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

THIS AMENDMENT NUMBER ONE 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 Education Improvement 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 cooperatives to manage (e.g., input, use and transmit to ISBE) data on students with disabilities and special education personnel (the "Agreement");

WHEREAS, the Parties wish to amend the Agreement to extend the Term through June 30, 2008 and increase the maximum amount payable to $1,348,248; 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-1 (attached hereto) adds additional detail to Exhibit A in terms of the Services to be provided during the period from July 1, 2007 through June 30, 2008, and is hereby incorporated into the Agreement.
   • Paragraph 2 is amended such that the end date of the Term is extended through June 30, 2008 (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 $1,348,248 (with a maximum amount of $681,243 payable for the period from July 1, 2007 through June 30, 2008); (ii) the term "Exhibit B (the "Cost Proposal") is replaced with the term "Exhibit C (the "Payment Schedule")"; and (iii) during the period from July 1, 2007 through June 30, 2008, payments will be made in accordance with Exhibit C-1 (attached hereto), which amends Exhibit C and is hereby incorporated into the Agreement.
• Paragraph 3(b) is amended such that it now reads only: Pursuant to 30 ILCS 500/35-20(c)(5), before final payment will be tendered, a post-performance contract review will be undertaken by the ISBE Procurement Officer, or designee, which shall include, but not be limited to, a review of billings and Contractor’s performance in accordance with the Agreement.”

• Exhibit B is deleted in its entirety.

• Paragraph 3(c) is amended only insofar as that (i) an initial payment to Contractor of $80,005 will be processed promptly following the effective date of this Amendment, followed by monthly invoices per Exhibit C-1; and (ii) Contractor must submit claims for any Services completed from July 1, 2007 through June 30, 2008 by July 15, 2008 and any sums owing to Contractor for Services performed or costs incurred not so claimed by Contractor shall not thereafter be claimable.

• Paragraph 12(o) shall be amended such that it reads:
The following Exhibits are hereby incorporated into this Agreement by this reference and expressly made part of this Agreement.
  EXHIBIT A – SCOPE OF SERVICES
  EXHIBIT C – PAYMENT SCHEDULE
  EXHIBIT D – CONTRACTOR CERTIFICATIONS

2. Except as otherwise specifically set forth in this 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

[Signature]
State Superintendent of Education
Date

[Signature]
Chief Financial Officer
Date

[Signature]
General Counsel
Date

REGIONAL OFFICE OF EDUCATION #20/HARRISBURG PROJEC

[Signature]
By:
Date

[Signature]
Its: Reg. Sup. of Schools
Date
Harrisburg Project
Job Description
FY 2008

Director: Darrell Snedecor

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, client support, and training teams.

Annual budget: Create contract application and any necessary amendments. Allocate and monitor the disbursement of contract funds.

Personnel Management: Interview, recruit, hire and orient new employees. Create and manage employment and benefit day policies.

Facilities Management: Maintain the working environment in good working order. Procure necessary equipment and supplies to support all activities required for achieving our objectives.

Computer System Design: Participate in the analysis and design of all computer systems.

Client Support and Training: Participate in the design and creation of training materials and agendas.

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.

Shared Resource as needed: Act as shared resource in development, trouble shooting, technical support, and maintenance as needed for other services and products provided by Harrisburg Project.
Harrisburg Project
Job Description
FY 2008

Senior System Analyst, iePoint> Developer: Debra Stubbs

Gather and analyze system requirements for iePoint>: Act as lead systems analyst in determining appropriate technologies to utilize and best practices to adopt in development of IEP computer software.

Develop and maintain iePoint> source code: Act as primary programmer for iePoint> to develop and maintain all source code. iePoint> consists of 1500+ files, all of which are necessary to create a distributable product that is currently used by 350+ sites throughout the state. This is very time consuming and tedious work and makes up the majority of my job duties.

Perform data conversions for clients: Convert data from other data sources into iePoint> and create custom conversion programs as required for clients migrating to iePoint>.

Analyze future needs of clients pertaining to iePoint>: Our clients are the main source of suggestions for future development of iePoint>. These suggestions are gathered by many methods, including telephone calls, emails, and various meetings throughout the year. I compile and analyze all of the suggestions then prioritize them. This will become my task list for future versions of iePoint>. ISBE is another source for future development of iePoint>. All format and rule changes that ISBE put into place also need to be accommodated in iePoint>.

Highest level tech support: There are times when clients have such complicated technical support issues that normal client support staff needs to call in programmers for assistance. During these times we all gather together and provide brain-storming until the issue is resolved.

Shared Resource as needed: Act as shared resource in development, trouble shooting, technical support, and maintenance as needed for other services and products provided by Harrisburg Project.
System Analyst, Web Developer, Network Administrator: Amanda Pennell

Oversee the transfer of data to and from ISBE: At pre-determined times each year, clients are required to transmit Student and Personnel data to ISBE for approval and reimbursement purposes. I oversee the transfer of this data from our clients to our website. Once all the data is received, I then consolidate it into one file which becomes the new master file for ISBE. I copy this new master file to SPR7 for use by ISBE. The frequency of this task is increasing with the additional data submissions via SEARS.

Support field connectivity for electronic file-transfers: Our field applications communicate to our website using IIS 6. All file transfers operate through a specific WC application. I can monitor server activity using a variety of logging tables. In order for the field application to transmit, it must have the WC library files and a DLL file. These files are included in application installation.

Maintain EDWin source code: Act as primary programmer for EDWin to maintain all source code.

Develop iePoint> additional features: Act as part of the iePoint> development team. I am responsible for the management and locking of forms and documents in iePoint>, as well as other assigned tasks.

Develop Installation Packages: I develop installation packages for our distributable software using Tarma Installation software, I also design the ‘front-end’ of our installations using DemoShield.

Perform data conversions for clients: Our client base is constantly changing and some of these changes require conversions to the client's data. These changes include district consolidations, withdrawals from a cooperative and individual districts and districts wanting to take over management of their data instead of allowing the coop to manage it for them. I also convert FACTS data from outside databases into iePoint>.

Fix corrupted data files for clients: From time to time, data files on the client's computer become corrupted due to power surges, hardware failure, etc. When this happens I fix the corrupted files by various means.

Tech support: There are times when clients have such complicated technical support issues that normal client support staff needs to call in programmers for assistance. During these times we all gather together and provide brain-storming until the issue is resolved.

Design web-based database applications using Web Connect: Web Connect allows us to have HTML pages that interact with all our Visual Fox Pro databases. I can use WC to reference tables to populate HTML controls. I design the pages in Dreamweaver, an HTML editor. I can then use VFP in ASP script tags to perform VFP functionality. These tags are compiled at run time on the server.

Maintain LAN: We operate 5 servers, one server hosts our web site, one offers video and interactive training, one hosts our files for development, and the others maintain our backup operations and e-mail functionality. I maintain the workgroup and user profiles. We also use a hardware and software firewall for network security. I monitor these activities through logs and e-mail alerts.

Shared Resource as needed: Act as shared resource in development, trouble shooting, technical support, and maintenance as needed for other services and products provided by Harrisburg Project.
Harrisburg Project
Job Description
FY 2008

Report Developer, Client Support: Linda Kay Absher

TrainingWorks Online! Developer/Trainer: Harrisburg Project is very pleased to have new software (Adobe Connect) which instantly makes our trainers available to our clients and to the ISBE over the internet. With this, we are able to train up to 50 sites at one time. Training is also offered to clients in a classroom setting at a location near them or in their office via an On-Site training. On-Site training is local and involves one Site with the agenda to be determined by the Site.

Report Developer: Reports include System reports inside iePoint> and EDWin, Custom reports for clients, Master File reports, and Web reports for Supersites. Using R&R as a report generator, reports are created and updated for all clients in System reports, for individual clients in Custom reports, and for Supersites in Web reports. These reports are reviewed daily and new reports added to meet the needs and demands of the clients.

Intermediary: Sometimes the clients want to get changes or new ideas included in iePoint>. Harrisburg Project prides itself on staying current with client needs. This is done through contact with the client whether in Harrisburg User Groups, trainings, or phone conversations. Anytime innovations or changes are mentioned by the users, I make tech logs for future discussions by our staff. Act as a liaison between the state board and the client in explaining codes, rules, etc. Clients are frequently at a loss to understand a code or rule. Being able to supply the answers when they call (or find out the answers and get back to them), means we save the client a call to the ISBE. For more complex issues Training Demos are used to explain changes in codes, etc. and are available on our Web Site.

Back up for tech support: During busy times, I answer client calls and act as a "go to" person for questions our tech support people need help with. During times of high traffic (uploads) extra help is needed on the phones to be certain that clients receive a timely response to questions. At all other times, a back up person is needed to be a sounding board or to help with complex problems.

Power Point user/developer: Each training or Harrisburg User Group requires a Power Point presentation so as to generate interest and appeal and also to explain complex issues clearly. Knowledge of Power Point is vital when developing any presentation for use in the field.
Harrisburg Project
Job Description
FY 2008

Training Coordinator, HELP Developer, Client Support: Stacy Butler

**iePoint> Developer:** Work with IEP consultants and iePoint> program developers to make sure that all possibilities are given due consideration during software development. This also includes making sure all required and recommended documentation is included in the software.

**iePoint> Trainer:** Reporting has become so complex and personnel change so frequently that training has become a vital aspect of this job. Training is offered as needed through classroom, on-site or online seminars. Classroom training includes many sites at a central location with a pre-defined agenda. On-site training is local and involves one site with the agenda to be determined by the site. Online seminars, TrainingWorks Online!, is done using the internet and conference calling. This allows us to reach clients and yet never leave the office.

**iePoint> Client Support:** Answer tech support phone calls concerning iePoint> and IEP issues. Remind clients of uploads due per phone conversations. Answer questions regarding requests for piloting iePoint> at particular sites. Keep in touch with iePoint> Task Force Members as needs arise. Reply to e-mail regarding iePoint>. Help Tech Support as needed. Answering questions tech support may have regarding the use of iePoint>, claims, etc. Monitor and respond to calls on the voice mail system in a timely manner.

**Liaison:** Work with ISBE and clients in explaining codes, rules, etc. Communicate with ISBE regarding iePoint> development. Stay current with IEP changes by attending conferences and seminars. Work with clients to get changes or new ideas in iePoint>.

**Training Demo/Presentation/Help Developer:** Training Demos involve creating demonstrations of new products and how they work. This can be incorporated into any Help System, PowerPoint presentation, our website or placed on the actual CD when mailing new products to clients. Presentations include those given at all conferences including Director’s Conference and IAASE. The Help Section currently includes Word Documents for install our software.

**Shared Resource as needed:** Act as shared resource in development, trouble shooting, technical support, and maintenance as needed for other services and products provided by Harrisburg Project.
Harrisburg Project
Job Description
FY 2008

Technology Coordinator, Web Site Manager: Matt Pennell

Intra-office Hardware/Software Support: Primary job. I oversee the installation of new hardware, repair of defective hardware and assist staff with hardware and software issues. I also do web searches, read informational books, and contact software vendors via email or phone to solve very difficult hardware/software issues.

Intra-office Network Support/Security: Help keep our network operational. I check our backup every morning to make sure everyone’s computer gets backed up. I check our Counter Spy Enterprise (CSE) program on a weekly basis to ensure no one’s computer is infected with adware or spyware.

Web Site Manager: Secondary job. Keep existing web content up to date and add new links or pages as needed by other staff. I also review our web site on a daily basis so I can make suggestions to staff and implement any changes.

Telephone Client Support: Act as primary contact for any difficult issues regarding the installation and operation of our software. Either reply to e-mail with answer or forward e-mail to appropriate staff to answer. If issue requires a follow up, a copy of e-mail is inserted into a tech log and placed into the appropriate staff's InfoSelect folder. Send e-mail to staff to alert them of pending issue.

Certify Updates & Test Installations: Follow written, "on-line", or verbal instructions to download any available updates to ensure their functionality. I record any errors or questions to pass along to appropriate staff. Manage all Norton Ghost images (make backup images and restore images) for testing installation purposes.

Adobe Connect Technician: I maintain the server operation of our Adobe Connect Application Service. This allows our training staff to offer interactive video training for our 350+ clients.

VPN and Terminal Services Manager: Setup and maintain the operations of our VPN and Terminal Services. I also provide assistance to clients who are running these processes.

Software Coordinator: Organize and catalog all software that is currently running on staff’s computers to ensure everyone is running the most updated versions of software.

Email Systems Manager: Create any new email accounts on an as-needed basis. In the future, I will be taking over the responsibilities of making sure our Merak Mail System is operational and functioning properly.

How-To Document Manager: Gather and organize all how-to documents and verify they are up to date and ensure all documents are in the correct location.

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

Telephone Client Support: Primary responder to incoming tech support telephone calls. Conduct research for answers or solutions to tech support questions or problems based on history from previous events in tech support logs, ISBE, manuals, memos or other documentation. Review client questions/concerns and attempt to provide the expertise (or connect them to the expertise needed) to solve the issue. Monitor and respond to calls on the voice mail system.

E-mail Client Support: Either reply to e-mail with answer or forward e-mail to appropriate staff to answer. If issue requires a follow up, a copy of e-mail is inserted into a tech log and placed into the appropriate staff's InfoSelect folder. Send e-mail to staff to alert them of pending issue.

Certify Updates & Test Installations: Follow written or "on-line" instructions to download update. Record any errors or questions to pass along to appropriate staff... If timeliness of installation or update is an issue, appropriate staff is contacted immediately.

Research ISBE manuals and memos for information: Search Tech logs, E-mail folders, and written ISBE memos for information pertinent to frequently asked questions for Client Support follow-up and/or Newsbriefing articles. Reply to Client or e-mail staff with information if follow-up is required. Insert information in Ultra-Edit DMG folder for possible use in future Newsbriefing article.

Update Client Support Manual for Staff: Keep staff members using Client Support Handbooks up to date with hard copies of all current documentation from ISBE and Harrisburg Project. Work in conjunction with Linda Sutton to make sure all Client information lists are most current. Record date document was updated in index as needed.

Shared Resource as needed: Act as shared resource in development, trouble shooting, technical support, and maintenance as needed for other services and products provided by Harrisburg Project.
Harrisburg Project
Job Description
FY 2008

Report Developer, Client Support: Sarah Noelle

Report Developer: Reports include System reports inside iePoint> and EDWin, Custom reports for clients, Master File reports, Web reports for Supersites, and Excel Pivot Table reports. Using R&R as a report generator, reports are created and updated for all clients in System reports, for individual clients in Custom reports, and for Supersites in Web reports. These reports are reviewed daily and new reports added to meet the needs and demands of the clients.

Telephone Client Support: Primary responder to incoming tech support telephone calls. Conduct research for answers or solutions to tech support questions or problems based on history from previous events in tech support logs, ISBE, manuals, memos or other documentation. Review client questions/concerns and attempt to provide the expertise (or connect them to the expertise needed) to solve the issue. Monitor and respond to calls on the voice mail system. Write How-To documents for solving recurring issues. For extremely confusing/difficult issues, occasionally gain control remotely of client workstations using Adobe Connect Professional.

Trainer: Our most efficient form of training, TrainingWorks Online!, is delivered using Adobe Acrobat Connect Professional software. We host a minimum of two trainings per week, and are able to train 50 sites at once over the Internet. Reporting to ISBE has become very complex and Site personnel changes frequently so that training has become a vital aspect of this job. Training is offered to clients in a classroom setting at a location near them or in their office via an On-Site training. On-Site training is local and involves one Site with the agenda to be determined by the Site. Generally, training will include New User, Claims, or Report Development but it may also include issues which the ISBE needs to bring to the attention of the clients in the field.

TrainingWorks Online! Developer/Trainer: Harrisburg Project is very pleased to have new software (Breeze Live) which instantly makes our trainers available to our clients and to the ISBE over the internet. With this, we are able to train up to 20 sites at one time. Presently, we are developing trainings for the New User and for Claims.

Certify Updates & Test Installations: Follow written or "on-line" instructions to download update. Record any errors or questions to pass along to appropriate staff... If timeliness of installation or update is an issue, appropriate staff is contacted immediately.

Shared Resource as needed: Act as shared resource in development, trouble shooting, technical support, and maintenance as needed for other services and products provided by Harrisburg Project.
Client Support: Adam Morton

Telephone Client Support: Respond to incoming technical & client support telephone calls. Conduct research for answers or solutions to tech support questions or problems based on history from previous events in tech support logs, ISBE, manuals, memos or other documentation. Review client questions/concerns and attempt to provide the expertise (or connect them to the expertise needed) to solve the issue. Monitor and respond to calls on the voice mail system. Listen to comments/suggestions from the field and report them to the appropriate staff. Write How-To documents for solving recurring issues. For extremely confusing/difficult issues, occasionally gain control remotely of client workstations using Adobe Connect Professional.

E-mail Client Support: Either reply to e-mail with answer or forward e-mail to appropriate staff for answer. If issue requires a follow up, a copy of e-mail is inserted into a tech log and placed into the appropriate staff’s InfoSelect folder. Send e-mail to staff to alert them of pending issue.

Web Site Manager/Designer: Keep existing web content up to date and add new links, pages, etc. as needed by other staff. Design images/logos/layouts for the website. Create an index using Zoom Search, the application which enables the Search function of our website, after any changes are made to the site’s content. Also review our web site on a daily basis so I can make suggestions to staff and implement any changes.

Design and Maintain web-based database applications using Web Connect: Use West Wind Web Connect to reference database tables to populate HTML controls. Design pages in Microsoft Expression Web then use VFP in ASP script tags to perform VFP functionality. Oversee automated client reminders for TrainingWorks Online! seminars, remove registrations at client request, assist with data entry into TWO! Manager as needed, maintain TrainingWorks Online! and TWO! Manager and modify as needed. Build Client Survey web applications then create reports using R&R Report Writer that display the results of the surveys.

Maintain Web Servers: Configure COM objects, Virtuals & Application Pools in IIS. Synchronize Live web server with the Development web server (Skippy) on an as needed basis.

Monitor Required Electronic Transmissions: As required transmission deadlines approach, distribute reminder Fax messages using Symantec WinFAX Pro in conjunction with Concord Fax Broadcast, make reminder phone calls as necessary, print reports listing sites from which we have not received files, and keep staff up to date as to the status of file transmission.

Certify Updates & Test Installations: Follow written or "on-line" instructions to download update. Record any errors or questions to pass along to appropriate staff. If timeliness of installation or update is an issue, appropriate staff is contacted immediately.

Intra-office Hardware/Software Support: Oversee the installation of new hardware, repair of defective hardware and assist staff with hardware and software issues. Do web searches, read informational books, and contact software vendors via email or phone to solve difficult hardware/software issues.

Shared Resource as needed: Act as shared resource in development, trouble shooting, technical support, and maintenance as needed for other services and products provided by Harrisburg Project.
Process P.O.s/invoicing/inventory for HP & TWS: Make P.O.s for all purchases and all billings for the Harrisburg Project using an 'in-house' software program. Make P.O.s for all purchases and all billings for TrainingWorks using PeachTree Software. Invoice clients for scheduled trainings and process their payments to be deposited using PeachTree software. Track Inventory of all software and equipment in an Excel spreadsheet. All equipment will be marked with the P.O. #, the Fiscal Year plus the project # and the project that purchased the equipment (Harrisburg Project or TrainingWorks). Print out inventory list and give to the Fiscal Department for their records 2 - 3 times a year for insurance purposes.

Record tape back-up process: Distribute daily back-up tape for backing-up all systems using one tape. The next work day verify tape backup worked and record date of back-up using an Excel spreadsheet. Then store the current back-up tape in the "take home" case. This case is to be taken home daily by an employee and brought back to work the next work day. Using a Scheduling program, each employee will take their turn in making sure the back-up tapes are taken off the premises at night.

Help schedule client trainings: Help Harrisburg Project trainers with any scheduling for client on-sites or classroom trainings. On-site and classroom training involves arranging dates with the clients based on where they are located. Once date is established, set up time, get number attending, and get directions to the training site.

Process handouts for training sessions: Depending what kind of training is scheduled, reports and PowerPoint presentations are photocopied and put together for handouts. These handouts are put in a 2-pocket folder for each client attending the scheduled training.

Process tech calls for tech support: Answer the 800 tech support line, create an Event Number and record the substance of the call in the Tech Support log. Give Tech Support log to appropriate staff. Process client messages from voice mail, create an Event Number and record the substance of the call in the Tech Support log. Give Tech Support log to appropriate staff for a return call back.

Other Activities:
- Help with certifying updates to iPoint™.
- Put weekly HBUG newsbriefings together. HBUG newsbriefings are emailed to all clients.
- Keep client listing information up-to-date.
- Help standardize system reports.
- Process Harrisburg User Group (HUG) registrations.
## EXHIBIT C-1
## PAYMENT SCHEDULE

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