



# **Our School Data + MiCIP Integration Application Maintenance 2024-2025**

**DATE**

May 24, 2024

**PRESENTED BY:**

Bulb Digital

2090 Celebration Dr.  
Suite 204B  
Grand Rapids, MI 49525

**PRESENTED FOR:**

Kent Intermediate School  
District

2930 Knapp St. NE  
Grand Rapids, MI 49525

## Executive Overview

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Choosing to build a custom web application (Our School Data) comes with the responsibility to actively maintain and support the solution. While Kent ISD is providing support and maintenance to the infrastructure behind Our School Data, they need a partner who can identify and ensure basic maintenance is being performed on the custom solution components.

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In today's digital world, Bulb Digital recognizes you have many partner choices. We thank you for this opportunity to work together and combine your domain expertise with our technology and digital experience implementation capabilities. We look forward to investing in our relationship and working diligently to deliver a best-in-class modern application experience for the users of Kent Intermediate School District's Our School Data application.

## Key Project Objectives:

### OSD + MiCIP Integration

- To ensure Our School Data has a basic level of recurring monitoring and maintenance.
- To update application dependencies to ensure security and performance.

### OSD Only

- To report on monthly metrics and updates.

## What is included in the Application Maintenance Package?

Our team will perform an audit of the website monthly to review platforms, packages, or dependencies that may be out of date or have vulnerabilities. In addition, the application admin (Mark Maynard) will have unlimited 24/7 access to our team via phone, email, and chat. We will return all messages no later than the next business day, although in practice response time is much quicker (particularly between 9am to 5pm ET).

Every month Bulb Digital will perform the following:

- Updates to any frameworks or libraries that have known vulnerabilities or upgrades, provided there are no breaking changes in the updated packages.
- Identify any abnormal amounts of errors occurring in any particular area of Our School Data and the MiCIP Integration.
- Fixes to any bugs identified by Kent ISD that interfere with the original intended operation of the application.
- Create and deliver a report of what was conducted in the above bullets and deliver it to Kent ISD.

When we identify larger efforts that introduce breaking changes or have an impact on the daily operation of the solution, it would be our intention to carve these out as separate project engagements and is not included in the Application Maintenance Package.

## Cost

Bulb Digital will never assess an hourly or daily fee for this engagement, since you should not have to make an investment decision every time assistance may be needed.

The price for Application Maintenance and Support the size of Our School Data and the MiCIP Integration is \$30,000 for a period of 12 months, covering July 1, 2024 to June 30, 2025.

Our work is guaranteed. If at any point in the first 30 days you decide we are not meeting the standards described herein, just request a refund and we'll send your money back, no questions asked.

This proposal is good for 15 days from the date on page 1.

<b>Bill to Address</b>	<b>Client Contact</b>
2930 Knapp St. NE Grand Rapids, MI 49525	Glen Finkel

## Agreement

This Statement of Work (SOW) is between Kent ISD and Bulb Digital, and is effective the date of signing. This SOW may be subject to the terms and conditions contained in a Standard Terms and Conditions Agreement between the parties and is made a part thereof. Any term not otherwise defined herein shall have the meaning specified in the Agreement. In the event of any conflict or inconsistency between the terms of this SOW and the terms of this Agreement, the terms of this SOW shall govern and prevail.

IN WITNESS WHEREOF, the parties hereto have caused this SOW to be effective as of the day, month and year first written above.

KENT INTERMEDIATE SCHOOL  
DISTRICT

BULB DIGITAL

By: \_\_\_\_\_

By: \_\_\_\_\_

Date:

Date:

Name:

Name:

Title:

Title: