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## Service Price

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Based on student enrollment and knowledge of RMCS workload, our monthly service rate is \$4,150.00/mo which provides product management, UX and UI design, preventative maintenance, on-call support, and customizations, integrations, and enhancements as per the requirements provided by RMCS.

This service agreement replaces any other agreements and continues to May 31<sup>st</sup> 2024.

RMCS agrees to engage the services of Catalyst Web Applications to provide the services as listed above. I/We understand the balance will be invoiced at the end of each month and payment will be due the 20<sup>th</sup> of the following month.

 Superintendent 7/5/23  
Richard McKenna Representative Signature and Title Date

Eric Freed PRESIDENT 7/17/23  
Catalyst Representative Signature and Title Date

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## **Product Management**

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Calendar months with less needs for configuration or improvements will enable proactive activities to improve the quality and functionality of Acquire. These measures will take the form of:

- Monitoring and responding to unexpected errors on rmckenna.org using internal error logs and using tools in Acquire which immediately notify Catalyst of errors.
- Site reviews using tools which log average wait times for database queries and page loads to look for possible improvements in page load times.
- Site reviews to look for areas in which usability and data accuracy could be improved.
- Research of modern technologies such as browser user interface techniques, or server languages that may be able to increase performance, reliability, or usability of the application.
- Review of instructor feedback and needs and brainstorming and R&D of new ways to meet those needs.

Following the discovery of an issue, Catalyst will implement the necessary changes or improvements. Any business logic or functionality changes will be presented to RMCS for approval before implementation. Changes that do not affect business logic or functionality will be described over email.

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## **Annual Renewal**

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For the benefit of RMCS staff, and the continuity of the learning environment for students, this is an annual contract and Catalyst has reserved dedicated time to complete each school year.

As requested by RMCS, this contract may be canceled in writing with a 30-day notice by RMCS. Renewal of contract shall occur prior to June 1<sup>st</sup> annually.

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## **Intellectual Property Ownership**

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The work, methodologies, design, and developed software in the context of this retainer shall be considered a joint ownership between RMCS and Catalyst. As joint owners, RMCS and Catalyst shall have the rights to use, modify, and further develop the software for any purpose without restriction by the other party.

The data used within the online learning system, including but not limited to student information, education content, and user data, shall be considered private and wholly owned by RMCS. RMCS retains exclusive ownership over all data collected or generated through the use of Acquire.

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## **Technical Support for Students and Staff**

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Catalyst will be available by phone and e-mail to provide support to RMCS students and staff relating to:

- Internet connectivity issues inhibiting access to [rmckenna.org](http://rmckenna.org), including follow-up with [rmckenna.org](http://rmckenna.org)'s hosting services as needed if any errors require their attention in order to be fixed
- Technical questions regarding the use or functionality of Acquire
- Assistance in problem resolution when error messages occur
- Support for RMCS staff for general computer questions

Catalyst will respond to any e-mail by 9 a.m. the following business day, and will be available for phone calls Monday through Friday between 9 a.m. and 3 p.m. MST.

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## **Ongoing Improvements and Changes**

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Included in this support agreement, Catalyst will be available for change requests from the RMCS Online principal or office manager. In a calendar month, a maximum of 60 hours will be used for feature requests, improvements, 3rd-party integrations, technical support, and training. Projects that exceed the allotted hours in a calendar month may be delayed to the next calendar month or additional hours may be quoted and approved in advance to meet the needs of larger or more urgent improvements.

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## **Our Understanding**

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Richard McKenna Charter Schools (hereafter referenced as “RMCS”) uses the Acquire Learning Management System to manage student registration and contact information (SIS) as well as provide the online courses for students (CMS). Traditionally a SIS and CMS require separate purchases for a school district in addition to extra staff trained in the configuration and administration to setup, manage, and change advanced settings to keep up with the needs of the district. Acquire brings simplicity by bringing these separate functionalities together seamlessly.

RMCS is seeking to retain Catalyst for ongoing configuration, tuning, and support for Acquire as well as improvements and changes so Acquire continues to be helpful and easy to use as state laws change and RMCS grows and changes its business processes.

Some improvements discussed recently and coming up next are:

- Enhance functionality to simplify the steps of ISAT reporting, making it easier to confirm we’ve reported the correct hours and not missed student hours when reporting to the state.
- Support electronic signatures to the student registration process.
- Continued innovations for monitoring students to highlight the ones in need, to encourage and reward teacher interactions, and increase course completion and graduation rates.

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## **Developer Training Documentation**

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Catalyst will maintain and provide a developer training document. This will contain useful notes on Acquire that would allow for an additional programmer to be able to support the Acquire web application should it be necessary. The document is to be kept on file at the RMCS office and contain:

- Technical instructions on how the code is organized
- Narrative on how certain features work, such as the “give myself access” button for student documents, or the logic for scoring assignments and displaying the summary on the student dashboard
- Any notes deemed useful to create a fully functional environment outside of the Amazon web host products.

The training document will be formally reviewed and updated by Catalyst each February and August. Since it will have security and login information, it needs to be kept secure and with limited access by only necessary RMCS staff.

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## Catalyst Web Applications – Company Overview

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Catalyst Web Applications was founded to help companies like yours use the Internet to communicate better with customers, business partners, and your internal staff. Our goal is to create solutions that reduce repetitive workflows and increase the accuracy and quantity of information available to keep your business moving.

Catalyst brings to the table a long history of database-driven web development experience such as:

1. Custom software for materiallybetter.com for project managers of large buildings to track and analyze 20,000 products and source materials used in construction. This allowed for cutting-edge sustainability and eco-friendly certifications.
2. An “Automatic Driver Download” system for Hewlett Packard nearly doubled the user success rate of printer driver installations and added service that exceeded anything ever seen on competitor web sites, as well as the Internet in general.
3. A self-managed member portal for the Public Employees Retirement System of Idaho (PERSI) which allowed members to create their own login and request a forgotten password sent to their e-mail address.
4. Remote online testing for the ISAT using IdahoTests.com allowing virtual schools to easily provide a non-web-based assessment at remote locations.
5. An online directory of Boise State University’s student organizations. This included a public search form and an office-only administrators’ section for editing the description of the 300+ organizations.
6. An online directory of Albertson’s internal staff. As well as a network assets database and web interface allowing Albertson’s to centrally record and search information relating to all PCs, servers, and routers in use.
7. A timecard and expense reporting system for Data Cabling, Inc. The custom web application increased accounting efficiency and accuracy while allowing the company to grow without needing to grow the office staff.
8. Product development for Odysys Inc, supporting small hotels. Including a reservation management system and website content management system. As well as tools to help write and schedule social media posts to Facebook.





**RICHARD MCKENNA CHARTER SCHOOLS  
PROPOSAL FOR RETAINED  
SOFTWARE DEVELOPMENT SERVICES**

**CONFIGURATION, ENHANCEMENTS, AND SUPPORT FOR THE  
ACQUIRE LEARNING MANAGEMENT SYSTEM**

**2023-2024 ONLINE SCHOOL YEAR**

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## Service Price

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Based on student enrollment and knowledge of RMCS workload, our monthly service rate is \$4,100.00/mo.

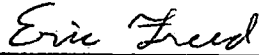
This service agreement replaces any other agreements and continues to May 31<sup>st</sup> 2024.

RMCS agrees to engage the services of Catalyst Web Applications to provide the services as listed above. I/We understand the balance will be invoiced at the end of each month and payment will be due the 20<sup>th</sup> of the following month.

  
Richard McKenna Representative Signature and Title

Superintendent

7/5/23  
Date

  
Catalyst Representative Signature and Title

PRESIDENT

7/17/23  
Date

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## **Preventive Maintenance**

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In addition to the reactive tech support (e.g. phone calls and e-mails), Catalyst will proactively monitor rmckenna.org for errors or areas that may risk the uptime of Acquire. These preventive measures will take the form of:

- Monitoring and responding to notifications and alerts from the Microsoft operating system, the Sql Server database, and the Domain Name registry.
- Track critical database server updates and install regularly.
- Maintain and respond to real-time monitoring tools that look for things like high CPU usage and high network traffic.
- Maintain necessary amounts of free drive space for operation.
- Configuration and management of the nightly database backups.
- Test validity of backups by attempting a full restore.

Following the discovery of an issue, Catalyst will implement the necessary changes or improvements. Any functionality or performance changes will be presented to RMCS over email and updated in the system architecture documentation.

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## **Batch Email Sends**

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As needs arise to send hundreds of emails out to students and parents, Catalyst will assist in sending those in a way that maximizes the emails arriving in the in-box and not the spam folder. Commonly, this is used annually for the Fall/Winter registration reminder and the Idaho schools student survey.

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## **Service Downtime Response**

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Catalyst provides on-call support to the best of our abilities to ensure maximum uptime for the production servers hosting Acquire. This includes a priority response to any server or application related issues that may arise.

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## **Annual Renewal**

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For the benefit of RMCS staff, and the continuity of the learning environment for students, this is an annual contract and Catalyst has reserved dedicated time to complete each school year.

As requested by RMCS, this contract may be canceled in writing with a 30-day notice by RMCS. Renewal of contract shall occur prior to June 1<sup>st</sup> annually.



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## **Our Understanding**

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Richard McKenna Charter Schools (hereafter referenced as “RMCS”) uses the Acquire Learning Management System to manage student registration and contact information (SIS) as well as provide the online courses for students (CMS). Acquire depends on these systems and technologies:

- Windows Server 2016 VM built on Amazon’s EC2 cloud hosting service
- Microsoft SQL server 2017 built on Amazon’s RDP cloud hosting services
- Microsoft Internet Information Server for supporting multiple simultaneous users
- Adobe Cold Fusion 10 for the secure and performant application-level logic
- DOS-based GAM 3.44 for programatic management of student Google accounts
- Send Blaster 4 for registration reminders, survey requests, and bulk messaging students
- Cloud Flare 2023 for encrypting data between the server and the browser, and preventing/managing cyber attacks.

The Acquire web application is a critical part of how Richard McKenna interacts with parents and students, as well as how students attend school each day. The web application is made use of by students and staff at all times and days of the week except for some limited opportunities for maintenance such as after midnight, or during school closures such as Spring Break.

RMCS is seeking to retain Catalyst for ongoing management of the systems required to allow all the features of Acquire to run.

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## **System Architecture and Access Documentation**

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Catalyst will maintain and provide a system administration document. This will contain notes about the system architecture to allow for an additional management staff to support the production environment should it be necessary. The document is to be kept on file at the RMCS office and contain:

- Access logins in use by each of the services allowing access the server, the database, and to update code
- Description of how each piece connects to each other and what each part depends on.
- List of scheduled and automatic tasks that run and where they are configured.

Along with the training instructions and narrative, Catalyst will maintain and provide a documented disaster recovery plan. This document will contain technical details on the best way to troubleshoot and respond to certain events such as “The site won’t respond” or “Gmail accounts are not being created when students register.”

The system architecture and access document will be formally reviewed and updated by Catalyst each February and August. Since it will have security and login information, it needs to be kept secure and with limited access by only necessary RMCS staff.



**RICHARD MCKENNA CHARTER SCHOOLS  
PROPOSAL FOR MANAGED OPERATING SYSTEM SERVICE**

**24x7 WINDOWS SERVER MANAGEMENT FOR THE  
ACQUIRE LEARNING SYSTEM**

**2023-2024 ONLINE SCHOOL YEAR**