



APPENDIX D
SERVICE: OPERATIONAL CO-PILOT

ADDENDUM NUMBER: 1
ADDENDUM DATE: JULY 16, 2025 v2

Services covered under this specific Appendix are (unless otherwise stipulated):

1. Service Details
 - a. DataServ will be responsible for providing the following:
 - i. Strategic planning and governance
 1. Develop and maintain on-going strategic infrastructure and operational technology plan
 2. Guide district leadership on infrastructure and operational technology decisions
 3. Align technology projects with academic and district priorities
 - ii. Operations management
 1. Oversee service delivery metrics, uptime, and support performance
 2. Implement and manage technology policies, documentation and procedures
 3. Lead technology audits, inventory reviews and project prioritization
 - iii. Professional development and team building
 1. Evaluate internal technical team and identify skill gaps
 2. Design professional service pathways
 3. Mentor or onboard internal technology leads
 - iv. Vendor and contract management
 1. Manage or oversee third-party vendor relationships
 2. Standardize procurement and renewal processes
 3. Review and advise on SLAs and compliance language
 - v. Stakeholder communication
 1. Delivery quarterly strategic updates to administration and board
 2. Provide monthly service reports and documentation reviews
 3. Facilitate stakeholder alignment across departments
 - b. Customer will be responsible for providing the following:
 - i. Break-fix ticket response and support
 - ii. Access to technical and business systems, as required
 - iii. Decisions on district policies
 - iv. Project execution
 - v. Cybersecurity experience
2. Term
 - a. The Term of this Service shall be a period of thirty-six (36) months.



3. Service Pricing

- a. If a change to the Customer environment occurs that increases the quoted usage amounts, DataServ will adjust the Customer's bill to include the additional services.

Service	Annual Payment
PRO-19116-N9I7M6: Operational Co-Pilot – R2	\$98,400.00
Note: If applicable, the prices do not include sales tax or travel expenses.	
Payment Method:	Check
Payment Terms:	Prepaid
Billing Cycle:	Annual

4. Early Termination

- a. If the Customer chooses to terminate this Service Appendix prior to the end of the Term, the Customer agrees to pay DataServ an early termination charge equal to the amounts below, unless specifically stated in a Service Appendix:
 - i. the sum of 100% of the charges for the balance of the term of this Service Appendix termination occurring during months 1 to 36; and
 - ii. any outstanding invoices still owed.
- b. Such payment shall be due within thirty (30) days of termination. If such payments are not received in thirty (30) day window, the Customer agrees to assume all costs related to DataServ's efforts to collect balance, including any applicable attorney and/or all court costs.

5. Service Level Agreement Definitions and Response Time and Level Definition

Severity Level	Response Times	
	Standard Hours (8:00am to 5:00pm EST Monday to Friday)	After Hours:
Critical	One hour response	Four hour response
High	Two hour response	N/A*
Normal	Six hour response	N/A*
Low	One business day response	N/A*

* 24 x 7 x 365 support is available and will be billed at the Time and Material rates identified in this Agreement.

Legend:

Critical: Multiple systems or sites affected; production halted
 High: Single system or site affected; work stoppage at a single site
 Normal: Single system affected; performance issue or other non-critical request
 Low: Minor performance-affecting issue, limited scope or affect



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Accepted and Approved for:

Tiffin City Schools
244 South Monroe Street
Tiffin, Ohio 44883

Accepted and Approved for:

DataServ Integrations, LLC
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Westlake, Ohio 44145

A handwritten signature in blue ink that reads "Timothy A. Heikkila".

Signature

Jerry Nadeau
Superintendent

Date

Signature

Timothy A. Heikkila
Sr. Vice President of Sales and Marketing

July 16, 2025
Date