


Exhibit A Frontline Customer Order Form
 Q-266565

550 E. Swedesford Road, Suite 360, Wayne, PA 19087

07/27/2026

Customer:	Order Form Details:
Buckeye Local School District 3436 Edgewood Dr ASHTABULA, Ohio, 44004 United States	Pricing Expiration: 8/15/2026 Quote Currency: USD Account Manager: Kyle Walker
Contact: Kassandra Brand Title: Treasurer Phone: (440)998-2017 x170 Email: k.brand@buckeyeschools.info	Startup Cost Billing Terms: One-Time, Invoiced after signing Subscription Billing Frequency: Annual Sale Type: New Initial Term: 9/30/2026 – 7/17/2028

Pricing Overview	Amount
One-Time Fees	\$5,850.00
Annual Recurring Fees	\$8,982.00
(Initial Term Prorated Fees)	\$7,160.99

One-Time Fees Itemized Description	Quantity	Amount (each)	Amount
Frontline Implementation	1	\$3,850.00	\$3,850.00
Frontline Central Artifact Import - up to 150,000 documents to be migrated to Frontline Central	1	\$2,000.00	\$2,000.00

Annual Recurring Fees Itemized Description	Subscription Start	Subscription End	Amount
(Frontline Central Solution Prorated Term)	9/30/2026	7/17/2027	\$7,160.99
Frontline Central Solution	7/18/2027	7/17/2028	\$8,982.00



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Additional Order Form Information

Tax Information

Tax Exemption: Your order may be eligible for a tax exemption. Please ensure we have the most recent tax exemption form on file. Please send your completed exemption form to salestax@frontlineed.com. Otherwise, the appropriate tax will be applied at the time of invoicing.

PO Information

PO Status: Purchase order to follow

PO #:

Note: If a Purchase Order is required, Customer shall submit the PO to Frontline within ten (10) business days of signing this Order Form by emailing it to billing@frontlineed.com, otherwise a PO shall not be required for payment

Professional Services Information

Customer has one year from date of Customer's signature of this Order to utilize any Professional Services described in this Order. The Professional Services expire thereafter with no credit or refund due to Customer.



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Invoicing Schedule	Due Date	Amount
Invoice: One Time	Upon Signing	\$5,850.00 + applicable sales tax
Frontline Implementation		\$3,850.00
Frontline Central Artifact Import - up to 150,000 documents to be migrated to Frontline Central		\$2,000.00
Invoice: Prorated	10/30/2026	\$7,160.99 + applicable sales tax
Frontline Central Solution		\$7,160.99
Invoice: Annual	8/17/2027	\$8,982.00 + applicable sales tax
Frontline Central Solution		\$8,982.00



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07/27/2026

MASTER SERVICES AGREEMENT

This Master Services Agreement is made effective as of the date of the signature below (the "Effective Date") by and between Frontline Technologies Group LLC dba Frontline Education, its subsidiaries and affiliates with an address at 550 E. Swedesford Road, Suite 360, Wayne, PA 19087 (collectively "Frontline"), and the client identified below ("Client"). Frontline and Client are sometimes referred to herein, individually, as a "Party" and, collectively, the "Parties."

By signing below, the Parties agree to be legally bound by the terms and conditions contained in the Frontline Master Services Agreement ("Master Services Agreement", which is available at <https://www.frontlineeducation.com/master-services-agreement/> and is incorporated herein by reference. The attached Order Form, exhibits (if any), Statements of Work and the referenced Master Services Agreement are collectively the "Agreement". To place orders subject to this Agreement, at least one Order Form (as defined in the Master Services Agreement) must be incorporated into this Agreement. Client may make future purchases of products and services from Frontline (and its subsidiaries and affiliates) under this Master Services Agreement by executing an Order Form and any future Order Forms without an attached or referenced Master Services Agreement will be deemed subject to this Master Services Agreement. This Agreement constitutes the complete and exclusive statement of the agreement between the Parties with respect to the Software and the Services set forth herein and any other software, products or other services provided by Frontline or any of its affiliates or predecessors prior to the Effective Date. For the avoidance of doubt, this Agreement supersedes any and all prior oral or written communications, proposals, RFPs, contracts, and agreements (including all prior license and similar agreements) and the Parties hereby terminate any such agreements. In the event of a conflict between the provisions of the Terms and Conditions and the provisions of any Statement of Work or any Order Form or any Order Form Terms and Conditions, the provisions of the Statement of Work or Order Form or Order Form Terms and Conditions, as applicable, shall govern, but only with respect to the services forth in the Statement of Work or that particular Order Form.



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Frontline Technologies Group LLC dba Frontline Education Signature: _____ Name: _____ Title: _____ Address: 550 E. Swedesford Road, Suite 360 Wayne, PA 19087 Email: <u>billing@frontlineed.com</u> Effective Date: _____	Buckeye Local School District Signature: _____ Name: <u>Kassandra Brand</u> Title: <u>Treasurer</u> Address: 3436 Edgewood Dr ASHTABULA, Ohio 44004 Email: <u>k.brand@buckeyeschools.info</u>
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STATEMENT OF WORK



Frontline Education

Implementation Services



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Introduction

Frontline Education offers a complete customer experience, with professional resources to collaborate with your project team during the implementation. Frontline uses a three-part method to provide a lasting solution that helps Clients achieve their strategic objectives.



Implementation: Frontline will collaborate with the Client leadership and project personnel to grasp the strategic objectives of the project. Client will apply Frontline proven methods for carrying out the solution whenever feasible.

Learning & Capability Building: Frontline provides a mixed learning approach for clients. By combining independent learning and interactive working sessions, Frontline has an effective way of making sure the successful enablement of Clients.

Change Enablement: With all changes, it is necessary to manage that change effectively within your organization. Frontline offers a Change Management plan for their Clients to successfully communicate, manage, and monitor the adoption of the Frontline system.

Project Governance

Project Planning

Frontline understands that effective project planning lays the foundation for a successful implementation and is vital to reducing risk. We develop detailed project plans for every implementation that establish objectives and outcomes with a clear schedule of deliverables for both Frontline and client stakeholders for each stage of the project.



Upon initiation of the project, Frontline will work with the Client project leaders and other key stakeholders to identify and document all key project components and project team members. As detailed below, various stakeholder and work groups will be established and will work collaboratively to refine and finalize project plans for each program component including all timelines and milestones.

Governance Objectives

A strong governance structure overlays roles and responsibilities to the project management plan, providing complete transparency regarding who will do what and when. Frontline has embedded procedures within our implementation methodology, so that defined controls alert the key stakeholders if problems arise or if scheduled targets are missed. Having this risk management capability, at the highest levels of the project, provides assurance that there is a system of checks and balances, and that the teams are meeting expectations.

Project Governance Methodology

Our team will provide ongoing monitor and control activities and deliverables for the duration of the project to keep the project on track. These activities provide a view into the health and progress of the project so that management can take effective, efficient, and timely actions when the project's performance deviates from the plan or when a proactive measure to manage risks is required.

Risk & Issue Management

The Risk and Issue Management Plan processes help to identify risks to the project, how those risks may be responded to and how mitigation plans can be outlined and controlled. Examples of risk include loss of a critical resource, technology changes, dependence on a third party, project sponsorship or management changes.

Project Team – Roles & Responsibilities

A strong Project Team will be integral to the successful management of this project. The team structure will align appropriate levels of Frontline managers and consultants to your management team and staff in a manner proven effective in other large-scale implementation projects.

Frontline's recommended team structure - outlined below - identifies the type of personnel that are commonly involved with the project. It should be anticipated that other personnel will be involved based on the client organizational structure and on an ad-hoc basis to provide specific insights, knowledge or support as the project moves through its different phases.

Frontline - Executive Sponsor

The Client will be assigned an Executive Sponsor – from the Frontline executive leadership team – to liaise with your senior leadership, act as project champion, and drive overall success of the program.

The Executive Sponsor will provide focus and oversight to the project while building the executive relationship between Client and Frontline and will participate in Executive Steering Committee meetings to review project progress, and significant risks and issues as needed.

Frontline - Project Manager (if purchased)

An implementation project management resource will be assigned to coordinate all planning, communication, scheduling, risks, project reporting and ensure project success.

- o Acting as the day-to-day point of contact for the Client project team to ensure on-time delivery of the Frontline project deliverables
- o Managing the implementation project plan and project dashboard for ongoing project status reporting, and conducting recurring Project Status Meetings





- o Partnering with Client project team to track risks, issues, action items, and key project decisions
- o Managing and tracking project scope change requests
- o Partnering with the Client project team to develop on the training schedule and change management plan

Frontline - Implementation Consultants

Implementation consultants will provide subject matter expertise and will serve as the primary point of contact for all functional and system configuration work, lead consulting and training activities, as well as become the primary means of support during the initial go-live period.

Implementation Consultants responsibilities include:

- o Partnering with Client in conducting Discovery and Requirements Gathering sessions
- o Conducting configuration, consulting, training, and work sessions as defined by the project plan
- o Review data templates with the client and explain expected data.
- o Partner with the client and provide consistent and timely validation of the data provided to ensure it meets the minimum requirements for import.
- o Provide data errors in an organized format, indicating which data points are non-compliant and require additional review/correction.
- o Online training and consultation will be provided to show the client how to maintain data on an ongoing basis after the initial import.
- o Partnering with the Client project team to perform unit testing and UAT as defined by the project plan
- o Providing support following go-live and transition to Frontline Support through the Support Handoff meeting

Frontline – Strategic Consultants (if purchased)

Strategic Consultants engage in multi-solution implementations. The Strategic Consultant will work with the Client to determine strategic goals for the Frontline solution, review current processes for redundancy and waste, and make strategic process driven recommendations to achieve overall district objectives.

Client - Executive Sponsor

The Executive Sponsor provides focus and oversight to the project while building the executive relationship between Client and Frontline, ideally Superintendent, Assistant Superintendent of HR, CFO, etc.

The Executive Sponsor will work with all relevant parties to expedite and resolve issues that require the highest executive level involvement, such as contract amendments and scope adjustments. The Executive Sponsor will serve as project champions to promote the visibility and credibility of the Program.

- o Provides leadership and promotes project goals within organization ensuring necessary resources are available
- o Participates in Executive Sponsor meetings with Frontline Executive Sponsor/Steering Committee to review project progress, and significant risks and issues as needed
- o Serves as a point of escalation beyond the Client Project Manager, if needed.
- o Promotes Organizational Change Management in support of project success

Client - Project Manager (if purchased)

The Client Project Manager will oversee the implementation and execution of all project-related activities, while ensuring the successful completion of each phase and related activities to reach the project milestones successfully.

Additional responsibilities include:

- o Acts as the primary project contact responsible for client-side communications, scheduling, deliverable tracking and advancing the project according to plan





- o Works collaboratively with Frontline Project Manager to ensure that the project remains on track and risks are identified and mitigated early
- o Ensures timely completion of Client project tasks and action items as identified by Project Plan
- o Partners with Frontline Project Manager and project teams to track risks, issues, action items, and key project decisions., and works collaboratively with the Frontline Program Director to mitigate risks and resolve issues
- o Partners with Frontline Project Manager on Project Change Management Plan, cascading project communications to the Executive Sponsor, Client project team and project stakeholders
- o Partners with Frontline Project Manager on training schedule, identifying attendees, availability, and attendance for training sessions

Client - Implementation Process Owners

Working closely with the Frontline Implementation Consultants, the business process experts will be responsible for the following:

- o Define organizational policies and answering policy-based questions and or clarifications
- o Understands business requirements and can provide guidance about the future direction of the business area
- o Responsible for identifying business impacts and deciding on configuration options in a timely manner
- o Provides and coordinates functional support after the project go-live

Client - Functional and Subject Matter Experts

Working closely with the Frontline Implementation Consultants the subject matter experts will be responsible for the following:

- o Provide specialist business process knowledge
- o Responsible for configuration decisions and execution of test scenarios
- o Ensure configuration and supports business impacts review
- o Responsible for data validation

Client - System Administrator(s)

Working closely with the Frontline Implementation Consultants the system administrators will be responsible for the following:

- o Responsible for day-to-day operations, upkeep of system, and user management.
- o Create/edit/delete new records, packets, and forms
- o Sending/tracking/completing forms
- o It is necessary to include functional area system owners (e.g., recruiting, hiring and onboarding, compensation, time and attendance, etc.) who can define current policies, processes, and business needs
- o Timely completion of project tasks and action items in support of the project plan and schedule
- o Partners with IT Department and Frontline Consultant to verify data imports and data exchange
 - o Provide named resource(s) responsible for data extraction.
 - o Data must be provided using Frontline's standard templates.
 - o The client will extract the data in the format requested, or work with their current vendor to extract the data.
 - o If the client cannot generate the data based on the specification, there is no guarantee that Frontline Education staff will be able to import it.
 - o It is the responsibility of the client to have reviewed the content of the data before sending to Frontline.
 - o The district will work with Frontline Education to map any data that does not match a dropdown/look-up value in Frontline.
 - o 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.





- o Once the data has been imported, the client will review the data as it exists in the system for accuracy. If any discrepancies are found between what was sent and what was imported, Frontline will research and provide resolution or feedback. Once the data imported is deemed accurate, the client will provide sign-off.

Client - IT Department

Working closely with the Frontline Team the Client technical team will system administrators will be responsible for the following:

- o Maintain user access, security, and workflow
- o Ensure Frontline Education domains/IP addresses have been incorporated into any firewalls and/or spam filters
- o Responsible for updating whitelist from Frontline
- o Provide technical support in instances where local network/technology configurations impact usage of our solutions
- o Engage with 3rd party vendor and manage the relationship for data transfers
- o Work with the 3rd party vendor directly to provide Frontline with clearly defined specifications for data files
- o Act as “subject matter expert” for all data content questions from Frontline representatives.
- o Coordinate testing of files with the 3rd party vendor.
- o Provide any SFTP credential information back to the vendor or facilitate the transfer of the data directly to the vendor.
- o Subject Matter Expert for the implementation – including requirements, testing and go-live Support (as needed)

Scope of Work

Overall System Configuration

System configuration is accomplished through a blended approach of pre-configuration, Frontline Education configuration services, and Client configuration activities.

The system is collaboratively designed and built out over the course of multiple configuration calls and follow up actions. Natural spaces are planned in the project cadence for review and acceptance of configuration for individual data elements and pieces of functionality. Reference materials with step-by-step walk throughs are provided to help validate system is functioning to accomplish desired goals. Final User Acceptance Testing materials are provided to help both the Frontline and Client project teams walk through and ensure integrity of system configuration as planned.

Frontline Solution	Configuration Scope	Client to Provide
Frontline Central	<u>User Provisioning</u> : Frontline will provision users provided in initial import template. Frontline will train the client on how to import future staff.	☐ User information for all employees in data





General Configuration Fields: Frontline will configure users provided in initial import template. Frontline will assist the client with importing additional general configuration fields. Frontline Forms Library: Client has access to download an unlimited number of forms to create additional Processes. Templates: Frontline will provide a set of 23 templates for various processes. The district will be provided with the knowledge to customize these. • Employee Data Collection Form • Inventory Management and Help Desk Tech Request Form • General Benefits Template Form • General Onboarding Checklist Form • General Credential Verification Form • Letter of Reasonable Assurance - [School Year] - Employee • Salary Notice • Getting Started for Employees - Absence Management • Getting Started for Employees and Substitutes - Time & Attendance • Getting Started for Educators - Professional Growth • Employee Self-Initiated Forms Listing • Address Change Request Form • Name Change Request Form • General Reimbursement Form • General FMLA Request Form • General Event Request Form • General Employee Resignation Form • Absence/Leave Documentation • Long Term Sub Request • Professional Growth - Offboarding • General Offboarding- Technology Turn In • Inactivate & Ungrant Frontline Solutions • General Exit Interview Form Processes: Frontline will configure Onboarding and Contract Processes, including associated forms and workflows. The configuration will include standard workflows and up to two complex workflows. - o Onboarding Process Includes: • Employee Personal Information • Federal I9 (PDF Overlay) • ID Verification • Federal W4 (PDF Overlay) • State Tax Form (PDF Overlay) • State Retirement System Form (PDF Overlay) • Direct Deposit • Policy Acknowledgements • Employee Handbook Acknowledgement • Benefit Package Receipt Acknowledgement • Credential Verification • Inventory Management and Help Desk Tech Request Form • Up to (5) Additional District Specific Forms - o Contract Process Includes: • Frontline will build your Contract for Certified Staff • Tools for the client to replicate and adjust for additional contract types As part of our blended learning approach, Frontline will train the client on building processes. Frontline will configure 75% of the processes, while the client will configure the remaining 25%. This approach equips the client with the skills needed to create and manage new processes independently in the future. Reports: Three (3) standard reports are available: Employee Data, Employee Assignments, Employee Credentials. Permissions: Frontline will configure user permissions.	template, to include Name, Employee ID, Work email (required), Address, EEO, Phone, Emergency Contact information ☐ Custom forms ☐ Additional data points to be discussed during Implementation
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	Data Transfers: Data Transfer abilities are available in Frontline Solutions. Frontline will set up (1) data transfer which is setup as either a flat file transfer or an export/import into an applicable vendor system. Examples include: - o Employee Data - o Employee Assignments - o Employee Credentials	
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Project Timelines

Based on Frontline experience with Implementing the solution, below is a high-level estimated project timeline and order of implementation. After the Kickoff call, the Frontline project team will work with the Client to finalize an agreed upon timeline and order of importance based on Client goals.

Client should be thinking about various scenarios that may impact the timeline and be prepared to share with the Frontline project team during Kickoff. Examples are:

- o School vacation weeks – Client project staff unavailable to work on the project
- o Planned leave of absences for Client project staff
- o Availability of Client project staff during contract renewal season, back-to-school staffing season, etc....
- o The availability of resources to work on each solution - is it possible to run them at the same time since there are different project leads for each implementation, or are there project leads who would handle more than one of the implementations

Frontline will Kick off the overall project within (14) days of contract signature.

Solution	Standard Duration
Recruiting & Hiring Kickoff – Go Live	10 weeks
Frontline Central Kickoff – Go Live	10 weeks
Absence Management Kickoff – Go Live	9 weeks
Time & Attendance Kickoff – Go Live	9 weeks
Employee Evaluation Management Kickoff – Go Live	7 weeks
Professional Learning Management Kickoff – Go Live	6 weeks
Professional Learning Mngmt Foundations Kickoff – Go Live	4 weeks
HRMS Kickoff – Go Live	6 months
HCA Kickoff – Go Live	2 weeks

Project Scope Changes - Change Orders

Frontline shall perform the services specified in this SOW. Any other services or changes identified by the parties will require a duly executed Change Order. If the parties mutually agree to change this SOW, then, Frontline will create a Change Order documenting the change in Statement of Work, additional (or exchanged) services to be delivered and resources required, any changes to the project plan and/or deliverable dates (if applicable), and additional estimated fees (if applicable).

Both parties must properly execute the Change Order before any resources will be assigned or any additional/changed services will be performed.





Reasons for the execution of a Change Order include but are not limited to, any of the following changes to scope:

- o Request to delay the Planned Go Live, 30 days or more from the original date
- o Changes to the requirements once Discovery has been signed off and Configuration has begun
- o Changes to decisions made by the Client that require rework or otherwise affect deliverables
- o Changes to client team leading to the need for a pause in implementation, additional training, rework and/or changes to requirements

Steps to the Change Order Process: Project Scope Change Request Form

- o Identify the change of scope
- o Document the change
- o Scope the change and quote
- o Submission to Frontline and Client Executive Sponsors
- o Executive Sponsor review
- o Executive Sponsor approval / denial

Assumptions

- o Frontline Education and Client will provide consistent, named resources to fill project roles throughout project timeline.
- o 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.
- o Frontline Education and Client will use a collaborative approach to ensure implementation success.
- o Client will provide subject matter experts familiar with organizational policies and procedures throughout the project.
- o Some dual entry will be required during the transition from Legacy system to Frontline system. The amount will depend on decisions made regarding the transition.
- o Data will only be loaded once, and delta files will not be used to update existing data
- o Client project team will complete online courses, attend instructor-led training, participate in project status calls, and complete project tasks as planned.

Completion Criteria

- o Frontline will make deliverables available to the Client for review and acceptance in accordance with the Implementation Plan timeline.
- o Client will provide an adequate number of resources to review Deliverables to confirm conformity in all material respects based on mutually agreed upon requirements and specifications
- o Client will provide written notice of acceptance or rejection within ten (10) business days of delivery.
- o Deliverables which are not rejected by the Client within the above time frame shall be deemed accepted.
- o During final sign-off, Client will approve of the work completed and Frontline will make the Production Environment live.
- o Frontline will consider the project complete after final acceptance or under the following conditions:
 - o Client has delayed for greater than 60 days without agreement on a Change Order
 - o Client has become unresponsive for greater than 60 days
 - o Frontline has requested final signoff and acceptance, or rejection has not been provided within 10 days



STATEMENT OF WORK



Frontline Central Historical Artifacts Import

Standard Project Services



Introduction

Frontline Education provides a comprehensive project methodology and expert resources to partner with the district project team throughout the project. The Artifact file import of historical documents into our Frontline Central solution provides district administrators and users (with functional rights) to these artifacts.

Scope/Deliverables

Prerequisites

An effective delivery of the Frontline Central Historical Artifact Import project assumes the following prerequisites are understood and addressed by both the Client and Frontline during the Project Kick Off.

- Pricing and scope of SOW is size of district & historical artifacts up to 50 MB per artifact.
- The number of artifacts included in this scope is up to 150,000 artifacts totally up to 3GB total.
- The migration of documents can happen in up to 3 artifact loads.
- District artifact files must follow the required naming conventions as specified below.
- In accordance with Frontline's data security policies, import employee data is only accepted via Frontline's secure file transfer protocol. Active Employees should already be an imported into Frontline Central prior to Artifact import.
- *The data import scope is applicable to active Frontline Central users only. For historical record import matching purposes, it is the responsibility of the client to ensure all users are available within Frontline Central. *Note: See Additional Optional Services section for more information on importing users.*

Artifact Import File Limitations and Restrictions

The files must meet the following criteria:

- The following file types are accepted:
 - o Pdf, doc, docx, csv, xls,xlsx, jpg, jpeg, bmp, png, jp2, gif, wmf, txt, ppt, pptx, Tiff/tif

Please contact your Frontline Client Services agent if you have files that are not in this list. These will be evaluated on a case by case basis.
- Each file size must be less than established max file sizes for Frontline Central artifacts. See Learning Center documentation for latest specifications. Typically, this is less than 50 MB.
- All files must be placed in one "zip" folder/archive
- The maximum single zip file cannot be greater than 1GB.
 - o Multiple "zip" archives can be provided to accommodate a large amount of data.





Artifact Import File Naming Convention

All files must be named in a very specific naming format. Furthermore, the files must be placed into a single compressed “zip” folder. If files are not received in the correct format, Frontline will work with the client to achieve this at an hourly rate outside the scope of the SOW.

- The naming convention for each file is as follows:

Employee External ID_DocumentName_Category_Name_Year

Example:

1216264_DirectDeposit_Payroll_JaneDoe_2020.pdf

This file name is used to map the file to the matching employee ID and category.

- Use a file compression tool to create a “zip” archive file.

Send Zip files to Frontline

When all “Zip” files are ready, contact your Frontline Implementation Consultant to receive instructions to access our secure file upload tool.

Processing Information

Please allow appropriate time for processing (see “schedule” section, below).

The Frontline Client Services agent will pre-validate all files to ensure:

- The total size of the individual “zip” file is less than 1 GB.
- Each individual file size is with the application’s maximum file size restrictions.
- The file type/format is supported.
- The account identifier (Employee ID) matches an active account in Frontline Central.

If there are any validation errors, the overall process will be terminated, and the Frontline Client Services agent will provide a validation report, itemizing the errors. The errors must be resolved by a district representative. After which, the process can be re-started.

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.

- One Time Bulk Frontline Central Active User Import
- Inactive employee import via sFTP or manual process
- Professional technical assistance to prepare artifacts for import
- Services beyond the implementation timeframe and project close out
- File & Data Clean-up





Schedule

Below is an average project activity duration timeline for the Frontline Central Historical Artifact Import project.

Activity	Average Duration
Project Kick Off	1 hour
Frontline Central User and Employee Prerequisites	1 week
District generates files in zip for Frontline Central import	2 weeks
Frontline Central artifact upload validation	2 weeks
Frontline Central artifact import	1 week
Frontline Central User access to imported artifacts	1 hour
Project Signoff	1 hour

*Every client is unique and timelines can vary depending on client size, resource availability, and complexity of project. Your Frontline Education will work with your team to plan an implementation based on your specifics.

Client Project Team: Roles & Responsibilities

System Administrators

- System Administrator: e.g. HR Director, Substitute Coordinator, Payroll Clerk, etc.
- The “main” contact(s): responsible for day-to-day operations, upkeep of system, and user management. This includes (but is not limited to):
 - o Work with IT Department to run an Artifact extract from District’s existing tools or system in the required naming format. *NOTE: Most commercial systems will have a basic Artifact batch export process that will create these Artifact files from data in the system today.*
 - o Share the files with Frontline Education. When the “zip” files are ready, Frontline representatives will provide a secure link where files can be transferred directly to Frontline servers.
 - o Verify extracted Artifacts to verify completeness and accuracy prior to sharing files to Frontline for import.
 - o Verify Artifact files uploaded to correct Employee record within Frontline Central to verify completeness and accuracy of import.

IT Department

The district IT Department will work with a Frontline Implementation Consultant to:

- Assist System Administrator in extracting Artifacts for historical import and formatting to file names to Frontline naming requirements.
- Assist by making sure all necessary equipment is available for System Administrators to successfully utilize Frontline’s web-based tools.
- Review, cleanse and organize the provided files into an appropriate file structure.
- Work with the Frontline Education Contact to resolve any data file issues.

Frontline Education Project Team: Roles & Responsibilities

Consultant

- Responsible for consultation meetings and implementation project milestone completion.
- Configure the Artifact Import Parameters in Frontline Central
- Process the import of the artifacts.
- Monitor, review and report back to the District Specified Contact any import errors or issues.





General Assumptions

- Frontline Education and Client will provide consistent, named resources to fill project roles throughout project timeline.
- Frontline Education and Client will work collaboratively ensure import success.
- Client will provide subject matter experts who are familiar with organizational policies and procedures to help guide project.
- Frontline Education assumes that all artifacts and employee records will be validated by Client prior to import and after import is completed.

Recommended Artifacts to Migrate

Each district & state is unique, however below are recommended artifacts for Districts to migrate to Frontline Central

- Emergency Contact Information
- Original employment application with resume
- Original offer letter
- Job descriptions for position held throughout career with the district
- History of positions, roles, jobs, and responsibilities
- A summary of any criminal records uncovered during the background check
- A record of any instances of child abuse
- References
- Signed copy of employee handbook and district policies (such as professional relationship conduct with students including electronic communications)
- Verification of previous employment
- Credentials/Licenses
- Tax forms (W-4 and copies of previous W2 forms)
- Official transcripts
- Onboarding forms
- Relocation agreements (if applicable)
- Leave requests for non-medical reasons
- Child support or wage garnishments
- Professional growth records
- Records of any promotions, demotions, transfers, or performance/achievement recognitions
- Records of evaluations, reviews, self-assessments, or disciplinary actions
- Skills test results (if applicable)
- Signed Cobra Notifications
- Complaints from parents, administrators, other teachers, or school staff
- Resignation or termination records, including exit interview documentation

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.
- 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.

