Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

NWRDC
YOUR PARTNER IN SOLUTIONS

June 16, 2026

Dr. James Everett
Superintendent
Anacortes School District
2200 M Avenue
Anacortes, WA 98221-3794

Dear Dr. Everett,

This Agreement outlines the collaborative partnership between the Northwest Regional Data Center (NWRDC) and your School District for the upcoming school year. Our primary mission remains the delivery of secure, accurate, and efficient data management services that empower your staff to focus on educational excellence.

As an NWRDC cooperative member, your staff gets more than just software—they gain a full support network of technical experts and great fiscal benefits. Our shared-services model is built to give you high-level institutional capabilities. By signing this Agreement, your School District unlocks a variety of Member Benefits, which you can find in detail in the attached appendices. These include things like:

- **Training & Documentation:** Access to a library of "Best Practice" guides, live webinars, and specialized training sessions tailored to District-specific roles.
- **Professional Help Desk Support:** Priority access to our specialized support teams offering deep domain expertise in educational data systems and business applications.
- **Cybersecurity & Data Resilience:** Enterprise-grade security protocols including routine backups, disaster recovery planning, and managed system updates by WSIPC to protect sensitive District information.

We value the trust you place in NWRDC. By entering into this Agreement we commit to working together to maintain a robust reliable data environment that serves the best interests of your students, staff, and community.

Sincerely,

Robert M. Pohl, Director
rpohl@nwrdc.net

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

Interlocal Agreement

for Skyward Support & Professional Services

The Northwest Regional Data Center

a cooperative program of Northwest Educational Service District No. 189
2121 West Casino Road, Everett, WA 98204

and

Anacortes School District LEA 01-29-103

2200 M Avenue, Anacortes, WA 98221-3794

September 1, 2026 through August 31, 2027

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

Table of Contents

Agreement **6**
1. General Term Of The Agreement 6
2. Termination Of Agreement 6
3. Membership In Northwest Regional Data Center 6
4. Information System Services 6
5. Program Development 7
6. Cost To The District 7
7. Rights To Participate In Joint Cooperative 7
8. Confidentiality 7
9. Access To Public Records 8
10. Rights In Computer Software 8
11. Performance And Bonding 8
12. Disputes 8
13. Termination For Breach 8
14. Interlocal Agreement 8
15. Crimes Against Children 8
16. Indemnity 8
17. Assignment 9
18. Waiver And Severability 9
19. Entire Agreement 9
Appendix A: Fee Schedule **11**
Full Services 11
Fiscal Services 11
Student Services 11
Appendix B: NWRDC Member Benefits **12**
Technical Support Contacts 12
Normal Support Requests 12
High-Priority Requests 13
Critical Support Requests 13
After-Hours Critical Support Requests 14
Online Ticket Management 15
Centralized Request History 15
Visible Status Tracking 15
Prioritization and Service Level Adherence 15
Schedule of Supported & Fee-for-Service Modules 16

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

Fiscal Modules....16
Student Modules....17
Cross Product Modules....18
Training & Professional Development....19
Skyward Module Training....19
State Compliance Training....19
Documentation & Video Library....19
Community & Networking....19
New Hire, Virtual Consultation, & Special Project Support....19
New Hire Onboarding Support....20
Consultation & Special Projects....20
Short-Term Absence Support....20
Skyward Sandbox Services....21
Hours of Operation....22
Late Start Tuesdays....22
All Staff Advance Closures....23
Holiday Closures....23
Appendix C: Printing & File Transfer Services....24
Special Forms Printing Services....24
Full-Services Members....25
Fiscal-Only Members....25
Student-Only Members....26
Additional Print Services Offered....26
Shipping & Handling....27
Special Forms Printing Services....27
Additional Printing Services....27
On-Site Collection Option....27
Appendix D: Menu of Additional Services....28
Virtual & Onsite Consultations....28
Foundational Course Fees: Online or Everett....28
Foundational Course Fees: Client Site....28
Comprehensive Course Fees: Client Site....28
Innovative Course Fees: Client Site....29
Skyward Sandbox....29
Appendix E: Authorized Support Contacts....30
Appendix F: Recommended Practices....31
Training & Professional Development....31

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

Non-Recommended Data Modifications....31
Financial Indemnification and Cost Recovery....31
Remediation and Increased Workload....31
Disclaimer of Warranty on Data Integrity....32
Appendix G: Qmlativ Migration Services....33
Appendix H: History of the NWRDC....33
Appendix I: NWRDC Constitution & Bylaws....36
Appendix J: WSIPC and NWRDC Interlocal Agreement....40
Appendix K: WSIPC Addendum I - Supported Skyward Products....53
Appendix L: WSIPC Addendum II - Workstation Guidelines....58
Appendix M: WSIPC Addendum III - Automated Password Management....61

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

Agreement

Anacortes School District LEA 01-29-103

This Agreement is made and entered into this 1st day of September 2026, by and between the Northwest Educational Service District ("NWESD" hereinafter) and the Anacortes School District LEA 01-29-103 ("District" hereinafter).

WHEREAS, the NWESD is authorized to provide services to school districts by RCW 28A.310.010;

WHEREAS, the NWESD has formed the Northwest Regional Data Center Cooperative, ("NWRDC" hereinafter);

WHEREAS, the District and NWESD under RCW 28A.320.080, RCW 28A.310.200, and RCW 39.34.080 are empowered to enter into agreements for Interlocal agreements and cooperative service programs; and,

WHEREAS, the District desires to enter into a cooperative service agreement with the NWESD;

IT IS HEREBY AGREED that the NWESD shall receive funds from the District and shall expend such funds for the purpose of providing information systems services through the NWRDC and the Washington Schools Information Processing Cooperative, ("WSIPC" hereinafter) in accordance with the terms and conditions set forth herein:

1. General Term Of The Agreement

The term of the Agreement is September 1, 2026 through August 31, 2027. Thereafter the terms of the Agreement will automatically renew from September 1st through August 31st of each successive year.

2. Termination Of Agreement

This term shall continue unless NWESD or District gives written notice to the other party to terminate the Agreement. This notice must be provided to the NWRDC or NWESD by March 15th of the same year termination is desired. The District agrees to continue paying Cooperative fees until August 31st of the same year.

3. Membership In Northwest Regional Data Center

The District shall become a full member of NWRDC effective September 1, 2026. Membership shall entitle the District to nominate candidates and vote for representatives on the NWRDC Executive Committee. NWRDC is a part of and functions through NWESD.

4. Information System Services

During the term of this Agreement, NWESD agrees, through the NWRDC, to provide to District information system services as set forth in the Appendix B which outlines the software service levels, roles, and responsibilities of NWRDC to District in support of student, business, and personnel related software packages

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

offered by WSIPC including software support, amount and method of customer support, performance levels, and availability of staff of this Agreement.

5. Program Development

NWESD agrees that priority in the development of new applications services by WSIPC shall be in accordance with the expressed direction of the WSIPC Board of Directors operating under their bylaws.

6. Cost To The District

During each year of the term the WSIPC fee will be incorporated into the total fee collected by NWESD. The WSIPC fee is established by the WSIPC Board of Directors and the NWRDC fee is established by the NWRDC Executive Committee.

The annual per student FTE fee for services provided under this Agreement will be determined pursuant to the Appendix A fee schedule. Districts will be notified of subsequent years per student FTE fee updates by March 1st of each year.

The student FTE component of the fee calculation is variable and will be based on the actual annual average student FTE count for the prior fiscal year as reported by OSPI on the 1191ED Apportionment report. The per-student fee value is based on the level of service selected by the District.

The district can calculate the total cost by multiplying the per student fee by the annual average student FTE. This cost includes amounts for sales use or other similar taxes related to the services provided herein. One twelfth of the annual cost will be invoiced for the first ten months of the Agreement. A final adjustment shall be made to the actual average annual FTE for the current year on the July and August payments.

7. Rights To Participate In Joint Cooperative

As authorized by RCW 28A.320.080 (3) and RCW 28A.310.180 (3) (currently existing or hereinafter amended), group purchasing and/or bidding for data processing equipment and/or services, or related equipment and/or services may be part of the activities of the ESD cooperatives. Members of these cooperatives may, at their own option, participate in the bidding/purchasing role of WSIPC, but will not be required to do so for any particular item(s).

8. Confidentiality

All materials furnished to WSIPC and NWRDC by District pursuant to this Agreement shall remain the property of District and shall not be disclosed to third parties except by written consent of District. These materials include, but are not limited to, source data, computer files, reports, listings, and computer programs.

NWRDC and WSIPC acknowledge that performance of Services under this Agreement may involve access to confidential information including personally identifiable information, student records, protected health information, or individual financial information. WSIPC and NWRDC will comply with State or Federal law/rules restricting the use and disclosure of such information, (reference Family Educational Rights and Privacy Act (20 U.S.C. § 1232g).

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

9. Access To Public Records

No records of District shall be made available for public inspection or copying by NWRDC, NWESD, or WSIPC without express written authorization of District. Requests pursuant to RCW 42.17 for inspection or copying of public records of District, held or maintained by NWRDC, shall be referred to District.

10. Rights In Computer Software

During the term of this Agreement, District agrees that it shall safeguard all Skyward, Inc., NWRDC, and WSIPC proprietary materials as set forth under "Grant and Limitations" in the WSIPC Software and Systems: Services and Support portion of Appendix A.

11. Performance And Bonding

NWESD shall not be liable for inadequate services or errors caused by inaccurate or inadequate input data, programs, or other software furnished by the District.

12. Disputes

Any dispute, claim, or grievance arising out of or relating to the interpretation or application of this Agreement shall be resolved by a three-member committee. The representatives shall be selected by NWESD and District, each selecting one representative. Thereafter, NWESD's representative and District's representative shall select an impartial third party who shall serve as the third member of the committee. This dispute resolution committee shall be guided and limited by the terms and conditions expressly delineated in this Agreement.

13. Termination For Breach

If either party fails to comply with the terms and conditions of this Agreement the other party upon thirty (30) days prior written notice to the breaching party may terminate this Agreement.

14. Interlocal Agreement

This Agreement provides authority in addition to those vested by RCW 28A.310.200 and RCW 28A.320.080, is be deemed to be in satisfaction of the provisions of RCW 39.34, and is deemed a contract pursuant to RCW 39.34.080

15. Crimes Against Children

In accordance with RCW 28A.400.330, employees, agents, and contractors of NWESD are prohibited from working at a school if they have or may have contact with children at a public school during the course of their employment and have pleaded guilty to or been convicted of the crimes identified in RCW 28A.400.322. Any failure to comply with this section shall be grounds for District immediately terminating the Agreement.

16. Indemnity

NWESD shall defend, indemnify, and hold harmless District in full for any and all claims against District or its employees, officials, or contractors which arise from the acts or omissions of NWESD and its employees, officials, and contractors in the provision of services under this Agreement. District shall defend, indemnify, and hold harmless NWESD in full for any and all claims against NWESD or its employees, officials, or contractors

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

which arise from the acts of omissions of District and its employees, officials, and contractors in the provision of services under this Agreement.

17. Assignment

This Agreement may not be assigned by either party without written consent of the parties.

18. Waiver And Severability

No provision of this Agreement, or the right to receive reasonable performance of any act called for by its terms, shall be deemed waived of a breach thereof as to a particular transaction or occurrence.

If any term or condition of this Agreement or application thereof to any person or circumstance is held invalid, such invalidity shall not affect other terms, conditions, or applications of the Agreement which can be given effect without the invalid term, condition, or application; to this end the terms and conditions of this Agreement are declared severable.

19. Entire Agreement

The parties acknowledge that they have read and understand this Agreement, including any supplements or attachments hereto, and do agree thereto in every particular. The parties further agree that this Agreement, together with all appendices, constitutes the entire Agreement between the parties and supersedes all communications, written or oral, heretofore related to the subject matter of this Agreement. This Agreement may be modified or amended, in writing, with the mutual consent of the parties. With the signatures below, the parties indicate that they have the legal authority to obligate their respective agency to the terms and conditions contained herein.

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

Anacortes School District LEA 01-29-103 elects to contract for:

NWRDC Full Services (Fiscal + Student)

Board approval date: 08/20/2026

OR

Resolution number _____ and date _____, of board delegation of authority to sign interlocal agreements.

On behalf of the District,

Signed by:
B80AFA1A8E3043...

8/21/2026

District Signature Date

Dr. James Everett, Superintendent

Printed Name & Title

Skagit County, Washington

County & State

On behalf of the NWESD,

DocuSigned by:
Dr. Ismael Vivanco
0EF5F01D5CAE402...

8/21/2026

NWESD Signature Date

Dr. Ismael Vivanco, Superintendent

Printed Name & Title

Skagit County, Washington

County & State

NWESD Internal Approvals:

Fiscal: DS

Program Manager: Initial

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

Appendix A: Fee Schedule

Membership Rates for 2026-27

Rates are per AAFTE.

	NWRDC Software Support	WSIPC Software Support	Total per AAFTE
Full Services Fiscal + Student Module Support	$ 28.25	$ 23.05	$ 51.30
Fiscal Services Fiscal Module Support	$ 15.70	$ 23.05	$ 38.75
Student Services Student Module Support	$ 16.18	$ 15.79	$ 31.97

Cooperative members have access to comprehensive support for both Skyward SMS and Skyward Qmlativ platforms. These services, available to authorized District personnel, include:

- Professional development and end-user training sessions
- Monthly user forums
- Regular Communications
- Technical documentation
- Technical support via videoconference, telephone, email, or chat
- Coaching and mentorship for new employees
- Short-term absence support
- Business process consultations

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

Appendix B: NWRDC Member Benefits

Services Provided to Cooperative Members

Member districts have access to comprehensive support for both Skyward SMS and Skyward Qmlativ platforms. These services, available to authorized District personnel, include:

- Professional development and end-user training sessions
- Monthly user forums
- Regular Communications
- Technical documentation
- Technical support via videoconference, telephone, email, or chat
- Coaching and mentorship for new employees
- Short-term absence support
- Business process consultations

Technical Support Contacts

Members receive technical support and troubleshooting from the Northwest Regional Data Center (NWRDC) through a structured, multi-channel system supported by dedicated, expert teams of software support analysts.

Business Information Solutions	(425) 349-6560	nwrdcfiscalsupport@nwrdc.net
Student Information Solutions	(425) 349-6570	nwrdcstu@nwrdc.net
Critical Support Request	(425) 349-6545	
After-Hours Critical Support Request	(425) 349-6557	
Printed Information Solutions	(425) 349-6666	croom@nwrdc.net
Migration Services	(425) 349-6532	hcarson@nwrdc.net
Online Support Request Form	https://wsipc.zohodesk.com/portal/en/signin	

Normal Support Requests

Normal, non-urgent, non-critical requests are defined as any technical inquiry or service request that does not impede the District's ability to perform core business functions. These issues have little to no impact on the stability or security of the environment. Examples include but are not limited to:

- General "how-to" questions or guidance on standard software features.
- Requests for non-essential administrative changes.
- Cosmetic errors or minor bugs that do not hinder data integrity or workflow.

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

Upon submission of a request via email or voicemail the ticket is entered into our queue as normal by default.

- **Acknowledgment:** The client will receive an automated confirmation immediately upon ticket creation.
- **Initial Review:** NWRDC aims to provide a personal response from a qualified analyst within one to two (1–2) business days. During this phase NWRDC may request additional information to clarify the scope of the request.

NWRDC treats normal requests as "first-come, first served" tasks, prioritized behind high-priority, time-sensitive requests.

- **Workflow:** Work will be performed during standard business hours.
- **Resolution Timeline:** NWRDC strives to achieve final resolution or fulfillment within three to five (3–5) business days. Some requests may need additional support from WSIPC and/or Skyward. Requests of this nature may not have a defined resolution timeline.
- **Status Updates:** The NWRDC will provide periodic updates to the client until the ticket is formally closed.

High-Priority Requests

A High-Priority Request is defined as a time-sensitive issue that requires attention ahead of Normal requests but does not constitute a total work stoppage or mission-critical system failure. These requests typically involve functional requirements with specific deadlines. Examples include:

- A non-critical data error that must be resolved for an imminent reporting deadline.
- Limited system access issues that are required to be resolved within 48 hours.
- A problem with a configuration required for a training session scheduled within the next few days.

NWRDC treats high-priority requests as "best effort" tasks prioritized behind active service interruptions associated with critical support requests.

- **Workflow:** Work will be performed during standard business hours. If a workaround is identified that mitigates the minor issue NWRDC may provide this as an interim solution.
- **Resolution Timeline:** NWRDC strives to achieve final resolution or fulfillment within three to five (3-5) business days. Some requests may need additional support from WSIPC and/or Skyward. Requests of this nature may not have a defined resolution timeline.
- **Status Updates:** The NWRDC will provide periodic updates to the client until the ticket is formally closed.

Critical Support Requests

A Critical Service Request is defined as a total loss of service or a significant failure of a core system that prevents a department or the entire organization from performing essential business operations. Critical Support

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

Requests must be reported to the NWRDC main line (425) 349-6545 or to admin@nwrdc.net. These situations typically involve:

- **Total System Outage:** Primary servers, network infrastructure, or mission-critical applications are inaccessible.
- **Security Breach:** Evidence of unauthorized access, active malware/ransomware attacks, or compromised sensitive data.
- **Data Integrity Risk:** Imminent risk of permanent loss or corruption of primary business data.
- **Widespread Impact:** An issue affecting all users or a critical "bottleneck" person (e.g. payroll processing on a deadline day, federal or state report deadline is imminent).

Critical requests bypass the standard non-urgent queue and trigger an immediate escalation protocol:

- **Immediate Triage:** Upon notification the NWRDC Support Team will categorize the ticket as Critical. This status grants the request precedence over all active non-critical tasks.
- **Initial Response:** NWRDC guarantees a response within one (1) hour during standard business hours.
- **Communication Frequency:** For the duration of a Critical event NWRDC will strive to communicate with the designated client contact every 60 to 90 minutes until the issue is downgraded or resolved. The client must provide contact information and monitor their communication channels and respond to NWRDC requests hourly until the issue is downgraded or resolved.

Once a Critical request is acknowledged NWRDC will apply continuous effort during business hours until a resolution or a viable workaround is implemented. NWRDC may reassign multiple analysts from lower-priority projects to focus exclusively on restoring the client's core services. Following the resolution of a Critical issue NWRDC will provide a brief summary of the root cause and any recommended steps to prevent recurrence.

After-Hours Critical Support Requests

Support for Critical Service Requests is provided during weekends and outside of normal operating hours on an as-needed basis. Such mission-critical incidents must be reported directly to the NWRDC Director at (425) 349-6557. To ensure the collective stability of our cooperative the NWRDC maintains the authority to provide after-hours technical assistance on a fee-for-service basis.

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

Online Ticket Management

NWRDC employs an online support portal to efficiently manage the submission, monitoring, and fulfillment of all member district service requests. This platform effectively converts communications from traditional phone calls and general emails into categorized, high-priority tickets. By centralizing support through this system requests are automatically integrated into the portal to maintain rigorous service standards and comprehensive tracking. This integrated ticketing approach provides the District with several foundational advantages:

Centralized Request History

The District gains a single, secure location to view the status of every support request submitted by their authorized contacts replacing scattered email chains. Staff can review past resolutions preventing duplication of effort and accelerating internal knowledge transfer.

Visible Status Tracking

Each submission receives a unique ticket number allowing the District to monitor its exact progress through NWRDC's support workflow. Each support ticket progresses through the following sequence of operational phases within the workflow.

1. **Open:** The ticket has been entered into the system, analysts have not been assigned.
2. **Assigned:** The ticket has been assigned to an analyst, work has not commenced.
3. **WIP:** The ticket is actively being worked (work in progress) by an analyst.
4. **On Hold:** The work is on hold, waiting for additional information from the client or request for scheduling.
5. **Escalated:** The work is outside the scope of the NWRDC and has been referred to WSIPC.
6. **Closed:** The work is complete and the ticket is closed.

The system provides real-time visibility into issue resolution without needing to call for updates enhancing accountability.

Prioritization and Service Level Adherence

The system ensures that issues are automatically categorized and prioritized based on their severity. Priority designations include:

1. **Critical:** The concern reported refers to a work stoppage and should be addressed before “High” priority tickets.
2. **High:** The concern reported is time-sensitive and should be addressed before “Normal” priority tickets.
3. **Normal:** The concern reported is not time-sensitive nor critical, normal tickets are addressed on a first-come, first-serve basis.

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

Schedule of Supported & Fee-for-Service Modules

The NWRDC provides comprehensive implementation assistance, technical expertise, and professional development for supported modules representing the core software applications utilized by the majority of our cooperative. For Limited Support modules—those characterized by limited regional adoption—the NWRDC offers specialized support on a supplemental, fee-for-service basis. This pricing structure is designed to offset the institutional research and technical development costs required to maintain high-tier capabilities in less frequently utilized applications. Member districts may elect to utilize their annual allotment of New Hire, Consultation, and Special Project Support hours to mitigate the institutional research and technical development costs associated with these specialized applications.

Fiscal Modules	**Area**	**Supported** (included)	**Limited Support** (fee-for-service)
Accounts Payable	Fiscal	✔	
Accounts Receivable	Fiscal	✔	
Applicant Tracking	HR	✔	
Asset	Fiscal		✔
Benefit Management	Payroll		✔
Budgeting	Fiscal	✔	
Employee	HR/Payroll	✔	
Payroll	Payroll	✔	
Position	HR	✔	
Substitute Tracking	Fiscal		✔
Staff Planning	HR	✔	
Time Off	HR/Payroll	✔	
Time Tracking	Fiscal		✔
Vendor	Fiscal	✔	
Warehouse	Fiscal		✔

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

Student Modules	Area	Supported (included)	Limited Support (fee-for-service)
Activity	Student	✔	
Assessment	Student	✔	
Attendance	Student	✔	
Conference	Student	✔	
Curriculum	Student	✔	
Demographics	Student	✔	
Data Mining	Student	✔	
Discipline	Student	✔	
District	Student	✔	
Enrollment	Student	✔	
Family	Student	✔	
Family Access	Family Access	✔	
Fee Management	Student	✔	
Food Service	Student	✔	
Grad Requirements	Student	✔	
Gradebook	Student	✔	
Grading	Student	✔	
Guidance	Student	✔	
Health	Student	✔	
Lockers	Student	✔	
Message Center	Student	✔	
MTSS	Student/Student Services		✔

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

Student Modules	Area	Supported (included)	Limited Support (fee-for-service)
New Student Enrollment	NSE	✔	
Scheduling	Student	✔	
Section 504	Student	✔	
Special Education	Student	✔	
Special Programs	Student	✔	
Staff	Student	✔	
Student	Student	✔	
Student Access	Student Access	✔	
Teacher Access	Teacher Access	✔	
Transcripts	Student	✔	
Transportation	Student	✔	

Cross Product Modules	Area	Supported (included)	Limited Support (fee-for-service)
Customization	Cross Product		✔
Federal Reporting	Cross Product	✔	
Online Forms	Cross Product	✔	✔[1]
Reporting	Cross Product	✔	✔[2]
Security	Cross Product	✔	
State Reporting	Cross Product	✔	
Workflow	Cross Product		✔

[1] Support is limited to training and consultative support. Fee-for-services may apply to support the development of custom forms required by an individual district.

[2] Support is limited to training and consultative support. Fee-for-services may apply to support the development of custom reports required by an individual district.

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

Cross Product Modules	Area	Supported (included)	Limited Support (fee-for-service)
Year Start	Cross Product	✔	
Year End	Cross Product	✔	

Training & Professional Development

Access to training and resources is unlimited for cooperative members. NWRDC offers a robust, year-round program of in-person and online courses specifically designed for the staff of member districts. These resources are aimed at maximizing the District's utilization of the Skyward software suites, SMS 2.0 and Qmlativ, and improving operational efficiency.

Skyward Module Training

Access to the full course library including all Core Skyward modules (Fiscal, HR, Payroll, Student, etc.) ensuring staff are proficient in the latest software features and compliance requirements. Courses listed at https://www.pdenroller.org/nwrdc/catalog.

State Compliance Training

Specialized training sessions focusing on annual state reporting requirements (e.g. OSPI data submissions) impacting K-12 operations. Courses listed at https://www.pdenroller.org/nwrdc/catalog.

Documentation & Video Library

Access to an organized repository of user manuals, step-by-step guides, video tutorials, and best practice documents maintained by NWRDC experts. Empowers staff to solve routine questions independently, reserving NWRDC staff to work on your more complex issues. The documentation library requires a username and password, please contact the NWRDC for the most current login credentials. Please visit:

Fiscal Documentation Library	https://www.nwrdc.net/business-team/documentation/
Student Documentation Library	https://www.nwrdc.net/student-team/documentation/

Community & Networking

Participation in user groups and workshops facilitates knowledge sharing and networking with peers from other districts to discuss best practices and common challenges. Fosters a collaborative environment that drives the adoption of efficient, proven operational methods.

New Hire, Virtual Consultation, & Special Project Support

This benefit is limited to ten (10) hours annually per District. Should a District require assistance beyond its annual ten (10) hour allocation supplemental support can be provided on a fee-for-service basis. Supports may include:

- New Hire Onboarding Support

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

- Business Practice Consultations
- Implementation of Supported Modules
- Transitioning to On-Demand Warrant Printing
- Converting to On-Demand ACH File Transfers
- Other Special Projects

New Hire Onboarding Support

Success in navigating the Skyward platform often requires that new employees receive specialized training and assistance. To facilitate this transition, the NWRDC provides a comprehensive suite of resources—including in-person instruction, virtual courses, and phone-based consultations—to guide your new staff members through their initial 90 days of employment. Furthermore, the NWRDC offers individual coaching and mentorship sessions to help district and school office personnel effectively identify and utilize all available tools.

NWRDC recommends that all new hires attend monthly user forums, participate in training sessions listed in pdEnroller, and connect with NWRDC staff to ensure they have the information they need to successfully meet their 90-day onboarding goals.

Consultation & Special Projects

NWRDC's Consultation & Special Projects Services provide professional support from NWRDC analysts to help the District optimize its Skyward K-12 SIS and ERP platforms focusing on restructuring operational and business practices to improve workflow automation, data integrity, and overall efficiency. A comprehensive scope of work is developed in consultation with the District covering key areas such as transitioning manual HR and financial workflows to automated Skyward solutions enhancing the full employee lifecycle, integrating third-party systems, and developing advanced reporting. This service also aids in improving student data transitions from online enrollment to state reporting, resolving data silos, and providing specific consultation on attendance tracking, grading setups, and Master Schedule development. Examples of consultation services include:

- customized training sessions for individuals and small groups
- exploration of modules that aren't being utilized by the district
- adapting business processes to legislative or bargaining agreement changes

Short-Term Absence Support

The NWRDC provides temporary district and school staffing assistance to member districts facing short-term absences in mission-critical areas including student information, human resources, payroll, and finance. This support is intended to ensure that essential information processing tasks continue without disruption.

Each district is eligible for a maximum of thirty (30) hours of Short-Term Absence Support per year (September 1st through August 31st) at no additional cost. Districts needing Short-Term Absence Support services beyond the initial thirty (30) hours can request additional assistance through a Menu of Services contract.

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

These services, which are subject to NWRDC staff availability, are provided on a case-by-case basis and can include tasks such as troubleshooting, basic training, report generation, and data entry. Qualifying absences for this support include unforeseen staffing shortages due to illness, unplanned leaves, administrative leave, or involuntary separations. Requests for Short Term Absence Support must be submitted in writing by the District Superintendent to the Director of the NWRDC.

To maintain service stability for all cooperative members districts must have at least two prior consecutive years of active membership with the NWRDC before accessing this member benefit. For onsite work travel expenses are the responsibility of the District and will be billed separately.

Fiscal-only or Student-only subscribers are eligible for a half-benefit with a maximum of fifteen (15) hours of Short-Term Absence Support.

Skyward Sandbox Services

The Skyward Sandbox (aka TLA environment) is a premium, high-fidelity testing and training environment provided by NWRDC to its members. It consists of a dedicated instance of their Skyward database, populated with a mirror of the District's production data, intended for scenario modeling, staff training, and configuration validation. The Sandbox environment is authorized for the following District activities:

- Strategic Modeling: Payroll contract simulations, retro-pay calculations, and benefit shifts.
- Operational Validation: Master Schedule building, New Year Rollover rehearsals, and State Reporting dry-runs.
- Staff Development: Training for new administrative staff in a non-destructive environment.
- Integration Testing: Testing of third-party API connections (e.g. Clever, Canvas, Securly) before live implementation.

Cooperative members are entitled to two distinct tiers of Sandbox services. For incidental requirements high-fidelity testing environments are available for short-term utilization at no supplemental cost with durations determined by the District's specific AAFTE level. These short-term slots are allocated on a "first-come, first-served" basis and to ensure operational fulfillment the NWRDC recommends that reservation requests be submitted no less than thirty (30) days in advance. For organizations requiring Year-Round, Guaranteed Access to their dedicated instance for ongoing validation and modeling the NWRDC and WSIPC offer the service for an additional annual fee.

Service	Sandbox Availability	Member Fee
Sandbox Migration	Per the signed Success Agreement	Service included
Sandbox 10,001+ AAFTE	Up to 365 days	Service included, when available
Sandbox 5,001 - 10,000 AAFTE	Up to 180 days	Service included, when available

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

Service	Sandbox Availability	Member Fee
Sandbox 1 - 5,000 AAFTE	Up to 90 days	Service included, when available
Sandbox 24/7/365	24/7/365	$5,500 with annual commitment

Members may request an On-Demand Refresh of its dedicated Sandbox instance. This premium service performs a comprehensive data overwrite synchronizing all Sandbox configurations and records with the District's most recent SMS or Qmlativ production backup. To ensure technical fulfillment please allow for three (3) business days for processing once formal authorization has been secured from the District's designated security contact.

Members acknowledge that the Sandbox environment serves exclusively as a high-fidelity operational validation tool rather than a secondary disaster recovery backup. It remains the District's responsibility to maintain rigorous internal protocols ensuring that all data utilized for strategic modeling or "What-If" simulations is explicitly identified to prevent any operational confusion with the District's primary production records.

Hours of Operation

The NWRDC & NWRDC Print Shop provides support during normal business hours to all cooperative members.

Monday	7:30 AM - 4:00 PM
Tuesday - Business, Student, and Migrations Teams	11:30 AM - 4:00 PM
Tuesday - Print Shop	8:00 AM - 4:00 PM
Wednesday	7:30 AM - 4:00 PM
Thursday	7:30 AM - 4:00 PM
Friday	7:30 AM - 4:00 PM
Weekends	As needed for critical incidents only.

Late Start Tuesdays

The NWRDC will operate on a shortened schedule 11:30 AM - 4:00 PM on Tuesdays throughout the year. A limited number of staff will triage requests 7:30 AM - 11:30 AM and escalate critical and urgent issues to the team best able to respond. The Print Shop will maintain normal operating hours of 8:00 AM - 4:00 PM.

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

All Staff Advance Closures

The NWRDC is dedicated to maintaining high-tier institutional capabilities through proactive strategic planning and professional development. To support our team's operational excellence and long-term strategic alignment we observe the following scheduled closure dates throughout the year:

NWESD All Staff Advance	Friday, November 6, 2026
NWRDC All Staff Advance	Friday, March 12, 2027

Holiday Closures

The NWRDC follows the holiday closure schedule of the NWESD 189. Observed holiday closures for 2026-27 include:

Labor Day	Monday, September 7, 2026
Veterans' Day	Wednesday, November 11, 2026
Thanksgiving	Thursday, November 26, 2026
Native American Heritage Day	Friday, November 27, 2026
Winter Holiday	Thursday, December 24 & Friday, December 25, 2026
New Year's Holiday	Thursday, December 31, 2026 & Friday, January 1, 2027
Martin Luther King, Jr. Day	Monday, January 18, 2027
Presidents Day	Monday, February 15, 2027
Memorial Day	Monday, May 31, 2027
Juneteenth	Friday, June 18, 2027
Independence Day	Monday, July 5, 2027

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

Appendix C: Printing & File Transfer Services

Services Provided to Cooperative Members

The NWRDC Data Center Printing Service provides high-volume, secure, and specialized printing solutions to member districts eliminating the need for districts to invest in or maintain expensive, specialized printing hardware and forms. This service is designed to streamline critical, high-compliance administrative and student processes that require the utmost data security and accuracy.

Why choose the NWRDC for printing?

- **Cost Efficiency:** By leveraging the Cooperative's centralized printing resources, districts avoid capital expenditures on equipment and supplies for high-volume copiers, printers, inserters, and specialized check-stock and tax forms, leading to significant operational savings.
- **Security and Compliance:** The Data Center handles sensitive materials such as Warrants, W2s, and 1099s in a secure environment. The use of pressure-sealed forms for sensitive financial documents ensures the confidentiality and integrity of student and personnel data during mail-out.
- **Streamlined High-Volume Tasks:** The service automates the production of necessary high-volume documents (e.g. student reports, academic histories) freeing up district staff from time-consuming, manual printing and folding..
- **Specialized Form Handling:** NWRDC manages the inventory and printing on specialized forms, including high-security check stock for warrants and specific tax forms, ensuring they meet all regulatory requirements for format and paper quality.
- **Reliability:** Guarantees timely processing and delivery of mission-critical documents ensuring that payroll is issued and required student/parent communications are sent out on schedule.

Special Forms Printing Services

NWRDC provides print services to member districts to support staff, student, and family engagement and communication. Color print services are available for an additional fee. Print services offered include:

- Report Cards & Progress Reports for Students & Families
- Mailing Labels
- Employee Tax & Payroll Forms
- Warrants
- Reports generated by Skyward SMS2.0 or Qmlativ

NWRDC reserves the right to bill the district for usage beyond approved levels. Approved levels for the 2026-27 school year are as follows:

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

Full-Services Members	Annual Limit	Average Response Time
ACH File Transfers Membership level: Full & Fiscal	10x monthly	3 business days
Transcripts, black print, white, 20lb bond Membership level: Full & Student	3x AAFTE	5 business days
Report Cards, black print, pressure seal stock Membership level: Full & Student	5x AAFTE	5 business days
Progress Reports, black print, white, 20lb bond Membership level: Full & Student	13x AAFTE	5 business days
Mailing Labels, black print, white label stock Membership level: Full-Services	13x AAFTE	5 business days
Employee Payroll Forms, sealed or unsealed, black print Membership level: Full & Fiscal	13x staff headcount	5 business days
Employee Tax Forms, sealed or unsealed black print Membership level: Full & Fiscal	2x staff headcount	10 business days
Warrants, black print, on blank warrant stock[3] Membership level: Full & Fiscal	5x staff headcount	5 business days
Skyward-Generated Reports, black print, white, 20lb bond Membership level: Full, Fiscal, & Student	up to 10,000 sheets	5 business days

Fiscal-Only Members	Annual Limit	Average Response Time
ACH File Transfers Membership level: Full & Fiscal	10x monthly	3 business days
Employee Payroll Forms, sealed or unsealed, black print Membership level: Full & Fiscal	13x staff headcount	5 business days
Employee Tax Forms, sealed or unsealed black print Membership level: Full & Fiscal	2x staff headcount	10 business days

[3] Districts choosing to print their own warrants, payroll, & tax forms may request blank stock up to the approved level without charge.

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

Fiscal-Only Members	Annual Limit	Average Response Time
Warrants, black print, on blank warrant stock[4] Membership level: Full & Fiscal	5x staff headcount	5 business days
Skyward-Generated Reports, black print, white, 20lb bond Membership level: Full, Fiscal, & Student	up to 10,000 sheets	5 business days

Student-Only Members	Annual Limit	Average Response Time
Transcripts, black print, white, 20lb bond Membership level: Full & Student	3x AAFTE	5 business days
Report Cards, black print, pressure seal stock Membership level: Full & Student	5x AAFTE	5- business days
Progress Reports, black print, white, 20lb bond Membership level: Full & Student	13x AAFTE	5 business days
Mailing Labels, black print, white label stock* Membership level: Full-Services	13x AAFTE	5 business days
Skyward-Generated Reports, black print, white, 20lb bond Membership level: Full, Fiscal, & Student	up to 10,000 sheets	5 business days

Additional Print Services Offered

The NWRDC offers a wide range of services to member districts to support their instructional printing needs. Contact the Print Shop to learn more about instructional printing services, including:

- Worksheets, handouts, and other instructional forms
- Programs: Graduation, Play Productions, Musical Concerts
- Brochures, Flyers, Calendars, Planners
- Tickets: Homecoming, Prom, Graduation
- Full-color posters in large format
- Business Cards
- Laminating & trimming
- Custom Note Pads
- NCR Forms

[4] Districts choosing to print their own warrants, payroll, & tax forms may request blank stock up to the approved level without charge. Shipping and handling charges still apply.

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

- Report Coil-Binding
- Design & Desktop Publishing Services

Shipping & Handling

Special Forms Printing Services

Members receive a $300 credit toward shipping and handling costs as part of their membership fee. Charges for shipping and handling apply once this initial $300 threshold is met.

Additional Printing Services

All print projects categorized as instructional are subject to shipping and handling fees.

On-Site Collection Option

Districts can choose to bypass all shipping and handling charges by collecting their completed print materials in person from the NWRDC Everett office, situated at 2121 West Casino Road, Everett, WA 98204.

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

Appendix D: Menu of Additional Services

Services Provided to Members as a Fee-for-Service

Virtual & Onsite Consultations

These fees apply to specialized engagements that exceed the standard boundaries of technical support, reporting, or training. Such projects may involve business process optimization, the creation of complex custom reports, or the integration of external third-party systems. As a member benefit the first ten (10) hours of Virtual Consultation are complimentary. To establish a detailed project scope and discuss your specific requirements please coordinate directly with the NWRDC.

Virtual Consultation For services conducted via video conference or remote access.	$ 160/hour
Onsite Consultation For services delivered at the client site, includes all travel costs.	$ 745 half-day $ 1,425 full-day

Foundational Course Fees: Online or Everett

For professional development sessions hosted by the NWRDC and accessible to all members. Instruction may be delivered at the NWRDC facility in Everett, WA, hosted onsite by a member district or facilitated through Zoom or alternative online collaboration platforms.

Full-Day	Included with Membership
Half-Day	Included with Membership

Foundational Course Fees: Client Site

Professional learning session(s) delivered to your district from the standard NWRDC training catalog. Includes planning, consultation, e-mail follow-up, required materials, and travel within Puget Sound ESD and Northwest ESD.

Full-Day	$ 2,150 up to 20 participants
Half-Day	$1,125 up to 20 participants

Comprehensive Course Fees: Client Site

Professional learning session(s) tailored and further enhanced from the standard NWRDC training catalog and delivered to your district including collaborative planning and direct support to co-create content and outcomes. Includes consultation with district team(s), in-person debrief to evaluate outcomes, required materials, and travel within Puget Sound ESD and Northwest ESD.

Full-Day	$ 2,850 up to 20 participants

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

Half-Day	$ 1,475 up to 20 participants

Innovative Course Fees: Client Site

Professional learning session(s) or series, fully customized, with ongoing support to develop a strategic growth pathway and learning roadmap. Includes planning, consultation, session debriefs, district assessment, data analysis, materials, and travel within Puget Sound ESD and Northwest ESD.

Full-Day	$ 5,000 up to 20 participants
Half-Day	$ 2,550 up to 20 participants

Skyward Sandbox

The Skyward Sandbox (aka TLA environment) is a premium, high-fidelity testing and training environment provided by the NWRDC and WSIPC to its members. It consists of a dedicated instance of their Skyward database, populated with a mirror of the District's production data, intended for scenario modeling, staff training, and configuration validation.

Service	Sandbox Availability	Member Fee
Sandbox Migration	Per the signed Success Agreement	Included, no additional fee
Sandbox 10,001+ AAFTE	Up to 365 days, when available	Included, no additional fee
Sandbox 5,001 - 10,000 AAFTE	Up to 180 days, when available	Included, no additional fee
Sandbox 1 - 5,000 AAFTE	Up to 90 days, when available	Included, no additional fee
Sandbox 24/7/365	Year-Round, Guaranteed Access	$5,500 billed annually annual commitment

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

Appendix E: Authorized Support Contacts

Services Provided to Cooperative Members

The Northwest Regional Data Center (NWRDC) requires districts to designate Authorized Support Contacts annually to maintain a secure and efficient support environment. This process ensures that system configurations and student data are only modified by authorized personnel protecting sensitive information and respecting district-specific workflows. Key benefits of this structure include:

- **Enhanced Security Protocols:** Guarantees that only vetted staff can approve changes to student records or system settings.
- **Optimized Internal Routing:** Facilitates streamlined communication by directing technical requests through your local experts ensuring alignment with internal district processes.
- **Support for Local Autonomy:** Recognizes that districts may have unique operational requirements and protocols that must be maintained alongside standard NWRDC guidelines.

The NWRDC is committed to providing responsive, high-tier technical support to all cooperative members. To maintain operational alignment with internal district protocols each District must determine whether school-based service requests should be routed through a centralized district office or if school-level personnel are authorized to engage NWRDC support teams directly. We request that the District notify NWRDC leadership of its preferred communication and support methodology.

Commencing in early September the NWRDC will initiate its annual audit of Authorized Support Contacts. The District is required to provide comprehensive details for each designated individual including preferred name, professional title, verified email address, and direct office line. Upon validation these contacts will be registered within our secure infrastructure and issued an invitation to access the NWRDC's ZohoDesk ticket management platform ensuring rigorous service standards and comprehensive tracking of all technical inquiries.

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

Appendix F: Recommended Practices

Services Provided to Cooperative Members

The District acknowledges that NWRDC provides specific guidelines, protocols, and "Best Practice" recommendations for data entry, system configuration, and database management. The District agrees to adhere to these recommendations to ensure system integrity and reporting accuracy.

Training & Professional Development

The NWRDC is dedicated to delivering high-quality, proactive assistance via our extensive professional development and training initiatives. Our curriculum spans from foundational courses for novices to advanced workshops for expert Skyward users. To ensure optimal system utilization the NWRDC advises districts to allocate necessary resources and time for staff to participate in these training sessions at least once per quarter. Should a District restrict its staff from engaging with or accessing NWRDC-provided training the NWRDC maintains the authority to restrict the number of service requests submitted by that district particularly if the volume surpasses the typical benchmarks for districts of a similar size.

Non-Recommended Data Modifications

In the event the District performs or requests the performance of data changes, mass updates, or structural modifications that deviate from NWRDC's written recommendations the District assumes full responsibility for the outcomes of such actions.

Financial Indemnification and Cost Recovery

The District shall hold NWRDC harmless against any financial harm arising from Non-Recommended Changes including but not limited to:

1. Loss of Funding: Any reduction in state or federal FTE funding resulting from data inaccuracies or failed reporting validation.
2. Audit Fines: Penalties or sanctions imposed by the Department of Education or other regulatory bodies.
3. Third-Party Costs: Licensing fees or hardware costs incurred due to inefficient data processing caused by the District's modifications.

Remediation and Increased Workload

Should a Non-Recommended Change result in system instability, data corruption, or reporting errors requiring NWRDC intervention, the following shall apply:

1. Out-of-Scope Services: Technical support required to diagnose, repair, or roll back Non-Recommended Changes will be classified as "Out-of-Scope."
2. Labor Rates: NWRDC reserves the right to bill the District for labor at the consultative rate listed.

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

3. Prioritization: NWRDC is not obligated to divert resources from scheduled regional tasks to remediate District-inflicted data issues. Remediation will be performed on a "best-effort" basis at the convenience of NWRDC's workload schedule.

Disclaimer of Warranty on Data Integrity

NWRDC expressly disclaims any warranty regarding the accuracy of state reporting or system performance if the District bypasses NWRDC's validation tools or ignores "Critical Warning" flags within the software. The District's choice to proceed with Non-Recommended Changes nullifies any NWRDC guarantees regarding data readiness for state submissions.

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

Appendix G: Qmlativ Migration Services

Services Provided to Cooperative Members

The NWRDC will provide Qmlativ migration services as a one-time benefit to the District. Services include:

1. Implementation Project Services: The NWRDC shall provide comprehensive project management services to facilitate the District's transition from Skyward SMS 2.0 to Qmlativ. These services include the designation of a Project Implementation Coordinator (PIC) responsible for the development and maintenance of a formal Project Plan, coordination of technical reviews encompassing Data Migration Tool (DMT) runs and third-party vendor inventories and the finalization of "Go Live" scheduling and post-migration support transitions.

2. Change Management Services: The NWRDC shall provide change management consulting designed to mitigate organizational resistance and promote system adoption. Service deliverables include a formal District Kickoff Meeting, Sponsor Engagement Sessions to define leadership roles, and Change Management Inputs to communicate system benefits. These efforts shall culminate in a District Success Assessment and a formal Readiness Report identifying third-party considerations and risk mitigation strategies.

3. Training and Support Services: The NWRDC and the District shall engage in collaborative training initiatives to ensure staff proficiency. The NWRDC's obligations include providing role-based instruction for subject matter experts, establishing a training framework and training District personnel in the administration and monitoring of Professional Development Coursework (PDC). Additionally the NWRDC shall provide a dedicated sandbox environment for pre-migration skill validation.

4. Data Validation Services: The NWRDC and WSIPC shall conduct iterative data validation to ensure the integrity and completeness of migrated records. Analysis shall prioritize core Accounting, Human Resources, and Student data for the current fiscal year and up to two preceding years. This process shall consist of up to four scheduled Data Migration Tool (DMT) passes—Discovery, Initial, Mid-cycle, and Pre-final—concluding with a Final validation at the time of system crossover.

5. Third-Party Integration Services: The NWRDC and WSIPC shall conduct an inventory and audit of the District's third-party vendors during the onboarding phase to ensure system compatibility. The Partnership shall categorize integrations by technical complexity, monitor development progress, and provide technical support to the District for the construction, testing, and validation of required interfaces prior to live implementation.

For Districts that do not successfully complete migration on the first attempt or opt to delay their implementation beyond the assigned window the NWRDC may apply additional hourly consultative fees.

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

Appendix H: History of the NWRDC

The Northwest Regional Data Center (NWRDC), along with the Washington School Information Processing Cooperative (WSIPC), has its roots in the Intermediate School District (ISD) 109 Data Processing Cooperative which began in 1967 and was housed in the Snohomish County Courthouse in Everett.

Unique among other data processing centers, it was the only true cooperative in the State of Washington at that time. It arose out of necessity to serve the data processing needs of the school districts. In the first year of operation ten school districts with a total of 19,000 students plus the ISD 109 and 110 offices were served. An advisory board made up of seven district superintendents met regularly to set policy, approve budgetary planning, and set priorities. Participating districts contributed in much the same way as is done presently based on the average yearly FTE student count.

Initially computer time was rented from Everett Community College and the Office of the Superintendent of Public Instruction. In 1968 an IBM 1130 was purchased. By 1977 when the Xerox Sigma 9 system was installed, 21 school districts with a total enrollment of 64,000 were being served. The Sima 9 system was capable of handling terminal devices in remote locations through telephone lines, a breakthrough in customer service and connection.

The ESDs are Formed

During the same period (1968-1977) the ISDs, formerly County Superintendent Offices, evolved via several state legislative directives into the present nine Educational Service Districts (ESDs). As part of this process ESDs 108 and 109 merged to create the Northwest Educational Service District 189 as it is now.

WSIPC is Born

The organization relocated to 20000 Cypress Way in Alderwood Manor, WA, in 1978. A subsequent technology update in 1981 introduced the DEC VAX/VMS platform. A significant shift took place on April 8, 1985, when WSIPC was established as an interlocal entity under the guidance of the nine ESDs. This transformation included the creation of a software licensing program with school districts and various regional and district data centers entering into service agreements with the new cooperative.

The Formation of NWRDC by NWESD

The NWRDC, which is the largest of the regional data centers, was formed under the jurisdiction of the Northwest Educational Service District 189 Board and continues to derive its powers from them. In 1987 the three-member NWRDC Executive Advisory Committee adopted the NWRDC Constitution and Bylaws. An agreement was made with WSIPC to provide comprehensive services to NWRDC's 44 school districts in the Northwest ESD 189 and the Puget Sound ESD 121.

An amendment to the Constitution and Bylaws in 1993 increased the number of representatives on the Advisory Committee from three to five. In 1998 the NWRDC and WSIPC moved to their present location at 2121 West Casino Road in Everett.

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

The NWRDC Today

As the regional population has expanded the NWRDC has grown in tandem. Our organization now serves more than 205,000 students along with their families, educators, and district staff. We remain dedicated to providing comprehensive documentation, training, and technical support to our 54 school districts, as well as tribal schools, private institutions, educational service districts, and technical colleges across Whatcom, Skagit, San Juan, Island, Snohomish, King, Pierce, and Walla Walla counties.

Currently the NWRDC employs 30 subject matter experts specializing in Skyward SMS 2.0 and Qmlativ offering deep technical knowledge in student management, fiscal operations, human resources, payroll and benefits, transportation, food services, and state reporting. Not only does the NWRDC provide digital information services, we also provide printed information including transcripts, report cards, tax and payroll forms, warrants, and custom reports from our in-house Print Shop. Even as we grow and change our core objective remains steadfast: to serve school communities by providing effective solutions and harnessing the strategic advantages of collaborative partnership.

NWRDC Leadership Team

Robert Pohl	Director	(425) 349-6557	rpohl@nwrdc.net
Kathy Bisig	Manager, Student Information	(425) 349-6577	kbisig@nwrdc.net
Mandy Bladek	Manager, Business Information	(425) 349-6568	mbladek@nwrdc.net
Caitlyn Smith	Supervisor, Print Shop	(425) 349-6676	csmith@nwrdc.net
Heather Carson	Project Coordinator, Migrations	(425) 349-6532	hcarson@nwrdc.net
Elisse Clava	Administrative Assistant	(425) 349-6545	eclava@nwrdc.net

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

Appendix I: NWRDC Constitution & Bylaws

NORTHWEST REGIONAL DATA CENTER

CONSTITUTION & BYLAWS

ADOPTED January 1993

AMENDED May 2008, March 2017

CONSTITUTION

NAME

This organization shall be known as the Northwest Regional Data Center Cooperative (NWRDC).

PURPOSE

The purpose of this organization shall be to provide information processing and contract services to the membership.

I. MEMBERS

A. The membership of the Cooperative shall consist of the organizations that sign cooperative agreements for services.

B. Organizations that apply for membership shall be offered a cooperative agreement only upon approval of the Cooperative's Executive Committee. Approval may be obtained by meeting of the Executive Committee or by electronic vote.

II. GOVERNANCE

A. The Advisory Board will consist of a representative from each member organization.

B. The Executive Committee shall consist of five representatives elected by the Advisory Board. A maximum of one of the five representatives may be a non-public school district member.

C. The Executive Committee shall select a Chair annually and said Chair shall also serve as Advisory Board Chair.

D. Should an elected Executive Committee member be unable to complete his/her term the remaining Executive Committee members shall, at a regular meeting or special meeting, appoint an eligible person to complete the term.

E. Electronic methods of distributing and collecting ballots for absentee votes shall be allowed

III. MEETINGS

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

A. The Advisory Board shall meet as required when called by the Chair or a majority of its members to conduct the business of the Cooperative.

B. The Executive Committee shall meet quarterly and the Chair or a majority of its members may call additional meetings as deemed necessary.

C. Adequate notification shall be given when calling meetings.

AMENDMENTS

This constitution may be amended at any meeting of the Advisory Board by a two-thirds majority vote of all members casting a ballot; provided that notice, in writing, has been sent to all members not less than twenty days in advance of the meeting and absentee ballots are furnished. Electronic methods of distributing and collecting ballots for absentee votes shall be allowed.

BYLAWS

I. POWERS

A. This Cooperative shall have the power to prepare and adopt, amend and repeal bylaws, rules and regulations and general policy statements for its own organization, government and guidance, provided that action taken with respect thereto is not inconsistent with State Law, the Washington Administrative Code, the Rules and Regulations of the Fiscal Agent.

B. This Cooperative shall have the power to call meetings of the Executive Committee and other committees as are deemed essential to the accomplishments of its purpose.

C. This Cooperative shall recommend the annual membership fees and any other assessment that may be required.

D. This Cooperative shall advise Northwest Educational Service District on the management of the Cooperative.

E. The Executive Committee shall approve the annual budget recommendation of the Cooperative at a regular meeting of the Executive Committee.

F. Northwest Educational Service District as Fiscal Agent will have final approval of annual budgets.

II. GOVERNANCE AND MANAGEMENT

A. The power of the Cooperative shall rest with the Advisory Board consisting of one representative of each member organization.

B. Each representative shall have an equal vote in all deliberations of the Cooperative.

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

C. Between meetings of the Advisory Board the powers of the Cooperative shall be exercised by a five member Executive Committee selected by the Advisory Board for staggered three-year terms. Terms will start on July 1 and end on June 30.

D. Electronic methods of distributing and collecting ballots for absentee votes shall be allowed.

III. VACANCIES

A. Vacancies that occur in the membership of the Advisory Board shall be filled by the affected member organization.

B. Vacancies on the Executive Committee shall be filled by a majority vote of the remaining Executive Committee members at a regular meeting. Executive Committee members who have been selected to fill a vacancy shall serve the unexpired portion of the term.

IV. MEETINGS

A. At all meetings of the Advisory Board twenty-five percent of the membership shall constitute a quorum.

B. If a member of the Executive Committee misses three successive meetings that member may be replaced as prescribed in Section III. B.

C. At all meetings of the Executive Committee a majority of its members shall constitute a quorum.

V. OTHER COMMITTEES

A. The Chair may appoint other ad hoc committees as deemed necessary to assist the Advisory Board and/or Executive Committee with Cooperative activities.

VI. FINANCIAL OBLIGATIONS

A. Expenditures incurred in the management of the operation of the Cooperative must be in accordance with its approved budget and must be authorized by the Northwest Educational Service District Board of Directors.

VII. PARLIAMENTARY PROCEDURES

A. All questions of parliamentary procedure shall be governed in accordance with Roberts Rules of Order Newly Revised (current edition).

VIII. AMENDMENTS

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

A. These bylaws may be amended at any meeting of the Advisory Board by a two thirds majority vote of all members casting a ballot; provided that notice, in writing, has been sent to all members not less than twenty days in advance of the meeting and absentee ballots are furnished. Electronic methods of distributing and collecting ballots for absentee votes shall be allowed.

B. In the event of any emergency where the purpose of the Cooperative would suffer materially by delay Section VIII. A. may be suspended provided that the Chair or a quorum of the Executive Committee declares that an emergency exists and prior to the meeting at which the subject of suspension is to be addressed the Executive Committee is notified individually of the nature of the emergency. The affirmative vote of the majority of the quorum shall be necessary to affect the suspension.

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

Appendix J: WSIPC and NWRDC Interlocal Agreement

WHEREAS, the parties are public agencies authorized under Chapter 39.34 RCW, the Interlocal Cooperation Act, to enter into cooperative agreements for the joint performance of governmental functions, and desire to establish a government-to-government relationship for the provision of technology services;

NOW, THEREFORE, in consideration of the mutual promises and covenants contained herein, it is mutually agreed as follows:

GOVERNMENT TO GOVERNMENT RELATIONSHIP

This Agreement is entered into pursuant to the Interlocal Cooperation Act, Chapter 39.34 RCW, and establishes a government-to-government relationship between the parties. The services provided herein are exchanged between public agencies in the exercise of governmental authority, and this Agreement is not a contract for procurement subject to public bidding statutes.

Purpose

This Agreement describes the responsibilities and service level expectations between WSIPC and the Information Service Centers (ISCs), and between the ISCs and their school districts. For the purposes of this Agreement:

- "Information Service Center (ISC)" refers to the participating regional service organization.
- "Participating School District" refers to an individual district receiving services through the ISC.
- "Licensee" refers to the entity or entities authorized to use WSIPC-provided software and services through the ISC, which may include the Information Service Center, a Participating School District, or individual schools or authorized users within those organizations.

This Agreement includes, but is not limited to, the provision of Skyward software, system hosting, infrastructure, cybersecurity services, training, reporting, and other technology and professional services delivered through the WSIPC Cooperative.

General Term of this Interlocal Agreement

The Agreement is made by and between WSIPC and the ISC. The term of the Agreement is September 1, 2026, through August 31, 2027. Thereafter, the terms of the Agreement will automatically renew from September 1st through August 31st of each successive year.

This term shall continue unless WSIPC or the ISC, on behalf of its participating school districts provides written notice to either party to terminate the Agreement. This notice must be provided to the ISC by March 15th of the same year termination is desired, at which time the school district agrees to continue paying Cooperative fees until August 31st of the same year. With approval, the district may extend the term of services beyond the date that notice of termination is given. Each extension must be at least two months long.

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

Amendments or Change Orders
The parties hereby expressly reserve the right to modify this Agreement by mutual agreement in writing.

Legal Compliance
WSIPC will perform Services in a manner consistent with applicable federal, state, and local laws and regulations, and with recognized cybersecurity standards.

Fees & Payment Terms
During each year of the term, WSIPC will invoice ISCs monthly. Payment is due 30 days following receipt of the invoice. ISCs shall pay the fee established by the WSIPC Board of Directors. The annual FTE portion of the fee is variable and is calculated based on the total annual average FTE of the school districts that the ISC serves as reported by OSPI on the 1191ED Apportionment Report. An ISC can calculate the total cost by multiplying the fee by the annual average student FTE of each district the ISC serves. One twelfth of the annual cost will be invoiced for the first ten months of the Agreement. A final adjustment shall be made to the actual average annual FTE for the current year on the July and August invoices.

The fees that WSIPC and the ISCs collect are used to develop budgets and expend funds for the sole purpose of supporting, maintaining, and enhancing services and developing future services.

Rights to Participate in Joint Cooperative
As authorized by RCW 28A.320.080 (3) and RCW 28A.310.180 (3) (currently existing or hereinafter amended), group purchasing and/or bidding for data processing equipment and/or services, or related equipment and/or services, may be part of the activities of the Educational Service District (ESD) cooperatives. Members of these cooperatives may, at their own option, participate in the bidding/purchasing role of WSIPC, but will not be required to do so for any particular item(s).

Confidentiality
All materials furnished to WSIPC by the ISC and school district, pursuant to this Agreement, shall remain the property of the ISC or school district and shall not be disclosed to third parties except by written consent of the school district. These materials include, but are not limited to, computer files, reports, listings, and computer programs.

ISCs and WSIPC acknowledge that performance of Services under this Agreement may involve access to confidential information including personally identifiable information, student records, protected health information, or individual financial information. WSIPC and the Regional ISC will comply with State or Federal law/rules restricting the use and disclosure of such information.

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

SOFTWARE & SYSTEMS: SERVICES & SUPPORT

SOFTWARE

Delivery. WSIPC, in conjunction with the ISCs, will ensure that the Software WSIPC provides complies with state reporting, budgeting, and personnel retirement requirements. WSIPC will install the Software either at a site hosted or purchased by WSIPC or at a locally designated site. All software modules supported under this Agreement by both WSIPC and the ISCs are documented in Addendum I.

Warranty. WSIPC warrants that upon delivery by WSIPC: (a) the Software will perform substantially in accordance with its written specifications established by WSIPC; and (b) the Software does not infringe any U.S. patent or copyright. WSIPC does not warrant that the Software is free from bugs, errors, or omissions. The exclusive warranties set forth in this paragraph apply only to the latest release of such items of Software, incorporating all corrections, updates, enhancements, and modifications made available by WSIPC.

Performance Remedy. As Licensee's exclusive remedy and WSIPC's entire liability, if any Software subject to the warranty set forth in Addendum I fails to comply with the warranty set forth, WSIPC will use reasonable efforts to correct the noncompliance (e.g., by furnishing an update, new release, enhancement, or modification of the noncomplying Software); provided that (i) Licensee notifies WSIPC of the noncompliance and (ii) WSIPC is able to reproduce the noncompliance on the hardware for which the Software was designed. If after the expenditure of such reasonable efforts and the expiration of a reasonable time period WSIPC is unable to correct any such noncompliance, WSIPC will refund to Licensee a pro rata portion of the license fee paid by Licensee during the then current Year for that portion of the Software found to be noncomplying. Such refund will be in full satisfaction of all claims of Licensee relating to such noncompliance.

Grant & Limitations. WSIPC grants to the ISC a nontransferable, nonexclusive license during the Term to use the software and documentation for ISC and school district data operations. The ISC or school district will not disclose or make available any software or documentation associated with this Agreement to any parties or persons not using the same on behalf of the school district. Nor will the ISC or school district change, modify, or alter any software without prior written permission from WSIPC. In short, the ISC or school district agrees that it shall safeguard all proprietary materials being serviced by WSIPC and shall not infringe on or violate any vendor license agreements WSIPC has entered into on their behalf. If a vendor working on behalf of an ISC or school district needs to access data in a way not provisioned through the software, the vendor will be required to sign a Non-Disclosure Agreement with WSIPC.

Software Updates. WSIPC agrees to keep current with software licensed from Skyward and will install new versions on a timeline that will be communicated to ISCs and school districts.

School District Workstations. Addendum II lists configuration requirements for devices and their software that school district personnel use to access WSIPC's software offerings.

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

SERVICES

Hardware Hosting. District ISCs have the option for WSIPC to provide hardware hosting for an additional fee. If a District ISC selects this option, a separate Infrastructure Interlocal Agreement will be established to define the terms and details of the hosting arrangement.

Educational Materials. WSIPC maintains alignment with Skyward to maintain product documentation within the Skyward platform to support accurate and compliant system use, including alignment with Washington State reporting requirements. WSIPC ensures these materials are current and reflect applicable state-specific guidance.

In addition, documentation and training resources used in WSIPC-facilitated trainings, presentations, and forums – including written materials and recorded videos – are maintained in an online repository. Access to this repository requires a username and password and is available to designated Tier 1 personnel as identified in Addendum V to support knowledge sharing and effective issue resolution.

Training. WSIPC provides training support and resources to designated Information Service Center (ISC) Tier 1 support staff to support their ability to assist and train local school districts. Training activities are focused on system functionality, Washington State reporting requirements, and significant product or process changes.

Training delivery methods include, but are not limited to, virtual sessions, recorded presentations, or facilitated forums, as determined by WSIPC based on organizational priorities and capacity.

Training materials and recordings used in WSIPC-facilitated sessions are made available through WSIPC's online documentation repository, in accordance with access designations outlined in Addendum V. ISCs are responsible for determining how and when training is delivered to their member districts.

Requests for additional or customized training may be submitted and will be evaluated by WSIPC based on organizational priorities, capacity, and statewide impact. Approved custom or additional training requests may be subject to additional fees, which will be defined in a separate interlocal agreement.

Consultations. WSIPC provides consultative support to assist Information Service Centers (ISCs) and member districts in understanding how district business practices align with the design, configuration, and use of the Skyward platform. This includes scenario-based discussions, guidance on configuration options, and considerations related to implementing or expanding the use of Skyward modules.

Consultative guidance provided within the context of standard support interactions – such as answering questions, discussing options, or reviewing high-level approaches – is included as part of WSIPC's core services.

Requests for in-depth, extended, or onsite consultations may be submitted, will be evaluated, and may be subject to additional fees, which will be defined in a separate interlocal agreement.

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

Reporting. WSIPC will provide reports to the Cooperative that are supported by the software design, and which are defined and mandated by legislative statute or an official state agency (e.g., OSPI) where clearly defined reporting specifications are provided. Such reports are formal, often required for compliance with state education laws or regulations, and serve official administrative, monitoring, or policy-making purposes. WSIPC collaborates with state agencies and affected partner organizations to gather requirements for the report. WSIPC will inform ISC staff of any mandated changes through statewide forums, email, and postings in SharePoint. WSIPC and the ISCs will share the information with all Cooperative member school districts.

Custom Reports and Imports. Any ISC or participating school district may request the creation of a custom report, import, or export. Such services may be subject to additional fees, which will be defined and approved prior to work initiation. If an agency chooses to proceed with a request, the request will be considered, requirements will be gathered, and a quote for the work will be provided.

Testing

To ensure the release of quality software from Skyward to WSIPC, WSIPC may request help from the ISCs for limited testing of updates to the Student and Business product suites, including state reporting.

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

SUPPORT MODEL

WSIPC and participating Information Service Centers (ISCs) operate under a tiered support model designed to provide timely, knowledgeable, and effective support for Skyward school management software delivered through the WSIPC Cooperative.

This model leverages the combined expertise of WSIPC and participating ISCs, bringing together statewide technical knowledge and local K-12 operational experience to support districts effectively. Specifically, this model includes:

A. WSIPC support resources with deep technical knowledge of the Skyward platform, Washington State reporting requirements, system behavior, and cross-district trends; and

B. ISC Tier 1 support resources, who serve as their local K-12 experts on district and regional business practices and how Skyward applications are configured and used within their districts or regions.

WSIPC provides direct support to designated ISC staff, as identified in Addendum V of this Agreement. District Information Service Centers (District ISCs) are required to meet the staffing and service requirements outlined in Addendum VI – District Service Center Requirements. All ISCs are responsible for providing Tier 1 support to their member districts.

If an incident cannot be resolved at a given support level, it will be escalated to the next tier for further investigation and resolution.

Tiered Support Responsibilities

Tier 1 Support (ISC Provided)

Tier 1 support staff – often serving in analyst, coordinator, or specialist roles – provide essential technical support on Skyward software delivered through the Cooperative and have the skills to quickly triage issues and determine appropriate tiered classification.

Tier 1 responsibilities include:

- Receiving and triaging district support requests
- Investigating and troubleshooting application issues
- Determining severity and escalation needs
- Providing end-user guidance and training
- Resolving the majority of end-user questions prior to escalation

Tier 1 Escalation Expectations:

When escalating an issue to Tier 2, Tier 1 support staff are expected to perform initial investigation and validation to support efficient resolution. Escalated requests should include sufficient documentation to demonstrate that the incident has been reviewed, analyzed, and where possible, reproduced at the Tier 1 level.

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

At a minimum, Tier 1 escalation documentation should include, when applicable:

- A clear description of the issue and observed behavior
- Steps taken to reproduce the issue and whether the issue is consistently reproducible
- Relevant screenshots, error messages, logs, or reports
- Identification of affected users, processes, or reporting timelines
- Summary of troubleshooting steps already performed and outcomes
- Any known workarounds or mitigating actions attempted

Providing complete and accurate escalation information enables WSIPC Tier 2 staff to more quickly assess impact, identify trends, and determine appropriate next steps, including defect evaluation or further escalation.

WSIPC may request additional information before proceeding with a Tier 2 investigation if required documentation is incomplete.

Tier 2 Support (WSIPC Provided)
Tier 2 Support is provided by WSIPC staff and represents the next level of technical assistance after Tier 1 escalation. WSIPC Tier 2 resources assist ISCs with complex, cross-functional, or previously unidentified issues.

Tier 2 responsibilities include:

- Advanced troubleshooting and technical investigation
- Assistance with configuration, data analysis, and unique data challenges
- Evaluation and documentation of potential software defects
- Identification of issue trends across districts or regions to support prioritization and statewide awareness
- Coordination with internal WSIPC teams and escalation to Tier 3 when appropriate

Tier 2 staff work collaboratively with Tier 1 personnel to develop solutions and share knowledge that strengthens statewide support capacity.

Support for Client-Caused Incidents
WSIPC may provide support for incidents that result from actions taken by participating school districts or ISC Tier 1 support staff, including but not limited to configuration changes, data entry errors, unsupported workflows, procedural deviations, or failure to follow documented guidance or best practices.

While WSIPC will make reasonable efforts to assist with the investigation and stabilization of such incidents – particularly when operational, compliance, or data-integrity risks are present – this type of support is outside standard incident resolution services.

Incidents of this nature often require significant technical investigation, data analysis, corrective actions, or extended effort by Tier 2 and/or Tier 3 staff. Support provided beyond initial assessment and stabilization may be subject to additional fees, which will be defined in a separate interlocal agreement.

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

WSIPC will work collaboratively with the ISC to determine appropriate next steps, including remediation options, documentation, or preventative recommendations to reduce the likelihood of recurrence.

Tier 3 Support

Tier 3 Support represents the highest level of escalation and may involve specialized WSIPC staff or third-party vendors, including Skyward. Tier 3 activities may include defect resolution, program analysis, advanced data remediation, or infrastructure-related support.

Support Hours & Access

Normal Support Hours for WSIPC

Monday through Friday, 7:30 a.m. - 5:00 p.m., excluding recognized holidays.

Support Access

Area	Phone	Email / System
Toll-Free Support Hotline	1-855-270-0823	
Product Support	425-349-6460	productsupport@wsipc.org
Systems & Network Infrastructure	425-349-6510	wsysnet@wsipc.org
Cybersecurity	425-349-6511	cybersecurity@wsipc.org
Support Ticket System (Zoho)		https://wsipc.zohodesk.com/

After Hours and Holidays

WSIPC maintains an After Hours Contact List for incidents requiring immediate response due to significant operational impact. This list is available to authorized ISC contacts via SharePoint.

Incident Severity & Escalation

ISCs assign an initial severity level when submitting service requests. WSIPC reviews the assigned severity and may adjust it based on impact, scope, and risk. If a severity adjustment is made, WSIPC will communicate the rationale to the ISC.

Critical Incident

A Critical incident meets any of the following conditions:

- Productivity has stopped
- A district or agency cannot continue work
- Data is corrupt or at imminent risk
- Financial controls are impaired
- System security has been compromised

Response Expectations

- Acknowledgement within 30 minutes during normal support hours
- Acknowledgement within one hour after hours

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

WSIPC will work extended hours as needed to resolve a Critical incident. Extended work hours require ISC and originating district staff to remain available and actively participate in resolution efforts, including responding to requests for information, testing, or validation.

If a Critical incident is submitted after hours through the WSIPC tracking system, the ISC must also contact WSIPC using the After Hours Contact List by phone and/or text.

High Incident

A High incident meets any of the following conditions:

- Productivity is significantly impaired but work is proceeding
- A work stoppage may occur if not resolved quickly
- The issue affects, or is of concern to, a majority of districts
- The issue may pose a security or data-privacy risk if not resolved quickly

Response Expectations

- Acknowledgement within one hour during normal support hours
- WSIPC and the ISC will mutually determine the frequency of status updates based on the nature, scope, and available information for the incident. The agreed-upon update approach will be documented in the support ticket.

The ISC is responsible for communicating status updates and resolution information to the originating district.

Normal Incident

A normal incident modestly reduces productivity but does not prevent core business functions from continuing.

Response Expectations

- Normal incidents generate an automated acknowledgment upon receipt through WSIPC's support tracking system.
- Investigation and response for Normal incidents are prioritized behind Critical and High incidents and are addressed during normal support hours.
- Update for Normal incidents may be provided as progress is made or when additional information is required.

Normal severity tickets escalated to Tier 3 may be closed once confirmation of a defect exists.

WSIPC will monitor incidents classified as Normal to identify frequency and broader impact. If the same incident is reported frequently within a short time period, WSIPC may reassess and update the severity of the issue to High to ensure appropriate prioritization and response.

Resolution

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

WSIPC and participating ISCs will work collaboratively and diligently to resolve all Critical and High incidents. Due to the complexity of software systems, data dependencies, and reliance on external vendors, formal guarantees of resolution timelines cannot be provided.

The following resolution goals are established to guide response planning and prioritization:

- A Critical incident has a target resolution within 24 hours
- A High incident has a target resolution within 72 hours

Achievement of these goals may depend on factors including, but not limited to, issue complexity, availability of required information, participation of ISC and district staff, and vendor release cycles.

A resolved incident is one for which a resolution has been identified and scheduled for release, deployment, or implementation, as applicable. In some cases, resolution may include the identification of a workaround or mitigation strategy pending a permanent fix.

Upon resolution, WSIPC may communicate the outcome, contributing factors, and any recommended follow-up actions to the ISC. The ISC is responsible for communicating resolution details to the originating district.

Incident Monitoring

Service level targets are monitored over time to support continuous improvement and service planning.

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

SYSTEM AVAILABILITY

Normal: Monday – Friday; 6:00 A.M. – 6:00 P.M.
Defined as primary school district work hours during which no elective downtime is done by WSIPC.

Evening/Weekend/WSIPC Holiday: Monday-Friday; 6:00 P.M. – 11:00 P.M.; Weekends: 6:00 A.M. – 11:00 P.M.
Defined as hours during which elective downtime can be scheduled with one week's notice. End-users can access the application. Individual components of a redundant group may be unavailable. Approval is required by the affected ISC Director(s). Advance communication will be sent to the ISC Director(s) and WSIPC departments. At the conclusion of the downtime, a communication will be sent to this same group.

Late Night: Monday – Sunday; 11:00 P.M. – 6:00 A.M.
Defined as hours during which backups, system reboots, and maintenance can occur. Elective downtime may be scheduled with same-day notice. Services may be unavailable. Advance communication will be sent to the ISC Director(s) and WSIPC Operations departments. At the conclusion of the downtime, a communication will be sent to this same group.

SMS 2.0 Release Saturday; 12:00 A.M. – 9:00 P.M.
Defined as a three-time yearly period during which SMS 2.0 application software, hardware, and operating system maintenance is performed. Expect services to be unavailable. Approval is required by the ISC Director(s) and WSIPC Operations department heads when the schedule is created. Advance communication will be sent to the ISC Director(s) and WSIPC Operations departments. At the conclusion of the downtime, a communication will be sent to all data centers and WSIPC Operations departments. The approved downtime schedule will be communicated regularly throughout the year to Cooperative members.

Qmlativ Releases
WSIPC Qmlativ software update releases are an automated function. WSIPC has designated the timeframe of 11 P.M. to 5 A.M. for these functions. The frequency of releases is biweekly, and patches when needed. Timing can change at the direction of Skyward.

Emergency Downtime
Emergency downtime can be performed for degradation of hardware or software components for which either of the following is true:

- The software or hardware is part of the failover system for a mission-critical system
- The software or hardware is a single point of failure for a mission-critical system
- The software or hardware is at critical risk of external compromise

Emergency downtime can be requested between the hours of 6:00 PM and 6:00 AM with same-day notice or for an agreed upon elected time with same-day notice. Advance communication will be sent to the ISC Director(s)

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

and WSIPC Operations departments. At the conclusion of the downtime, a communication will be sent to this same group.

Service Continuity

In the event of complete failure of SMS 2.0 centralized hosting provided by the Cooperative, a failover system is in place for limited mission-critical access to core software and data systems. Backup or redundant capacity exists for databases, servers, and network. This failover capacity will only be used for dramatic and sudden system failure of the primary hosting center, but will not be utilized during normal, routine, or scheduled downtime. WSIPC also has a redundant network link to provide connectivity to SMS 2.0 in the event of an outage with the primary K-20 circuit. Virtual Router Redundancy Protocol (VRRP) communicates to two routers, K-20's 10GB router and the Ziply router connected to a provisioned switch.

WSIPC PURCHASING PROGRAM

The WSIPC Purchasing Program connects education and public agencies to a network of partners, leveraging the power of the WSIPC Cooperative to provide competitively bid goods and services at a reasonable cost. Each vendor who becomes a part of the WSIPC Purchasing Program has been awarded a bid contract through an official competitively bid RFP process in compliance with Washington State Procurement RCWs.

For more information and a current list of vendors, visit the WSIPC website: https://www.wsipc.org/purchasing

WSIPC SAAS MODULES

WSIPC may provide additional software to enhance or supplement WSIPC's standard offerings. The costs for these optional offerings are in addition to the normal FTE fee. Fees for optional SaaS modules are also variable and follow the same general terms of this Agreement. Refer to Addendum I for the current listing of SaaS software offerings.

FORCE MAJEURE

Neither party shall be liable for delays or any failure to perform under this Agreement due to causes beyond its reasonable control. Such delays include, but are not limited to, acts of God, governmental actions, acts, orders, or regulation, pandemic, fire, explosion, flood, hurricanes, earthquakes, or other natural catastrophe, strikes or labor difficulties, by the fault or negligence of the delayed party. Any such excuse for delay shall last only as long as the event remains beyond the reasonable control of the delayed party. The delayed party must notify the other party promptly upon the occurrence of any such event, or performance by the delayed party will not be considered excused pursuant to this Section, and inform the other party of its plans to resume performance.

DISPUTES

Except as otherwise provided in this Agreement or any other Agreement, any dispute concerning a question of fact arising under this Agreement, which is not disposed of by consensus, shall be decided by the WSIPC Executive Director through the Interlocal Agreement Administrator upon submission of the dispute for

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

resolution in writing by either party. The Contract Administrator shall submit his/her decision in writing via mail or email or otherwise furnish a copy thereof to ISC. Participation in this dispute process shall precede any judicial or quasi-judicial action and shall be the final administrative remedy available to the parties.

The decision of the CEO shall be final, but shall not preclude judicial review. Pending resolution of the dispute, WSIPC and ISC shall proceed diligently with the performance of this Agreement, and any other interlocal agreements between the parties that are not subject to the dispute.

A party's written request for dispute resolution must be mailed Attention: Interlocal Agreement Administrator, 2121 W Casino Rd Everett, WA 98203 within thirty (30) calendar days after either party could reasonably be expected to have knowledge of the issue which it now disputes and must state:

- The disputed issues;
- The relative positions of the parties; and
- The ISC's point of contact for the dispute.

INTERLOCAL AGREEMENT AUTHORIZATION

This written Agreement constitutes the mutual agreement of WSIPC and the participating Information Service Center (ISC). Services provided under this Agreement support Participating School Districts through the ISC. No alteration or variation of the Terms of this Agreement and no oral understanding or agreements not incorporated herein shall be binding unless made in writing and signed by WSIPC, the Information Service Center, and the school district.

Neither party shall assign their rights or delegate their performance obligations under this Agreement without prior written consent.

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

Appendix K: WSIPC Addendum I - Supported Skyward Products

Skyward Common Suite (available in both Business and Student Product Suites) – SMS 2.0

- Application Programming Interface (SaaS offering for some features)
- Custom Forms
- Data Mining
- Mobile Solutions
- Security
- SkyBuild
- SkyDoc
- System Configuration
- Task Manager

Skyward Common Suite (available in both Business and Student Product Suites) – Qmlativ

- Application Programming Interface (SaaS offering for some features)
- Customization
- Dashboard
- Demographics
- District
- Health Records
- Message Center
- Mobile App
- Online Forms
- Process Management
- Reporting
- Security
- System
- Workflow

Skyward School Business Suite – SMS 2.0

- Account Management
- Accounts Payable
- Accounts Receivable
- Bid Management
- Budget Management
- Calendars
- Employee
- Employee Management
- Employee Access

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

- Fast Track
- Fixed Assets
- General Inputs
- Inventory
- Payroll
- Position Request
- Professional Development
- Purchasing
- Salary Negotiations
- Substitute Tracking
- Time Off
- Third Party Applicant Import (SaaS Offering)
- True Time
- Vendors
- Year End

Skyward School Business Suite – Qmlativ

- Account
- Accounts Payable
- Accounts Receivable
- Applicant Tracking
- Asset
- Budgeting
- Employee
- Employee Access
- Fixed Assets
- Import Employee Third Party Data (SaaS Offering)
- Payroll
- Position
- Purchasing
- Staff Planning
- Substitute Tracking
- Time Off
- Time Tracking
- Vendor
- Warehouse
- Year End

Federal Reporting – Business

- 1099

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

- 1099NEC
- 941
- Affordable Care Act (1095)
- Civil Rights Data Collection (CRDC)
- EEOC
- W-2

Washington State Reporting – Business

- Budget Status Report
- Child Support
- County Treasurer
- Department of Revenue Use Tax Accrual and ACH Addenda
- F-195 SPI Budget File Extract
- F-196 SPI Year End Extract
- F-200 SPI Budget Extension Extract
- S-275 Submission
- New Hire Submission
- WA Leave and Care Reporting
- Quarterly Wage Detail
- Retirement Transmittal (DRS)
- School Employee Benefits Board (SEBB) Submission Reporting: HCA Eligibility, Health Equity, Navia, MetLife, The Standard
- Standard Occupational Classification (SOC) Reporting
- Workers' Compensation Report
- DRS Census Audit
- Union Affiliation Report

Skyward Student Information System – SMS 2.0

- Academic Standards
- Activities
- Attendance
- Busing
- Career Planning
- Childcare
- Course Learning Center (SaaS Offering)
- Current Scheduling
- Curriculum and Assessments
- Curriculum Mapping (SaaS Offering)
- Discipline
- District to District Student Transfer

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

- Educator Access
- Family Access
- Fee Management
- Food Service
- Future Scheduling
- Grading
- Graduation Requirements
- Gifted and Talented
- Guidance
- Lesson Plans
- Lockers
- Message Center
- New Student Online Enrollment (SaaS Offering)
- Obligations
- Response to Intervention (SaaS Offering)
- Secondary Gradebook
- Section 504
- Skylert
- Special Education
- Special Programs
- Staff
- Standards Gradebook
- Student Access
- Student Demographics
- Substitute Assignment
- Survey
- Textbooks
- Year End

Skyward Student Information System – Qmlativ

- Activity
- Assessments
- Attendance
- Conference
- Curriculum
- Discipline
- Enrollment
- Family Access
- Family

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

- Fee Management
- Food Service
- Gradebook
- Grading and Report Cards
- Graduation Requirements
- Guidance
- Multi-tiered System of Support (MTSS)
- New Student Enrollment (SaaS Offering)
- Portal Access
- Scheduling
- Section 504
- Skylert
- Special Education State Reporting Elements only (Core)
- Special Education Full Module (SaaS Offering)
- Special Programs
- Staff
- Student Access
- Student
- Teacher Access
- Transportation
- Year End

Federal Reporting – Student

- Civil Rights Data Collection (CRDC)

Washington State Reports – Student

- Assessment of District Health Services
- CEDARS (Comprehensive Education Data and Research System)
- Food Service Verification Collection
- National School Lunch and Breakfast Program State Claim
- P-223 Monthly School District Enrollment Report
- P-223H Monthly Special Education Enrollment Report
- State Student Identifier (SSID) Export/Import
- Truancy Petitions for State Reimbursement
- Washington Standardized High School Transcript
- High School Student Directory Information
- DOH Student Directory

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

Appendix L: WSIPC Addendum II - Workstation Guidelines

(Revision Date: 3/4/2025)

Overview

This document provides planning and support guidance regarding specifications for PCs, Macintoshes, and printers for use in the WSIPC Enhanced Skyward Point and Click (WESPaC), Skyward SMS 2.0 Web Application, Qmlativ, and the IEP.Online environments.

Audience

Information service centers and district technology support staff.

Introduction

This document provides information service centers and district staff with specific guidelines for the configuration of PCs, Macintoshes, and printers for use in the WESPaC, Skyward SMS 2.0 Web Application, Qmlativ, and IEP.Online environments. These guidelines represent a reasonable baseline for client configurations that will produce adequate performance under most circumstances. It is envisioned that this will be a "living" document that is regularly updated as new information emerges about the needs of the WESPaC, Skyward SMS 2.0 Web Application, Qmlativ, My School Data, and IEP.Online products and as new factors emerge for consideration in the Workstation Guidelines (new operating system revisions, processor capabilities, web browser types and versions, etc...).

Newer, unlisted versions of operating systems and browsers may require changes to the WESPaC, Skyward SMS 2.0 Web Application, Qmlativ, and IEP.Online products before they are supported. Technology staff are cautioned not to assume that newer versions will work immediately. The proper forum to request specific additions to the Workstation Guidelines is through the WSIPC Information Technologies Special Interest Group (WSIPC IT SIG).

All possible configurations of operating system, memory, processor speed, and other factors cannot be envisioned in this document, and district technology staff will have to exercise some level of judgment in the interpretation of "adequate" performance.

WSIPC Workstation Guidelines

Windows	Windows 11 Windows 10
Hardware	Operating System minimum requirements, Physical Network Connection.
Video	17 inch or larger display. 1024 x 768 resolution or higher is optimal.
Printer	Networked HP LaserJet printers supporting TCP/IP and PCL 6.
RDS Client	Microsoft Remote Desktop Client (MSTSC). Windows Desktop Client (MSRDC) and the Microsoft Store Client (URDC) are not supported.
Microsoft Office	Microsoft Office 2016 – 2021/365.

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

Remote Desktop Web Interface	Edge Current Version Firefox Current Version Chrome Current Version	Edge Current Version Firefox Current Version Chrome Current Version
Web Browser Skyward Web SMS 2.0	Edge Current Version Firefox Current Version Chrome Current Version	Edge Current Version Firefox Current Version Chrome Current Version
Web Browser Skyward Qmlativ	Edge Current Version Firefox Current Version Chrome Current Version	Edge Current Version Firefox Current Version Chrome Current Version
My School Data	Firefox Current Version Chrome Current Version Edge Current Version	Firefox Current Version Chrome Current Version Edge Current Version

Macintosh	**Mac OS 11.X to 13**
Hardware	Operating System minimum requirements, Physical Network Connection.
Video	17 inch or higher at 1024 x 768 resolution.
Printer	Networked HP LaserJet printers supporting TCP/IP and PCL 6 or PCL 5e.
RDS Client	Current Version of Microsoft Remote Desktop available on the AppStore.
Microsoft Office	Microsoft Office 2016 – 2021/365.
Remote Desktop Web Interface	Safari, Edge, Firefox, or Chrome Current Version.
Web Browser Skyward Web SMS 2.0	Safari Current Version Edge Current Version Firefox Current Version Chrome Current Version
Web Browser Skyward Qmlativ	Safari Current Version Edge Current Version Firefox Current Version Chrome Current Version
My School Data	Safari, Edge, Firefox, and Chrome Current Version.

* Skyward Web Based Food Service Point of Sale (POS) must meet the following minimum hardware requirements: Dual Core 1.6GHz or faster with RAM: 1 gigabyte (GB) (32-bit) or 2 GB (64-bit).

* Skyward does not support beta versions of Operating Systems or Web Browsers.

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

IEP.Online Workstation Guidelines

Hardware	The physical hardware (memory, disk space, and processor) must be appropriate for the operating system installed.	
Video	17 inch or higher at 1024 x 768 resolution.	
Web Browser	Minimum Browser Version	Recommended Browser Version
		Edge 20+
	Firefox 10	Firefox 39+
	Chrome 16+	Chrome 45+
	Safari 5+	Safari 7+
	iOS 5.1+	iOS 8+
Other Software	Adobe Reader 7 or higher.	
Browser Settings	Note: Network Cache / Proxy Server: For all computers, you must disable proxy / cache server use and/or bypass the proxy server for IEP.Online. Local Cache: Firefox, Chrome, Safari Edit Menu / Preferences / Advanced / Cache / Document in cache is compared to document on network "Every Time" Cookie Settings: Firefox, Chrome, Safari Accept all cookies Enable JavaScript / Scripting	

For IEP.Online to function properly, the client browser or pop-up blocking software must be configured to allow pop-up windows from IEP.Online. This includes native browser functionality, as well as toolbars such as Yahoo and Google.

Your technical staff may address any questions they have to: WSIPC Technology Services

Phone: 425-349-6510
Email: wsysnet@wsipc.org

Docusign Envelope ID: E4BFBEFA-1F54-85A2-8084-AA747D903921

Appendix M: WSIPC Addendum III - Automated Password Management

WSIPC supports an Automated Password Management (APM) program that offers the capability of preloading WSIPC and Regional Information Support Center (ISC) support user accounts to customer databases. Since this is an opt-in service, WSIPC has added an addendum to verify that permission annually.

The APM capability is provided as a support tool for the Cooperative. It does create accounts with privileged access. WSIPC wants to be respectful of District ISC, Regional ISC, and school district security concerns.

APM passwords are updated every 6 months. Password length is from 12 to 16 characters and complexity is required. This includes at least 2 numbers and 2 special characters. Accounts comply with district Multi-Factor Authentication (MFA) settings. Audit reports are generated and reviewed daily for APM account usage.

District and Regional ISCs will have the option of opting in for this service for their own Qmlativ or SMS 2.0 database. During the course of the period covered by this ILA, District and Regional ISCs can opt out of this feature by notifying WSIPC.

WSIPC will remove APM access for terminated employees as soon as possible upon notification of separation. For other employees leaving WSIPC (e.g., resignation or retirement), APM access will be removed within 2 business days of the employee's departure date or notification, whichever occurs first.

Regional ISCs have 3 options.

1. Regional ISCs can opt in for all of their supported districts. By selecting this option, the Regional ISC is confirming that they have the permission of their districts for these accounts to be provisioned. During the course of the period covered by this ILA, Regional ISCs can opt out any or all of the districts originally specified.

2. Regional ISCs can opt out any districts that do not wish to have the accounts provisioned in their database. By selecting this option, the Regional ISC is confirming that they have the permission of the districts for accounts to be provisioned for those districts that did not opt out. During the course of the period covered by this ILA, Regional ISCs can opt out any or all of the districts originally specified.

3. Regional ISCs can opt out all supported districts. Please notify WSIPC via an email to wsysnet@wsipc.org or a ticket when staff changes occur so that employees can be added or removed in a timely manner.

Note: The Northwest Regional Data Center selects option one. The NWRDC confirms that we have the permission of member districts for accounts to be provisioned. Members may opt-out at any time by providing written notification to the Director of the NWRDC.