AMENDMENT NUMBER FOUR
TO A CONTRACTUAL AGREEMENT
BETWEEN
THE ILLINOIS STATE BOARD OF EDUCATION ("ISBE")
AND
REGIONAL OFFICE OF EDUCATION #20/HARRISBURG PROJECT ("Contractor")

THIS AMENDMENT NUMBER FOUR TO A CONTRACTUAL AGREEMENT (this "Amendment") is entered into by and between ISBE and the Contractor (collectively, the "Parties", and each, a "Party"), under the authority of the Illinois Procurement Code, 30 ILCS 500 et seq. In view of the mutual covenants herewith contained, the Parties hereby agree as follows:

WHEREAS, the Parties entered into that certain Contractual Agreement effective July 1, 2006 for the purpose of enabling ISBE to meet its obligations under the Individuals with Disabilities Education Act (IDEA) (P.L. 108-446) (Individuals with Disabilities Act of 2004) regarding the management of special education data and information by the Contractor developing, operating, maintaining and supporting a web-based software application allowing school districts and special education cooperative to manage (e.g., input, use and transmit to ISBE) data on students with disabilities and special education personnel (the “Agreement”);

WHEREAS, the Parties duly amended the aforementioned Contractual Agreement on June 22, 2007 ("Amendment One"), extending the Agreement through June 30, 2008 and increasing the maximum amount payable under the Agreement to $1,348,248 (the Contractual Agreement, as amended by the foregoing amendments, is hereafter referred to as the “Agreement”);

WHEREAS, the Parties duly amended the aforementioned Contractual Agreement on June 30, 2008 ("Amendment Two"), extending the Agreement through June 30, 2009 and increasing the maximum amount payable under the Agreement to $2,083,248 (the Contractual Agreement, as amended by the foregoing amendments, is hereafter referred to as the “Agreement”);

WHEREAS, the Parties duly amended the aforementioned Contractual Agreement on June 30, 2009 ("Amendment Three"), extending the Agreement through June 30, 2010 and increasing the maximum amount payable under the Agreement to $2,828,973 (the Contractual Agreement, as amended by the foregoing amendments, is hereafter referred to as the “Agreement”);

WHEREAS, the Parties wish to amend the Agreement for purposes of authorizing the continued performance of Services by the Contactor, extending the Term from July 1, 2010 through June 30, 2011 and increasing the maximum amount payable under the Agreement to $3,574,698; and

WHEREAS, the Parties agree that this Amendment is in the best interest of ISBE and authorized by law.
NOW THEREFORE, BE IT RESOLVED:

1. Pursuant to Paragraphs 2 and 12(b) of the Agreement, the Parties hereby amend the Agreement as follows:

   • Exhibit A-4 (attached hereto) adds additional detail to Exhibit A in terms of Services to be provided during the period from July 1, 2010 through June 30, 2010, and is hereby incorporated in the Agreement.

   • Paragraph 2 is amended such that the end date of the Term is extended through June 30, 2011 (unless terminated earlier pursuant to the terms of the Agreement).

   • Paragraph 3(a) is amended to (i) increase the maximum amount payable by ISBE under this Agreement to $3,574,698 (with a maximum amount of $745,725 payable for the period from July 1, 2010 through June 30, 2011); and (ii) during the period from July 1, 2010 through June 30, 2011, payments will be made in accordance with Exhibit C-4 (attached hereto), which amends Exhibits C, C-1, C-2, and C-3 and is hereby incorporated into the Agreement.

   • Paragraph 3(c) is amended only insofar as (i) an initial payment to the Contractor of $124,500 will be processed July 1, 2010, followed by monthly invoices per Exhibit C-4; and (ii) Contractor must submit claims for any Services completed from July 1, 2010 through June 30, 2011 by July 15, 2011 and any sums owing to Contractor for Services performed or costs incurred not so claimed by Contractor shall not thereafter be claimable.

2. Except as otherwise specifically set forth in the Amendment, all other terms and provisions of the Agreement shall remain the same and continue in full force and effect. The Parties agree upon execution of this Amendment, it shall become a binding and integral part of the Agreement.
In compliance with P.A. 90-452, amending 30 ILCS 105/9.02(a), the contract is hereby approved by the State Superintendent of Education, ISBE’s Chief Financial Officer, and ISBE’s General Counsel.

IN WITNESS WHEREOF, the Parties have executed this Amendment as of the day and year first written below.

Illinois State Board of Education

State Superintendent of Education
CHRISTOPHER A. KOCH

Chief Financial Officer

General Counsel

Regional Office of Education #20/
Harrisburg Project

By: LAWRENCE D. FILLINGIM
REG. SUPT. OF EDUCATION

6/25/10
Date

6/24/10
Date

6/23/10
Date
**Harrisburg Project**

**Contract Budget**

**FY 2011**

*Harrisburg Project* is funded by the Illinois State Board of Education solely to achieve the objectives and activities listed below. To achieve satisfactory performance and productivity, *Harrisburg Project* receives guidance and priorities via our close contact and coordination with ISBE's:

- Department of Special Education
- Division of Funding and Disbursement Services
- Data Systems

**OBJECTIVES**

1. Create and maintain software that allows special education districts and cooperatives to manage (input, use, and transmit to ISBE) data on students with disabilities and special education personnel.

2. Create and maintain software that allows ISBE to more efficiently and effectively manage special education data used in decision making.

3. Provide end-user training and technical assistance to clients for all products and services developed by *Harrisburg Project*.

4. Enable and manage the exchange of data over the Internet between ISBE and special education districts and cooperatives.

5. Provide technical assistance in utilizing the Internet as a medium of connectivity to ISBE.

The following chart describes the activities performed by *Harrisburg Project* to achieve these objectives.

<table>
<thead>
<tr>
<th>Activity Area</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>iePoint</em> &gt; Software</td>
<td>Maintain existing student and personnel management desktop-software in good working order for 350+ sites. Create and manage site configurations to control and protect the data that flows to ISBE. Add features as requested by ISBE and special education districts and cooperatives. Continue to promote IEP management component.</td>
</tr>
<tr>
<td>Activity Area</td>
<td>Description</td>
</tr>
<tr>
<td>--------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Client Support</td>
<td>Continue to provide toll-free telephone support calls for clients at 350+ sites. Publish weekly News Briefings to inform clients of current events and issues. Answer email questions. Provide a variety of files and documents related to our products, services and Illinois Special Education via our website. Disseminate information from ISBE to clients via email redistribution.</td>
</tr>
<tr>
<td>Training</td>
<td>Create and conduct classroom-style training events for our products and services at various convenient locations around the state. Provide on-site training events at client sites according to their agendas. Conduct live on-line trainings on various pertinent topics. Develop web-based video training for all users of Harrisburg Project software.</td>
</tr>
<tr>
<td>Harrisburg User Groups</td>
<td>Provide <strong>Harrisburg Project</strong> clients with free opportunities, three times yearly, to meet to discuss topics of interest to them regarding special education. Arrange and conduct meetings at 13 convenient locations around the state. Provide the leadership, forum, and agenda for successful and enjoyable meetings.</td>
</tr>
<tr>
<td>Custom Reports</td>
<td>Create system-wide, special use and custom reports for clients using all Harrisburg Project software in the field and at ISBE: a) gather and refine necessary report specifications from client b) receive a copy of client data at Harrisburg Project c) create custom report d) deliver finished custom report to client site electronically</td>
</tr>
<tr>
<td>ISBE Data Delivery</td>
<td>Collect, validate, consolidate and deliver special education student and personnel data between the field and ISBE via automatic, secure internet connections. Insure that data sent to ISBE is error-free. Provide internet-based solutions (NetCheck) for clients not using iPoint. Provide data files from ISBE back to the field for review via a web-based application.</td>
</tr>
<tr>
<td>Internet Web Site</td>
<td>Maintain <a href="http://www.hbug.k12.il.us">www.hbug.k12.il.us</a> web site for exchanging information and data files with ISBE staff, private facilities, and special education districts and cooperatives. Produce and maintain a variety of web services related to Illinois Special Education. Establish sufficient network capacity and highest possible network reliability and security.</td>
</tr>
<tr>
<td>Data Correction Service</td>
<td>Continue to maintain web-based applications that allow clients to make corrections and amendments to their data online. Provide a copy a data on file at ISBE for clients to update. Insure that data corrections are valid and forward new files to ISBE.</td>
</tr>
<tr>
<td>Common Data Management</td>
<td>Maintain existing LAN and web-based systems in good working order to manage shared common data. Common data is used in several of our products. It consists of public information about Client Sites, School Districts and individual schools, Official School Calendars, Special Education Agencies and Directors, Private Facilities, SIS compatible data codes, Cities &amp; Zips, etc.</td>
</tr>
<tr>
<td>Activity Area</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------------------</td>
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</tr>
<tr>
<td>Data Conversions</td>
<td>Create data conversions and transformations for clients. This includes: setup and revision of Wide Area Network site configurations, a mass change of data to help reduce data entry effort and errors, importing data from other systems, third-party billing file creation, EXCEL exports etc.</td>
</tr>
<tr>
<td>$\text{Spingl Software}$</td>
<td>Maintain the existing web-based system in good working order to allow LEAs and ISBE to request Surrogate Parents and view assignment information online. Add or update features as requested by the ISBE. Provide special reports and assistance to ISBE staff as requested. Create data-source for thousands of reimbursement letters twice a year.</td>
</tr>
<tr>
<td>Private Facility Search</td>
<td>Maintain existing web-based system in good working order. Assist clients in searching for nearest available and appropriate facility. Display complete and accurate facility data regarding demographics, approved calendars, rates, and disabilities. Keep online facility data up-to-date with ISBE changes and integrated with <em>iPoint</em> and <em>NetCheck</em>.</td>
</tr>
<tr>
<td>SPP Indicator 14 Web Application</td>
<td>Maintain existing web-based system in good working order. Work with staff at ISBE to generate appropriate data elements for clients each year. Gather and process the data after collection for use at ISBE.</td>
</tr>
<tr>
<td>CEIS Data Collection Web Application</td>
<td>Create and maintain web-based system to collect data from clients. Gather and process the data after collection for use at ISBE.</td>
</tr>
<tr>
<td>Administration</td>
<td>All other expenses and activities (including research, staff development, facilities and equipment, and other fixed costs) required to keep Harrisburg Project operation productive.</td>
</tr>
</tbody>
</table>

The following is a list of staff employed by *Harrisburg Project* to achieve these objectives:

- Debra Stubbs – Director
- Amanda Pennell – Lead Systems Analyst
- Matt Pennell – Systems Analyst
- Adam Morton – Systems Analyst
- Sarah Noelle – Systems Analyst / Report Developer
- John Lane – Technology Coordinator & Client Support
- Stacy Butler – Lead Trainer
- Lindsey Atkins – Trainer / Report Developer
- Diane Grisham – Lead Client Support Specialist
- Cheryl Tuttle – Client Support Specialist
- Linda Sutton – Project Assistant
**Director: Debra Stubbs**

**Administration:**
- **Activity Coordinator:** Plan, organize, direct, and evaluate the overall plan of action for achieving the various objectives of the project. Supervise and coordinate software development, customization, client support, and training teams.

- **Annual budget:** Create contract application and any necessary amendments. Allocate and monitor the disbursement of contract funds. Prepare monthly invoice for ISBE with allocations of time spent on various activities.

- **Personnel Management:** Interview, recruit, hire and orient new employees. Create and manage employment and benefit day policies. Prepare and monitor monthly staff timesheets. Conduct job evaluations of all staff.

- **Promote our products and services:** Coordinate all informational and marketing activities. Act as liaison with ISBE Department of Special Education and Division of Funding and Disbursement staff to determine and schedule production of products and services. Conduct monthly conference calls with ISBE. Attend state-wide conferences as needed.

- **Hardware Team:** Maintain the office environment in good working order. Procure necessary equipment and supplies to support all activities required for achieving our objectives.

**iePoint > VFP & Web Development:** Design, create, implement, enhance, and maintain components of the VFP-based and web-based versions of **iePoint >**.

**Developer Team:** Participate on the Developer Team to give & receive input concerning the development of **iepoint >** and web applications.

**Client Support / Training Team:** Participate and monitor the activities of the client support / training team.

**Shared Resource as needed:** Act as shared resource in development, certification, trouble shooting, client support, and maintenance as needed for services and products provided by Harrisburg Project.
Lead Systems Analyst: Amanda Pennell

iePoint > VFP Development: Lead iePoint > VFP developer. Design, create, implement, enhance, and maintain components of the VFP based versions of iePoint >. Develop installation packages for iePoint > and maintain older versions of our software.

iePoint > Web Development: Lead consultant of web-based iePoint > system. Work with staff at ISBE to design, create, implement, enhance, and maintain components of the web-based versions of iePoint >.

Web Apps: Design, create, enhance and maintain web applications using Visual Studio .NET. Utilize VFP and SQL Server databases to populate ASP and ASP.NET controls. Maintain existing web applications written with Visual FoxPro and Web Connect.

NetCheck Development: Design, create, implement, enhance, and maintain components of the VFP based version of NetCheck.

ISBE Data Transmissions: Ensure the secure transfer of all iePoint > and NetCheck special education data error-free to our website. Implement and maintain Harrisburg Project’s Transend software which is used to consolidate, document, archive and transmit client data to ISBE.

Developer Team: Lead Developer Team, plan team meetings, delegate tasks, monitor results. Analyze input from trainers, support staff, clients and ISBE to implement pertinent code changes and improvements in our products. Give & receive input concerning the development of iePoint > and web applications.

Hardware Team: Participate in monthly Hardware Team meetings. Provide help in keeping the office physical plant in good working condition. Provide recommendations about appropriate hardware to meet individual and project-wide needs.

Shared Resource as needed: Act as shared resource in development, certification, trouble shooting, client support, and maintenance as needed for services and products provided by Harrisburg Project.
Systems Analyst: Matt Pennell

**iePoint > VFP & Web Development**: Design, create, implement, enhance, and maintain components of the VFP-based and web-based versions of *iePoint >.*

**ieWeb and Common Data**: Support field-connectivity for electronic file transfers. Monitor server activity, propagate data from ISBE to clients regarding LEAs, Private Facilities, etc. Create update packages for *iePoint >* and related software and custom packages to solve specific issues and deliver them via Common Data.

**Web Apps**: Design, create, enhance and maintain web applications using Visual Studio .NET. Utilize VFP and SQL Server databases and free tables to populate ASP and ASP.NET controls.

**Website Management**: Act as primary publisher to design, create, implement, enhance, and maintain components of the website. Review website to suggest changes to staff and implement any desired changes. **Data Conversions**: Produce custom data solutions for clients to address data corruption, ISBE code changes, importing data from another source, district consolidation/annexation, and site reconfigurations.

**Developer Team**: Participate on the Developer Team to give & receive input concerning the development of *iePoint >* and web applications.

**Hardware Team**: Participate in monthly Hardware Team meetings. Provide help in keeping the office physical plant in good working condition. Provide recommendations about appropriate hardware to meet individual and project-wide needs.

**Shared Resource as needed**: Act as shared resource in development, certification, trouble shooting, client support, and maintenance as needed for services and products provided by Harrisburg Project.
**Systems Analyst: Adam Morton**

**Web Apps:** Lead Visual Studio .NET developer. Design, create, enhance and maintain web applications using Visual Studio .NET. Utilize VFP and SQL Server databases and free tables to populate ASP and ASP.NET controls.

**$Pint$ Web Development:** Lead developer of web-based Surrogate Parent system ($Pint$) which is used by ISBE and other facilities. Design, create, implement, enhance, and maintain all components of $Pint$. Communicate with ISBE on needed changes and provide client support for $Pint$ as needed.

**Developer Team:** Participate on the Developer Team to give & receive input concerning the development of iePoint > and web applications.

**Hardware Team:** Participate in monthly Hardware Team meetings. Provide help in keeping the office physical plant in good working condition. Provide recommendations about appropriate hardware to meet individual and project-wide needs.

**Shared Resource as needed:** Act as shared resource in development, certification, troubleshooting, client support, and maintenance as needed for services and products provided by Harrisburg Project.
Systems Analyst / Report Developer: Sarah Noelle

System Report & Document Development: Using R&R as a report generator, create, update, and maintain all system reports inside *iePoint*, Master File reports, and Web reports for Supersites. New reports are added to meet the needs and demands of the clients. Provide custom solutions for clients via R&R reports, Excel Pivot Table reports, Microsoft Office, VFP/Visual Studio .NET and Adobe PDF. Using Word and Adobe PDF, create, update, and maintain all system Notice & Consent and IEP documents. Begin learning and designing reports via Crystal Reports for Spinet and other web applications.

*iePoint* > VFP & Web Development: Design, create, implement, enhance, and maintain components of the VFP-based and web-based versions of *iePoint*.

Web Apps: Design, create, enhance and maintain web applications using Visual Studio .NET. Utilize VFP and SQL Server databases and free tables to populate ASP and ASP.NET controls.

Data Conversions: Produce custom data solutions for clients to address data corruption, ISBE code changes, importing data from another source, district consolidation/annexation, and site reconfigurations.

Developer Team: Participate on the Developer Team to give & receive input concerning the development of *iePoint* and web applications.

Hardware Team: Participate in monthly Hardware Team meetings. Provide help in keeping the office physical plant in good working condition. Provide recommendations about appropriate hardware to meet individual and project-wide needs.

Shared Resource as needed: Act as shared resource in development, certification, trouble shooting, client support, and maintenance as needed for services and products provided by Harrisburg Project.
Technology Coordinator & Client Support:
John Lane

Hardware Maintenance: Leader of Hardware team. Conduct monthly Hardware team meetings to review needs and report progress. Monitor and repair all serviceable hardware so that all needs are met. Oversee the installation of new hardware, repair of defective hardware and assist staff with hardware and software issues. Maintain inventory of all hardware, serial numbers, and maintenance agreements.

Software Maintenance: Keep all application software versions current on networks and local computers. Maintain inventory of all application software versions, serial numbers, expiration dates, and maintenance agreements.

Network Administrator:
- Keep all server and workstation application software versions current.
- Perform routine workstation and server maintenance.
- Maintain the workgroup and user profiles.
- Check backup status daily. Maintain backup and disaster recovery.
- Monitor security / anti-virus status of all computers including our firewall and DMZ.
- Oversee email server and ensure our Mail System is operational and functioning properly.
- Maintain web servers including renewal of SSL certificate.
- Maintain the server operation of our Go2Webinar Service which allows our training staff to offer interactive video training for clients.
- Setup and maintain the operations of our VPN and Terminal Services.

Client Support: Act as primary contact for any difficult issues regarding the installation and operation of our software. Respond to questions and concerns via telephone, email, Remote Desktop, and Newsbriefing articles. Collect and prioritize input from clients. Create, implement, and document solutions given to clients.

Client Support / Training Team: Participate on the Client Support / Training Team to give & receive input concerning client support issues for clients. Assist in the hardware / software necessary to perform online and on-site trainings. Keep training laptops and training room desktop up-to-date.

Developer Team: Participate on the Developer Team to give & receive input concerning the development of iePoint and web applications.

Shared Resource as needed: Act as shared resource in development, certification, trouble shooting, client support, and maintenance as needed for services and products provided by Harrisburg Project.
Lead Trainer: Stacy Butler

Training and Staff Development: Training Team leader. Delegate and monitor functions and training related activities. Prepare for trainings including determining the type of training (on-site, online, classroom), scheduling a location for the setting, preparing all training materials, making travel arrangements, and traveling to the specific location to deliver the training. Assemble training resources for clients and staff.

Public Relations: Acts as liaison between HBUG, ISBE, and our client base. Communicate client suggestions for our products to HBUG & ISBE that will improve their management of Special Education data. Conduct Harrisburg User Group meetings (HUGs) three times a year to facilitate communication between HBUG, ISBE, and our clients. Attend and present at conferences (IAASE, Superintendent’s and Director’s Conference) to promote services offered by Harrisburg Project and ISBE.

Client Support / Training Team: Participate on the Client Support / Training Team to give & receive input concerning client support and training issues.

Shared Resource as needed: Act as shared resource in development, certification, trouble shooting, client support, and maintenance as needed for services and products provided by Harrisburg Project.
**Trainer / Report Developer: Lindsey Atkins**

**Training and Staff Development:** Provide training and promotional activities to clients via classroom training, on-site training, online training, HUGs, and conferences. Prepare for trainings including determining the type of training (on-site, online, classroom), scheduling a location for the setting, preparing all training materials, making travel arrangements, and traveling to the specific location to deliver the training. Assemble training resources for clients and staff.

**System Report & Document Development:** Using R&R as a report generator, create, update, and maintain all system reports inside *iePoint* and create Custom Reports as requested by clients. Provide custom solutions for clients via R&R reports, Excel Pivot Table reports, Microsoft Office, and Adobe PDF. Using Word and Adobe PDF, create, update, and maintain all system Notice & Consent and IEP documents.

**IEP Point Person:** Primary contact for Notice & Consent and IEP questions. Promote the IEP portion of *iePoint* by monitoring IEP usage and by making courtesy calls.

**Client Support:** Secondary responder to incoming client support telephone calls. Review client questions/concerns and attempt to provide the expertise (or connect them to the expertise needed) to solve the issue. Provide client support for training issues.

**Client Support / Training Team:** Participate on the Client Support / Training Team to give & receive input concerning client support and training issues.

**Shared Resource as needed:** Act as shared resource in development, certification, trouble shooting, client support, and maintenance as needed for services and products provided by Harrisburg Project.
Lead Client Support Specialist: Diane Grisham

Client Support: Primary responder to incoming client telephone calls and e-mail. Prioritize calls and e-mail according to content and time received. Provide expertise immediately or research client support logs, ISBE manuals, ISBE staff, ISBE memos or other documentation to provide solution in a courteous and timely manner. Monitor and delegate client support logs as needed. Evaluate client support logs for trends and report to appropriate staff. Provide article(s) for weekly Newsbriefing with answers to frequently asked questions or information pertinent to current client activities.

Client Support / Training Team: Leader of Client Support for the Client Support / Training Team. Conduct weekly meetings as necessary to give & receive input concerning client support and training issues. Delegate tasks as necessary to other team members on client support issues.

Training & Staff Development: Prepare and provide on-demand instruction for usage of software, web applications, manuals, and other documentation in response to clients support calls and email. Develop and conduct Training Works Online! Sessions and create Captivate Videos as needed in order to meet client demand regarding current issues at hand.

Shared Resource as needed: Act as shared resource in development, certification, trouble shooting, client support, and maintenance as needed for services and products provided by Harrisburg Project.
Client Support Specialist: Cheryl Tuttle

Client Support: Primary responder to incoming client telephone calls and e-mail. Prioritize calls and e-mail according to content and time received. Provide expertise immediately or research client support logs, ISBE manuals, memos or other documentation to provide solution in a courteous and timely manner. Monitor and delegate client support logs as needed. Evaluate client support logs for trends and report to appropriate staff.

Newsbriefing Publisher: Provide article(s) for weekly Newsbriefing with answers to frequently asked questions or information pertinent to current client activities. Gather all articles from staff and create Newsbriefing PDF for review and publication.

Specialized Client Support: Provide client support as necessary for iLeaf and HBug Forum. Monitor progress of all data transmissions and take all steps necessary to ensure that data reaches ISBE on time. Monitor IEP usage and make courtesy calls.

Client Support / Training Team: Participate on the Client Support / Training Team to give & receive input concerning client support and training issues.

Training & Staff Development: Prepare and provide on-demand instruction for usage of software, web applications, manuals, and other documentation in response to clients support calls and email. Develop and conduct Training Works Online! Sessions and create Captivate Videos as needed in order to meet client demand regarding current issues at hand.

Shared Resource as needed: Act as shared resource in development, certification, trouble shooting, client support, and maintenance as needed for services and products provided by Harrisburg Project.
Project Assistant: Linda Sutton

**Client Support:** Answer the 800 client support line, create an Event Number and record the substance of the call in the Client Support log. Give Client Support log to appropriate staff for a return call back. Maintain accurate client information in Common Data Management System.

**Fiscal Services:** Make P.O.s for all purchases and all billings for the Harrisburg Project. Invoice clients for scheduled trainings and process their payments. Track inventory of all software and equipment in cooperation with Technology Coordinator. Maintain staff benefit days. Act as liaison with our Fiscal Agent.

**Data Protection:** Distribute daily back-up tape for backing-up all systems and verify tape backup worked and record date of back-up. Schedule and monitor daily employee responsibility for off-premise storage of the back-up tapes.

**Training & Staff Development:** Help Harrisburg Project trainers with any scheduling for client on-sites or classroom trainings. Prepare and duplicate training handouts. Process Harrisburg User Group (HUG) email registrations. Process classroom training registrations.

**Shared Resource as needed:** Act as shared resource in development, certification, trouble shooting, client support, and maintenance as needed for services and products provided by Harrisburg Project.
EXHIBIT C-4
PAYMENT SCHEDULE

<table>
<thead>
<tr>
<th>Payment Date</th>
<th>Payment Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>July 1, 2010</td>
<td>$124,500.00</td>
</tr>
<tr>
<td>July 31, 2010</td>
<td>$56,475.00</td>
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<td>May 31, 2011</td>
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<tr>
<td><strong>Total</strong></td>
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