

## **PERFORMANCE BASED CONTRACT GUIDELINES**

### **1. WHAT IS THE PURPOSE AND SCOPE OF THE SERVICE?**

The provision of one year of annual software maintenance (M&S) of Teleform and FastScore and Reader Extender software. The period of Coverage is from 12/14/2021 thru 12/13/2022

### **2. AMOUNT OF SERVICE**

(Set forth all quantities and/or amounts of time required to be devoted to the contract and describe where services are to be provided as specified in Schedule "B")

This M&S provides the end-user Yonkers Public Schools with unlimited telephone support Monday-Friday (except holidays) between the hours of 8:00AM and 5:00PM EST. The M&S services are relative to "break/fix" issues with the software. The contract also provides the en-user with all software updates for free during the duration of the Period of Coverage. PACE will deliver the updates upon request via email and or Web. All M&S services are provided off-site via telephone, Web and or Zoom style communications. This Contract does not call for or provide for any on-site or off-site consultative services. Consultative services beyond break/fix issues (installation, training, product customizations), can be contracted for separately if desired.

### **3. WHO IS SERVED?**

(Describe whether services are to be provided directly to students, to staff, etc.)

The services are provided to the designated Yonkers IT managers that are tasked with deploying the software. There is no direct interaction with students or staff.

### **4. WHO WILL PROVIDE SERVICES?**

(If individual providers are contemplated, set forth the names and qualifications of the service providers)

Mark Marchuk, the lead tech at PACE who has 20 plus years of intimate knowledge of all of these software products will be the direct contact to field and provide answers to technical issues.

Mark's contact information is:

Mark Marchuk, phone (908) 751-5224 email: [markm@pacebusinesssolutions.com](mailto:markm@pacebusinesssolutions.com).

#### **4a. WILL THE CONTRACTOR BE UTILIZING ANY VOLUNTEERS, OR BE HIRING/UTILIZING ANY SUBCONTRACTORS IN FURTHERANCE OF THIS AGREEMENT? IF SO, PLEASE LIST ALL OF THEIR NAMES AND CONTACT INFORMATION.**

(If the Contractor will be using any subcontractors, volunteers, and/or other agents other than the individuals identified in question #4 above or #7 below, they need to be disclosed here)

No. We will not be utilizing any volunteers, or be hiring/utilizing any subcontractors.

**5. WHAT WILL BE COMMUNICATED TO DISTRICT PERSONNEL, PARENTS, OTHERS ABOUT PROGRESS AND RESULTS OF THE SERVICES?**

(How specifically will the contractor report to the School District (or parents, if applicable) about their progress towards achieving the goals of the contract?)

N/A We, PACE will not have any interaction with any student data, or with any student or parent. We are simply providing M&S on software products that are utilized and controlled by Yonkers Public Schools.

**6. HOW WILL THE QUALITY BE JUDGED?**

(Set forth the method which will be used to evaluate contractor's performance)

We will address and answer any reported break/fix issue to its satisfactory resolution.

**7. PERSONS RESPONSIBLE FOR ADMINISTERING THE CONTRACT.**

(There must be a single Board administrative employee identified as the person responsible. This person will also be responsible for signing off on contract payments)

The person responsible for administering this contract at PACE is Joe Tornabene, President, Phone: (908) 451-0355 email: [joet@pacebusinesssolutions.com](mailto:joet@pacebusinesssolutions.com)

**8. ARE THE SERVICES PURSUANT TO A GRANT AGREEMENT? IF YES, WHAT IS THE GRANT, AND WHAT ARE THE GRANT REQUIREMENTS RELATED TO THIS AGREEMENT?**

Not to my knowledge

**9. WILL THE CONTRACTOR BE RECEIVING ANY STUDENT DATA OR OTHER DATA FROM YONKERS PUBLIC SCHOOLS? IF YES, PLEASE DESCRIBE. IF STUDENT DATA IS BEING SHARED, PLEASE PROCEED TO QUESTION 10 BELOW.**

No we will not be receiving any student data or other data from Yonkers Public Schools.

**10. WILL THE STUDENT DATA BE USED FOR THE PURPOSE OF DEVELOPING, VALIDATING, ADMINISTERING STUDENT AID PROGRAMS, OR IMPROVING INSTRUCTION? IF YES, PLEASE SPECIFICALLY DESCRIBE.**

N/A