Amount
Buckeye Local Schools (Ashtabula County)	Asset Management Solution	7/18/2023	7/17/2024	\$5,614.60
Buckeye Local Schools (Ashtabula County)	Asset Management Solution	7/18/2024	7/17/2025	\$5,923.40
Buckeye Local Schools (Ashtabula County)	Asset Management Solution	7/18/2025	7/17/2026	\$6,249.19
	RECURRING TOTAL			\$17,787.19

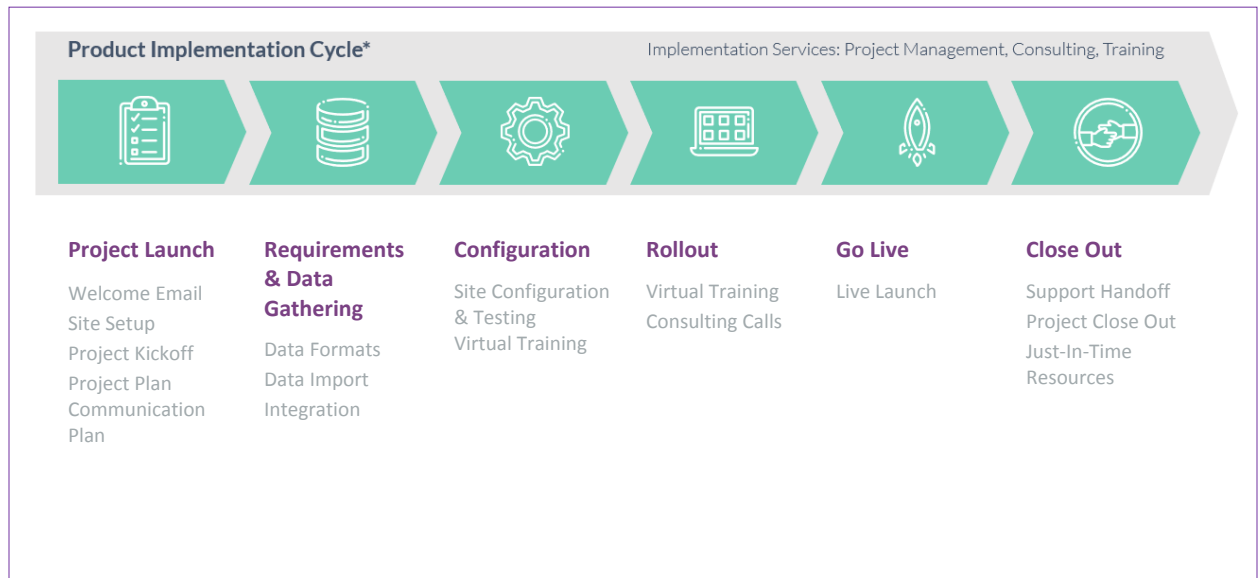


Asset Management

Standard Implementation Services

Introduction

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



Solution

Frontline Asset Management is a cloud-based for physical inventory control of mobile and fixed assets. Frontline Asset Management supports building level inventory managers with consistent, easy to use tracking processes as well as administrative leadership with a district-wide view of all resources - what you own, where it is, and how it was funded. Asset Management license pricing includes tracking unlimited items and grants access to unlimited users across one or more departments and covers any non-instructional buildings like administrative offices, warehouses, event centers, etc.

- Audits: Perform and manage inventory audits of assets utilizing barcode and RFID technology.
- Assignment: Manage item assignment and relocation between rooms, students and staff at any location in the district.
- 1:1 Logistics: Email distribution receipts; issue, manage and report fines/fees; student and staff historical record view; and lost item letters.
- Reporting: Report unique asset details as well as the complete transaction history of an item through its life cycle of use in the district – from purchase to end of use.
- Integration: Communicate with critical business systems to reduce manual data duplication and data silos by providing transparency. Create an automated process to transfer over Student Information System and Human Resource information for student and staff demographic records for inventory assignment information on a nightly basis.

Scope/Deliverables

Project Management, Training & Consulting

- Project Kickoff Call
- Virtual Training: courses are provided so that your staff can configure initial setup of the system, provide best practices for data import, and to meet your ongoing needs
- Learning Center: ongoing, anytime access to knowledge base articles available to all client staff
- Project Status Monitoring: periodic review of project progress to planned project milestones throughout implementation
- Project Close Out Call

Client Responsibilities:

- ☐ Provide Client Contact Form
- ☐ Complete Site and User Listing Template
- ☐ Provide Student Information System Data Template for Students and Teachers
- ☐ Provide HR Information System Data Template for Staff (if applicable)
- ☐ Configure Single Sign-On and Set Up Client Support Account (if applicable)
- ☐ Set Up Data Import for Tagged Asset Inventory (if Data Conversion services are not purchased)
- ☐ Establish and Implement End User Training Plan
- ☐ Set Up Security Permissions and Inventory Workflows

Data Import

Initial tagged asset import will be performed by the client unless data conversion services are purchased additionally. Data Import assumes that the following prerequisites are understood and addressed by both the Client and Frontline during the Project Kick Off.

- The client is responsible for providing data from their legacy systems and formatting the data to requirements specified in the data import templates. Frontline does not directly access third-party systems or format multiple data sets into a single data file.

Scope

During implementation, Frontline will enable the data import feature in the Frontline Asset Management System for the client to add their tagged asset data formatted in the Frontline data import templates. Multiple data imports can be performed by the client prior to Go Live.

- Product catalog data
- Unique asset tag data for each location
- Assignment records to rooms at locations
- Distribution records for staff/students at locations

Frontline Responsibilities

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

Client Responsibilities:

- Data must be provided using Frontline's data import template.
- The client will extract the data in the format requested, or work with their current vendor to extract the data.
- It is the responsibility of the client to have reviewed the content of the data before uploading to Frontline.
- The client will work to map any data that does not match a dropdown/look-up value in the Frontline Asset Management System.
- Any data transformation will be the responsibility of the client. This includes merging data sets, reformatting data, breaking apart or combining fields or removal of duplicate records.
- Data is imported directly into the client's production system and should be reviewed for accuracy.



Additional Optional Data Services

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

- Frontline performed and managed data conversion import of tagged assets
- Data cleansing or data verification services
- Historical data conversion, including inactive inventory
- Data services beyond the implementation timeframe and project close out

Data Exchange

Student, Teacher and Staff data exchange may be included with your purchase of Frontline Asset Management System. This enables clients to synchronize demographic information from an external Student Information System/HR System into Frontline Asset Management by automating the nightly loading of Student/Teacher/Staff Name, ID, Campus Location, Grade, Email, and Address. To support data accuracy, missing student and staff SIS/HR records can be automatically inactivated in the Asset Management System if no issued inventory or charges exist on their record as well as displaying the new location of transferred individuals.

The client will place conforming data files on Frontline's SFTP site on a nightly basis or through a nightly sync for consumption by the Asset Management System.

Frontline Responsibilities

- Subject matter guidance of Frontline systems.
- Provide client with clearly defined specifications for data files.
- Relay clear feedback on specifications and data content.
- Create and provide client with secure SFTP credentials where files will be placed.
- Facilitate the automated transfer of the data directly to the clients application.

Client Responsibilities:

- If necessary, work with the 3rd party vendor directly to provide Frontline data file or system credentials.
- Provide data files or access with the matching clearly defined specifications for the Asset Management System.
- Act as "subject matter expert" for all data content questions for Frontline representatives.
- Test extraction and file generation processes.

Additional Optional Data Exchange Services

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

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

Additional Optional Services

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

- Configuration, Custom Reporting, or Integration services beyond those identified above
- Business Process Review: review of internal process for a client's inventory management process.
- Personalized Virtual or Onsite training
- Train-the-Trainer Model: learning consisting of instructor-led, virtual training for the Client project team to gain familiarity with our solutions for implementation, administration and to train end users
- Services beyond the implementation timeframe and project close out

Assumptions

- Frontline Education and Client will provide resources to fill project roles throughout project timeline.
- Frontline Education have planned timelines based on presumed effort and availability of client resources. Time and effort will vary depending on actual availability and effort required to collect data and complete data entry and validation.
- Frontline Education and Client will use a collaborative approach to ensure implementation success.
- Client will provide subject matter experts familiar with organizational policies and procedures throughout the project.
- Some dual entry may be required during the transition from Legacy system to Frontline Asset Management System. The amount will depend on decisions made regarding the transition.
- Client project team will complete all training provided (online and/or instructor led, whichever is available during implementation), participate in project status calls, and complete project tasks as planned.

Implementation Policies

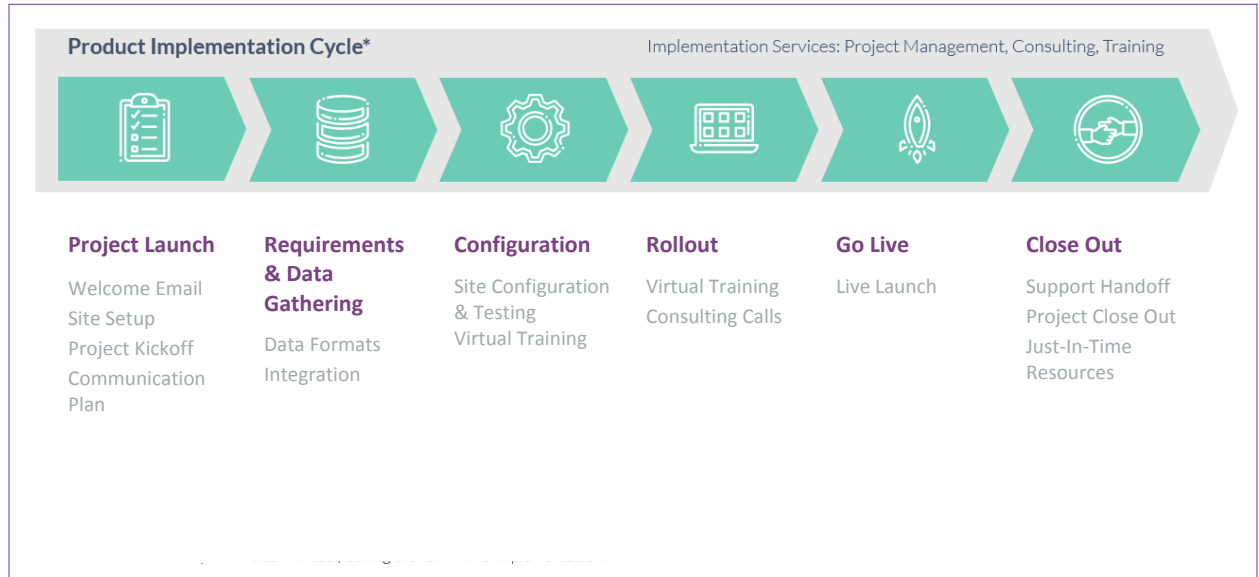
- Change Management Process: Should the Client identify additional services as part of this project, Frontline Education will issue a change order identifying impact to project scope, cost, and timeline for Client review and approval.
- A request to delay the Planned Go Live 30 days or more from the original date can result in rework and require additional charges and a change order.
- Services requested after the Project Close Out will require additional charges and a new services proposal.
- Startup Costs are priced with the assumption that implementation will be completed within 120 days after signing. Frontline reserves the right to charge Clients additional service fees for added project costs due to Client-caused delays occurring after the 120-day implementation period.
- Single Sign-On Service integration does not support custom LDAP, OAuth, SAML 1.0 or 1.1 with any kind of binding; or Ws-Fed with any kind of provider.
- Onsite trainings may be converted to virtual training at the request of Frontline Education or the client due to pandemic health concerns or travel restrictions.



Help Desk Management - GetHelp

Introduction

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



Solution

GetHelp is a cloud-based help desk solution designed to support the management of your district's help desk tickets from creation to resolution. Integrated with TIPWeb-IT, GetHelp simplifies and streamlines your district's inventory tracking by allowing staff to quickly view details about your assets tracked in TIPWeb-IT. Our proposed GetHelp license pricing includes ticket management for an unlimited number of technicians and administrators and grants access to unlimited end users.

- **Increase IT Staff Productivity:** Give service desk technicians the tools and procedures they need to easily manage and communicate the status of a ticket from creation to resolution
- **Provide Exceptional Customer Support:** Deliver an unexpected level of support and service from the help desk to customers (students, staff, teachers)
- **Reduce IT Costs:** Cost savings can be reallocated to other areas critical to technology maintenance (asset management, network, infrastructure, etc.)
- **Make Data-Driven Decisions:** Report on efficiencies (user satisfaction, ticket resolution statistics, achievement of SLAs, etc.) to gain greater visibility and centralized control over support requests

Scope/Deliverables

Project Management, Training & Consulting

- Project Kickoff Call
- Virtual Training: courses are provided so that your staff can configure initial setup of the system and to meet your ongoing needs
- Learning Center: ongoing, anytime access to knowledge base articles available to all district staff
- Project Status Monitoring: periodic review of project progress to planned project milestones throughout implementation
- Project Close Out Call

Client Responsibilities:

- ☐ Provide Client Contract Form
- ☐ Complete Site and User Listing Template

- ☐ Provide Student Information System Data Template for Students and Teachers (if applicable)
- ☐ Provide HR Information System Data Template for Staff (if applicable)
- ☐ Configure Single Sign-On and Set Up Customer Support Account
- ☐ Establish and Implement End User Training Plan
- ☐ Set Up Security Permissions and Help Desk Workflows

Data Exchange

Student, Teacher and Staff data exchange may be included with your purchase of Frontline Help Desk Management System. This enables clients to synchronize demographic information from an external Student Information System/HR System into GetHelp by automating the nightly loading of Student/Teacher/Staff Name, ID, Campus Location, Grade, Email, and Address.

The client will place conforming data files on Frontline's SFTP site on a nightly basis or through a nightly sync with currently established vendors for consumption by the Help Desk Management System.

Frontline Responsibilities

- Subject matter guidance of Frontline systems.
- Provide client with clearly defined specifications for data files.
- Relay clear feedback on specifications and data content.
- Create and provide client with secure SFTP credentials where files will be placed.
- Facilitate the automated transfer of the data directly to the client's application.

Client Responsibilities:

- If necessary, work with the 3rd party vendor directly to provide Frontline data file or system credentials.
- Provide data files or access with the matching clearly defined specifications for the Asset Management System.
- Act as "subject matter expert" for all data content questions for Frontline representatives.
- Test extraction and file generation processes.

Additional Optional Data Exchange Services

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

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

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

- Configuration, Custom Reporting, or Integration services beyond those identified above
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- Business Process Review: review of internal process for a Client's help desk management process.
- Personalized Virtual or Onsite training
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Assumptions

- Frontline Education and Client will provide resources to fill project roles throughout project timeline.
- Frontline Education have planned timelines based on presumed effort and availability of client resources. Time and effort will vary depending on actual availability and effort required to collect data and complete data entry and validation.
- Frontline Education and Client will use a collaborative approach to ensure implementation success.
- Client will provide subject matter experts familiar with organizational policies and procedures throughout the project.
- Some dual entry will be required during the transition from Legacy system to Frontline System(s). The amount will depend on decisions made regarding the transition.
- Data will only be loaded once, and delta files will not be used to update existing data
- Client project team will complete all training provided (online and/or instructor led, whichever is available during implementation), participate in project status calls, and complete project tasks as planned.

Implementation Policies

- Change Management Process: Should the Client identify additional services as part of this project, Frontline Education will issue a change order identifying impact to project scope, cost, and timeline for Client review and approval.
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