



Statement of Work

Frisco ISD

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This Statement of Work ("SOW") is the confidential information of iCIMS, Inc. ("iCIMS"). It is intended solely for the Subscriber identified in the applicable Order Form and may only be used for the limited purpose of documenting the services to be provided by iCIMS. Use by or disclosure to any other party or for any other purpose is strictly prohibited. All capitalized terms not defined herein shall have the meaning ascribed to them in the Subscription Agreement agreed upon between iCIMS and Subscriber.

1 Overview

1.1 Document Purpose

This Statement of Work ("SOW") serves to align the Subscriber and iCIMS, Inc. ("iCIMS") on the scope of the professional services engagement.

1.2 Document Authors

The following individuals were involved in the authoring, review, and approval of this document.

iCIMS

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1.3 Project Governance

1. iCIMS aligns itself to executive and senior level Subscriber leadership to promote a smooth implementation experience and create a forum for project leadership communication. 2. iCIMS project governance includes a two or three level hierarchy, based on needs of the Subscriber project team.

- a. Operational Level – Direct project team members
 - i. day to day project activities
 - ii. process alignment
 - iii. solution management
 - iv. first level issue resolution and risk mitigation
- b. Program Management & Steering – Leadership support

- i. scope and budget ownership
- ii. resolution of escalated issues and risks
- iii. where appropriate, executive level leadership and steering committee may be established/engaged for additional support.

1.4 Roles & Responsibilities

1. iCIMS Professional Services Roles, involved as applicable
 - a. **Implementation Consultant(s)** – The Implementation Consultant is responsible for providing consultation and configuration recommendations around the Subscription setup. The Implementation Consultant will lead iterative consultation sessions to support and deploy configuration work. They provide best practice suggestions to enhance Subscriber’s access to the features/functions of the iCIMS solution. They support testing and deployment efforts.
 - b. **Integration Consultant(s)** – The Integration Consultant is responsible for the integration engagement(s), integration workstream(s), or data migration workstream(s). The Integration Consultant will partner with Subscriber to define data workflows and use reasonable efforts to support business requirements. The Integration Consultant will work with Subscriber to map data points and provide support with iCIMS data transfer specifications with the available iCIMS technology.
2. Subscriber Roles, involved as applicable
 - a. **Project Lead** – Subscriber’s Project Lead facilitates and is responsible for ensuring the implementation project activities related to this SOW are performed by Subscriber, where applicable, on behalf of Subscriber’s organization. Subscriber’s Project Lead will partner with the iCIMS Project Owner to understand the project deliverables within the project plan. Subscriber’s Project Lead is responsible for managing Subscriber’s internal stakeholders for task deliverables, decision-making, project communication and to set Subscriber’s internal expectations on the project status, as well as coordinate the change management associated with launching the product(s).
 - b. **Integrations Lead** – Subscriber’s Integrations Lead facilitates the integration workstream activities related to the integration project(s) within the scope of this SOW on behalf of Subscriber’s organization and Subscriber’s vendors. Subscriber’s Integrations Lead will partner with the iCIMS Project Owner and/or assigned iCIMS Integration Consultant(s) and Subscriber’s vendor point(s) of contact for task deliverables, decision-making, project communication and to set internal expectations on the project status, as well as coordinate the change management associated with launching the integrations(s).

2 Scope of Project

2.1 iCIMS Applicant Tracking System (ATS)

Cloud-based recruiting software designed to scale and manage the entire recruiting lifecycle efficiently

1. Configuration of candidate application process
 - a. Four (4) portals for the following candidate population(s)
 - i. External candidates – Paraprofessional
 - ii. External candidates – Auxiliary
 - iii. External candidates - Professional
 - iv. Internal candidates
 - b. Application process will be in English.
2. Configuration of iCIMS profiles, including adding, hiding, and locking fields (job/requisition, person, company, recruiting workflow)
3. Configuration of necessary job/requisition approval processes, including guidance for user creation of approver lists
4. Configuration of login groups and related permissions

- a. Full access users (admins, recruiters, etc.)
 - b. Limited access users (hiring managers, agencies, etc.)
- 5. Configuration of recruiting workflow statuses (initial screen, interview, rejection, offer, etc.)
 - a. Includes configuration of auto-launch actions at designated statuses (e.g., “Send to Hiring Manager” action initiates an email to hiring manager)
- 6. Enablement of Interview Management for interview scheduling
- 7. Enablement of Interview Feedback functionality (feedback request forms)
 - a. Guidance for user-creation of feedback forms

2.2 iForms

Electronic forms used to collect data in the iCIMS ATS or Onboard products.

- 1. Enablement of iForms from iCIMS’ standard iForms Library
- 2. Configuration of necessary custom iForms
 - a. Forms to be provided by Subscriber in editable format (e.g., MS Word, MS Excel, editable PDF)
- 3. Configuration and implementation of the electronic signature capture via iCIMS native e-Signature

2.3 iCIMS Offer Management

Tools to streamline the offer management process

- 1. Configuration of offer management assets (fields, related statuses, user permissions, approvals, etc.)
- 2. Guidance for user creation of approver lists
- 3. Configuration of one (1) global offer portal
 - a. Offer portal will be in English
- 4. Configuration and implementation of one of the following signature methods (as applicable):
 - a. electronic signature capture via iCIMS native e-Signature.

2.4 iCIMS Onboarding

Simplify employee onboarding with automated processes that help maximize engagement and accelerate productivity.

- 1. Configuration of one (1) global onboarding portal
 - o Onboarding portal will be in English
- 2. Configuration of onboarding assets (new hire category profile, fields, workflow, tasks, etc.)
- 3. Configuration and implementation of the electronic signature capture on iForms via iCIMS native e-Signature

2.5 iCIMS Text Engagement: US and/or Canada

Modernize, streamline, and accelerate your communication with candidates and employees.

- 1. Enablement of twelve (12) phone numbers (US or Canada)
- 2. Enablement of six thousand (6,000) monthly pooled contacts for direct texting with candidates (72,000 annual pooled contacts)
- 3. Enablement of Text Engagement tab within iCIMS ATS
- 4. Configuration of automated status change text messages

2.6 iCIMS Video Interview

A tool to automate requesting videos from candidates and review centrally within the ATS.

1. Configuration of interview landing page within iCIMS ATS
2. Enablement of pre-recorded video interview request on one (1) recruiting workflow status or on one (1) candidate portal
3. Enablement of pre-recorded video interview results integration to iCIMS ATS person profile
4. Configuration of Video Interview Integration to non-iCIMS ATS
5. Configuration of Video Interview Single-Sign-On

2.7 Data Migration

Migration of active and/or historical data from legacy system(s) into iCIMS.

1. Files for data migration, if applicable, must be provided by Subscriber (or Subscriber authorized third party) to iCIMS in a format that meets the iCIMS CSV Import Format to be imported into iCIMS without requiring editing or manipulation performed by iCIMS.
 - o iCIMS will not manipulate, edit, or format files provided for migration. Subscriber is responsible for following and adhering to the iCIMS CSV Import Format specifications.
 - o If Subscriber chooses to migrate data utilizing the iCIMS REST API, Subscriber and/or any third party contracted by Subscriber, must write to the iCIMS REST API specifications.
2. The iCIMS project resource assigned to the data migration work will provide direction and guidance about the specifications but does not create or modify files for data migration.
3. Guidance for Subscriber's use of iCIMS resume parsing tool for migration of MS Word and PDF resume documents.
 - o Other attachments such as applications or cover letters can be migrated into custom fields via iCIMS Web Services API. Subscriber is responsible for development efforts to migrate attachments via iCIMS Web Services API (e.g., retrieval of files from a source system, transformation of data, API scripting, etc.)
4. Outline of Frisco ISD and iCIMS responsibilities for data migration can be reviewed here: <https://community.icims.com/s/article/Understanding-Data-Migration-During-Implementation>
5. Data Migration Package
 - a. Package 2: Active & Historic Relational Data
 - i. Migration method: flat file (CSV/XML) or API
 - ii. Data type: active and historical
 - iii. Data source: single source
 - iv. Includes two (2) imports of test files prior to final import of production files.

2.8 Integrations

Integrations (formerly connectors) between iCIMS and Third-Party Products (Subscriber's vendors).

Integrations must utilize, and Subscriber and/or vendor (if applicable) are required to develop to, the iCIMS Web Services API or CSV/XML specifications. Subscriber is solely responsible for building custom integrations to iCIMS. Unless otherwise specified by iCIMS, or Subscriber's vendors, integrations can be configured with bi directional dataflows. The method and direction(s) of data flow will be finalized during the integration design phase. Project timeline will be discussed and agreed upon by iCIMS, Subscriber and/or Subscriber's vendor (if applicable) at the beginning of the project. The estimated project duration referenced below refers to the specific integration project.

The Integration Consultant will work with Subscriber to solution the integration, including mapping data points

and providing support with iCIMS data transfer specifications with the available iCIMS technology. Other iCIMS Integration Consultant activities are dependent upon integration method (file-based or API) and direction (data imported into or exported from iCIMS) as clarified in the table below.

Method and Direction of Data Flow	*iCIMS	Subscriber (and/or Subscriber's Vendors)
File-Based Integration Import (Data into iCIMS)	<ul style="list-style-type: none"> - Provision iCIMS hosted SFTP (if applicable) - Configure scheduled tasks within iCIMS to process import file(s) 	<ul style="list-style-type: none"> - Develop CSV file(s) to meet iCIMS specifications - Develop export process/program from source system to iCIMS- (or Subscriber-) hosted SFTP
File-Based Integration Export Data from iCIMS	<ul style="list-style-type: none"> - Provision iCIMS hosted SFTP - Configure scheduled tasks within iCIMS to process export file(s) - Configure data extracts (scheduled reports) within the iCIMS ATS and other applicable products to meet integration design requirements 	<ul style="list-style-type: none"> - Develop process/program to retrieve file from iCIMS- (or Subscriber-) hosted SFTP - Develop process/program to import file into target system
Subscriber-built API Based Integrations (Data imported into and/or exported from iCIMS)	<ul style="list-style-type: none"> - Provision API credentials for Subscriber use with iCIMS REST API - Configure integration trigger event(s) within the iCIMS ATS and other applicable products (if applicable) - Provide support for working with the iCIMS REST API, per specifications outlined on the iCIMS Developer website, but will not provide development work or guidance outside of iCIMS published documentation. 	<ul style="list-style-type: none"> - Host endpoint to receive iCIMS integration event - Develop to the iCIMS REST API specifications to GET, PATCH, or POST data as applicable
iCIMS Pre-built Integrations (Data imported into and/or exported from iCIMS via API)	<ul style="list-style-type: none"> - Configure iCIMS integration connection within the iCIMS ATS and other applicable products using Subscriber inputs (e.g., username and password for the third-party system) 	<ul style="list-style-type: none"> - Provide integration connectivity data for third-party system (e.g., username and password for the third-party system)

* iCIMS' obligations regarding these integrations are limited to those set forth in the Subscription Agreement and this column.

Integrations will be implemented by separately allocated resources and readiness of integrations for go-live is dependent upon scope and shared resource availability between iCIMS, Subscriber, and Subscriber's vendor(s) (if applicable). Committed integrations are subject to feasibility scoping. For purposes of clarification, committed integrations are integrations which will be made available and paid for upon execution of this SOW, but for which there is no current plan to engage iCIMS to assist for their implementation.

Connector Name	Vendor Name	Category	Integration Level	Integration Method	Direction of Dataflow	3 rd Party Middlew are Required	Tier	Estima ted Project Duration
Custom API Connector - Data Warehouse / Analytics solution	LaserFische	Data Manageme nt and Analytics	Integration	REST API*	Bi direction al	No	Non configurable	12 weeks
Prime Background Screen Solution by J.D. Palatine, L.L.C.	J.D. Palatine, L.L.C.	Backgrou nd Screen	Prime	REST API	Bi direction al	No	Standard	2 weeks

***Note: Data Warehouse connector includes one additional API license, increasing daily API call limit by 10,000 calls. Data Warehouse connector will be started and will be completed as a “fast follow” after go-live.**

- Prime Connectors are activation only. All communications with the Subscriber and Subscriber’s vendor will be completed via email as part of the integration activation process.
- Prime Connectors do not support testing.

3 Scope of Project

3.1 Deferred Integrations

Integrations where the vendors/purpose are yet to be finalized and that will be deployed at a mutually agreed upon later date and are subject to feasibility scoping. See Section 1.24 (Integrations) for details about development responsibilities. If the integrations are moved into scope for the phase(s) above, a change request may be executed to modify the current project scope to include specific deferred integration(s).

Packaged Connector for Job Distribution – Non-Configurable -

- Vendor Name: TBD
- Category:
- Integration Level: Light Integration
- Integration Method:
- Direction of Dataflow:
- Additional Third-Party Middleware Required:
- Estimated Project Duration: 4 weeks.

4 Project Considerations

4.1 Single Sign On (SSO) & Universal Login

Streamlined, unified login experience across all iCIMS products for both users and candidates.

- Candidates will have a unified login experience which will allow them to leverage the same username and password across all iCIMS products.
- iCIMS supports the ability for Subscriber to utilize a single sign on method to relieve end users of the need to enter credentials separately to authenticate into the iCIMS Talent Cloud.
 - If SSO is requested, Subscriber must write to iCIMS SSO specifications.

5 Implementation Location

5.1 Remote Implementation

iCIMS conducts implementation remotely via weekly workshops.

6 Implementation Overview

6.1 Design

The objectives of the design stage are to further define specifics of the project scope and to understand functional configuration and reporting requirements for the Subscription to help align Subscriber business processes to iCIMS best practices and recommendations. Knowledge gained from design discussions will be used for preliminary configurations. During this stage, the project roadmap will be aligned between iCIMS and Subscriber and the actual timeline of the project will be finalized and mutually agreed to in writing after completion of design session(s).

6.2 Model

The purpose of the model stage is for iCIMS to deliver an end-to-end demo of a configured prototype of the Subscription. The prototype will provide Subscriber with an understanding of their talent acquisition journey through the Subscription and will serve as a baseline for conversations in subsequent stages of the project.

6.3 Refine

The refine stage serves to complete configuration of the Subscription through a series of configuration workshops. These workshops will build upon functionality addressed in prior workshops. Subscriber will be provided with a tracker to provide configuration feedback. As iCIMS deploys configurations, Subscriber will complete unit tests to ensure configuration decisions are appropriate and meeting business requirements.

Business processes and system functionality are grouped into milestones to allow Subscriber sign off on portions of the implementation. Each milestone culminates with a Subscriber designated “System Champion” delivering a Subscriber led demo to their internal stakeholders to validate progress towards defined outcomes.

Subscriber will also be inputting user defined content into the Subscription throughout the refine stage. Content includes screening questions, email templates (creation of new and modification of iCIMS provided templates), job descriptions, offer letter templates, other candidate facing verbiage, etc.

Subscriber will designate a reporting “champion” who will own dashboard configuration and overall searching and reporting needs. This resource will be responsible for creation/build of all reports and dashboards for Users.

Integration configuration will be completed in a related, but separate, workstream with iCIMS, relevant members of the Subscriber project team, and any third-party contracted by Subscriber. Subscriber will provide feedback and guidance on the appropriate data workflows and mapping of data between iCIMS and any third-party system (e.g., HRIS/HCM system, background screening software, assessment software, I-9, etc.) in which a third-party was contracted by Subscriber. Subscriber or third-party contracted by Subscriber will provide development work for the building and maintaining of integrations via iCIMS CSV/XML specifications or iCIMS REST API specifications utilizing the available iCIMS technology. Subscriber and iCIMS will work together to confirm data workflows, integration event triggers, schedule of extracts, and data mapping, etc. required for the proper integration configuration. iCIMS will perform some integration tasks related to iCIMS configurations and scheduling tools which Subscriber will review and approve and iCIMS will provide support with iCIMS data transfer specifications: <https://developer.icims.com/>.

6.4 Launch

The purpose of the launch stage is to validate configuration of the talent acquisition journey through the Subscription and prepare for go-live. Subscriber will create all test scripts and perform testing for proper end-to-end user acceptance testing (UAT) of the Subscription and any integration(s). iCIMS will provide a tracker to submit UAT feedback.

iCIMS will work with Subscriber to identify an appropriate training strategy. iCIMS Academy and Community sites provide basic software training and documentation for all standard iCIMS products and functionality. Depending on the size of the end-user audience, the iCIMS Implementation Consultant will deliver a train-the-trainer process training on Subscriber's configured Subscription. Subscriber is responsible for the development of any custom training materials or documentation and delivering end user training.

Subscriber will be responsible for posting active jobs and redirecting existing career page links to iCIMS, thus allowing candidates to land on iCIMS pages to search for jobs, view content, start application process, etc.

6.5 Success

The success stage focuses on supporting Subscriber through business system adoption. The iCIMS project team remains engaged to provide general post-go-live support and begin internal knowledge transfer and project completion activities.

Upon final project sign off, iCIMS will schedule a handoff meeting with Subscriber and appropriate iCIMS teams to formally close the implementation project. After completion of the project, Subscriber will work with ongoing support resources for day-to-day support (e.g., iCIMS Technical Support, iCIMS Customer Success, iCIMS Academy, iCIMS Community).

7 Training

1. iCIMS Consultant(s) will deliver one (1) train-the-trainer session on the configured process of each iCIMS product being implemented.
2. Standard product training is accessible on-demand via iCIMS Academy.

8 Testing

Due to the nature of the SaaS/Single Source model, software testing is performed by iCIMS before release to customers. Only testing, validation, and approval of configurations and related processes within the Subscription are necessary and required of Subscriber. Testing of all configurations and processes are to be performed by Subscriber, and final approval by Subscriber is required. Standard scripts can be provided by iCIMS. Custom scripts regarding a configured process are to be developed by Subscriber.

8.1 Test Database

If purchased as a product via an Order Form, iCIMS will provision the test site as a clone of the production environment just prior to go-live to create a separate database for testing and/or training purposes. This database can be refreshed up to six (6) times per year at Subscriber's request. Integrations with third-party systems are not included in the test database unless otherwise specified. The test database is a separate environment and any modifications made directly in the test database will need to be manually recreated in the production environment by the party who made the modifications. Furthermore, test database will be overwritten with each refresh from the production environment.

9 Production Environment

iCIMS conducts its implementation within the production environment, with the exception of iCIMS Career Sites, which is built in staging. Subscriber will be instructed to denote test data as such and iCIMS will purge denoted data prior to go-live. iCIMS may retain a small number of test records for testing/troubleshooting purposes.

10 Change Request Procedures

Should Subscriber wish to change the scope of its project set forth in this SOW following the full execution of this SOW or if additional hours are required pursuant to “Fees and Expense” below, such change will be reflected in a change request form that is to be mutually agreed to by the parties in writing. The following procedures shall be used to document any requested changes to the scope of the project:

1. The parties shall enter into a mutually agreed upon change request.
2. iCIMS and Subscriber shall evaluate the change request for impact on the project plan, cost, and level of effort required to execute the change request.
 - o When the change request includes additional time from the iCIMS project resources, the time shall be billed to Subscriber at a rate of \$285.00 USD/hour (hourly rate is subject to change)
3. The change request form is finalized and either approved or denied, and if approved, each party shall execute the finalized change request form.
4. Each party shall be responsible for providing a copy of the approved change request form to their respective relevant personnel working on the implementation.

11 Assumptions

1. All work will be completed within Subscriber’s production database, unless explicitly noted above.
2. Subscriber and third parties meet their obligations set forth in this SOW and project plan (if applicable) in a timely manner.
3. There are no material delays caused by Subscriber or a third-party.
4. No custom documentation will be provided for this project (e.g., training materials, test scripts, process documentation, record of configurations).
5. No items or services outside of the above scope and requirements (including any additional integrations) will be provided without being added through the detailed change request process set forth above.
6. If the professional services timeline is extended or additional professional services are required due to circumstances not originally contemplated by the parties, additional fees and time may be required.
7. This SOW requires signature no later than 04/30/2024.
8. Initial project resource(s) are estimated to be assigned approximately six (6) weeks after the date this SOW is fully executed.
 - a. Resources may be introduced at varying times and may work in related, but separate, workstreams.
9. Targeted Go-Live Dates
 - a. The targeted go-live date is 24 weeks from project kickoff.
10. The parties acknowledge and agree that any timelines or completion dates contained in this SOW are an estimate and not a commitment or obligation of iCIMS to assign resources or complete implementation of any of the above products within the timelines or completion dates contained in this SOW. The parties further agree, acknowledge, and understand that the actual timeline of the project will be finalized and mutually agreed to in writing after completion of the Design sessions between Subscriber and the assigned iCIMS project resource(s).
11. Subscriber will staff the internal project team with a Project Lead as well as Subscriber subject matter experts from Human Resources, Recruiting, and IT to ensure project success. Subscriber is responsible for obtaining third-party project resource(s) and/or Subscriber technical resource(s) for the integration project if deemed necessary. Integration project duration assumes that the third-party project resource(s) and/or Subscriber technical resource(s) are available at the time of integration project kickoff and as needed throughout the project.
12. Third parties must be contracted with directly by Subscriber, regardless of whether the third-party is listed in the iCIMS Partner Marketplace. Subscriber owns all third-party relationships. Without limiting the foregoing, iCIMS may, in its sole discretion, collaborate with third parties contracted by Subscriber to deliver the integration project in accordance with the iCIMS integration methodology. However, Subscriber will be

solely responsible for such third-party, including being responsible for all communications, decisions, instructions, and interactions with and by such third-party.

13. Subscriber agrees, acknowledges, and understands that:

- a. All professional services are performed remotely unless otherwise mutually agreed to between the parties; and
- b. Any professional services not expressly included in the above scope are considered out of the scope of this SOW and therefore not subject to the timeline set forth herein.

12 Customizations

iCIMS strictly adheres to a single source code methodology. This approach is fundamental to the iCIMS vision and operation. Single source code means that iCIMS has developed only one set of source code for each product and the iCIMS Talent Cloud. As a result, all customers are using the same version of the products in the iCIMS Talent Cloud, and iCIMS does not customize it for individual customers.

13 Scope Exclusions

Items not included within this SOW will be considered out of scope, subject to additional professional services fees, and will require the parties to enter into a separate statement of work.

14 Fees & Expenses

Service	Hours Included	Hourly Rate	Total
Professional Services	285	\$285/hour	\$81,225.00
Discount			<\$31,225.00>
Total Professional Services Fees			\$50,000.00

The number of hours located in the “Hours Included” column above are a good faith estimate, however, additional hours may be needed. Any hours in excess of the number of hours located in the “Hours Included” column above will be considered out of scope. Therefore, a mutually executed change request will be required in order for Subscriber to obtain additional hours and for iCIMS to execute additional hours.

In the event there is a conflict between the Total Professional Services Fees stated in this SOW and the applicable Order Form, the applicable Order Form shall govern and be given precedence.

15 Other Terms

This SOW is the confidential information of iCIMS. It is intended solely for the subscriber identified in the applicable Order Form and may only be used for the limited purpose of documenting the services to be provided by iCIMS. All capitalized terms not defined herein shall have the meaning ascribed to them in the Subscription Agreement agreed upon between iCIMS and Subscriber. The work performed by iCIMS is a professional service and is subject to the terms of the Subscription Agreement entered into between iCIMS and Subscriber. In the event of any conflict between this SOW, the Subscription Agreement, and the applicable Order Form, the Order Form and Subscription Agreement shall govern and be given precedence. iCIMS reserves the right to utilize third-party resources to fulfill any or all obligations set forth in this SOW, including implementation and delivery. Subscriber will acknowledge sign-off for phases, stages, milestones, and go-live when requested by iCIMS.

In the event any of the assumptions set forth above are not met and a material delay occurs, iCIMS may, in its sole discretion: (1) require Subscriber to follow the change request process above; or (2) re-assign any or all project resource(s) assigned to Subscriber to another project unrelated to this SOW. If a re-assignment of project resources has occurred and Subscriber requests that iCIMS once again assign project resources, iCIMS will make reasonable efforts to provide such resources when available, provided however, additional charges may apply. If any assumption is not met or followed by Subscriber and a delay is caused, such delay will not impact payment of fees by Subscriber, nor be deemed a breach of iCIMS' obligations herein.

iCIMS uses tracker sheets throughout the different phases/stages to track the project tasks, milestones, progress, and Subscriber approval/sign-off. Subscriber approval/sign-off may also occur via email. Such tracking and how such approval/sign-off occurs is subject to change.

By signing below, the parties agree to be bound by the terms and conditions of this

SOW. *[Signatures appear on next page]*

Approvals:

iCIMS, Inc.

Subscriber: Frisco ISD

Signature:

Signature:

Name:

Name:

Title:

Title:

Date:

Date:

GCO Initial: Date:

