

March 17, 2020

**Memorandum**

To: Dr. David Stegall, Deputy Superintendent of Innovation

From: Dr. Tara W. Galloway, K-3 Literacy Director

Subject: Intent to Contract  
(Required for Service Contracts consistent with our delegated purchasing authority)

Important Information: Approval of this Memorandum of Intent to Contract will be approved electronically in the Eprocurement approval flow. It does not constitute a contract, nor does it imply that a contract will be approved. In that regard, please note that no contractor work can begin until a contract has been approved and signed by both parties. Signed contracts will be returned to the listed DPI Contact Person by the DPI Purchasing and Contracts Section.

1. Briefly describe the service you need and the business case for it (e.g. why it is necessary and how it will help you carry out the work of your division).

**Read to Achieve is required by N.C. Gen. Stat. § 115C-83.1 et seq. and State Board of Education (SBE) policies, specifically KNEC-003. Each student is required to be provided with sound, basic education to achieve grade level reading by third grade. The use of reading diagnostic assessments is a key component that provides educators with data analysis on each student’s reading progress. This analysis helps to guide teachers in tailoring instruction to meet the specific needs of each student and inform parents of their student’s progress in literacy. Discontinuance of RtA reading assessments during the school year would have legal implications in regards to the education of hundreds of thousands of students across the state; therefore, an amendment extending services through the end of the year and providing for reading camp will enable our division to continue the important work guaranteed in the North Carolina Constitution to provide each student with the “sufficient ability to read, write, and speak the English language....” *Leandro v. State*, 346 N.C. 336, 347, 488 S.E.2d 249, 255 (1997).**

2. What is the estimated contract amount (if this request amends the amount, please enter the original and amended amount)?

**Original Amount - \$ 928,570.00**

**Additional Amount - \$ 1,178,142.00**

3. What are the proposed start and end dates for the contract?  
**The amendment term runs from April 1, 2020 through July 31, 2020.**
4. Please provide the name, email, and phone number for the DPI Business Owner.  
**Tara Galloway**  
[Tara.galloway@dpi.nc.gov](mailto:Tara.galloway@dpi.nc.gov)  
**(919)807-3424**
5. Is this a contract amendment? If so, please provide detailed information for requesting an amendment.  
**Yes, the contract is an amendment to the Read to Achieve contract executed in January. Data driven instruction is a systematic approach to improving student learning that includes assessment, analysis, and action (instruction) to close gaps. This process would not be possible without a tool to gather data. Loss of this service at this time would invalidate the data points gathered from more than 2,000,000 assessments already conducted through Istation this school year.**
6. Please provide a detailed Scope of Work. This should include major activities, milestones, dates, deliverables, etc. It should represent your best guess at this point in the process, and it is understood this may change during the procurement process. You may attach an additional sheet if necessary.

**Istation will provide the following: (see below for details)**

- a) **Customization required for implementation (at no additional cost)**
- b) **Subscriptions for ISIP Early Reading (adjusted for the 4 month term)**
- c) **Tier I technical support services to NCDPI (adjusted for 4-month term, including EOY testing window and reading camp support)**
  - **The primary services provided by Istation Support Services include problem support services, general services/maintenance (internal), and project services for all customers including internal employees.**
  - **In addition to problem support, Support Services will ensure that the systems supported are functioning properly and that users are able to complete their job functions in accordance with the system procedures.**
  - **Upon receipt of a new support issue, the Support Services team will record the event on the service desk application.**
  - **A Support Services event can be an incoming issue resolved by the Support Services team, or a problem, enhancement, or general services request not resolved by the Support Services team, and therefore assigned to the appropriate Istation department for resolution.**
  - **Event details will be recorded, ticket number assigned, and provided to the end user who made the support request. Events will be assigned to the appropriate Istation department.**

- Istation shall provide access to performance monitoring reports and will provide a report reflecting any unscheduled outages to the reading diagnostic system within 10 business days after the conclusion of the month in which the unscheduled outages, if any, occurred.
- The report shall include the following details: Event Date and Time; Event Description; Duration; and Remedy.

**d) Training / Professional Development**

- All training and professional development, to include materials, will be provided by the Istation Training Specialist Team.
- Istation professional development provides comprehensive and customized sessions based on the implementation desired by the customer.
- All Istation training maintains a focus of what is necessary to implement the Istation programs with fidelity.
- All sessions are conducted by official Istation training specialists, who are former educators and administrators.
- All professional development that is purchased by the customer, will be assigned to a training specialist, or team of training specialists, as needed, as Istation employs a large team of highly skilled training specialists, with diverse educational backgrounds, who reside in strategic locations across the nation.

7. Is this contract being established utilizing a grant?

**No**

8. Is this contract for information technology services?

**Yes**