

Memorandum of Understanding San Mateo Foster City - Informed K12

Our Mission

At Informed K12, we're on a mission to build the single best workflow platform for K12 schools. One system that supports all district forms and processes, from permission slips to personnel requisitions, significantly reducing cost from buying module after module and improving time training with one unified user experience.

Expected Outcomes

Accountability and internal reconciliation

- Transparency for where things are in delivering resources to sites
- Identify and remove bottlenecks in current processes

Access to information for Cabinet and Board

- Report on any data year over year for any form or workflow across our schools and departments
- For example, Employee exit surveys and retention data, Bus pass application and service planning data, Field trip and PD reporting to support learning initiatives

Visibly improved service to our community and personnel

- Fast online/mobile access to services and requests for students, parents, and staff
- Less waiting time and routine administrative work for teachers, principals, and district leaders
- Structured roll out of 5 new processes every 2 months so sites and departments have enough interaction with the new system to learn quickly and see immediate results

One solution, unlimited possibilities

Tasked with doing more with less, the need to improve operational efficiency has never been greater. Streamline paper-based processes so you can dedicate more time and resources to what matters most.



Business & Finance

Maximize productivity by improving resource allocation and standardizing business critical processes.

INFORMED K12 HELPS WITH

- ✓ Purchase orders
- ✓ Travel reimbursement
- ✓ Free & reduced lunch
- ✓ Transportation
- ✓ Facilities & maintenance



Human Resources

Shorten turn-around times, see teacher hiring improve, and boost staff and faculty retention.

INFORMED K12 HELPS WITH

- ✓ Personnel requisitions
- ✓ On-boarding & benefits
- ✓ Letters of intent
- ✓ Leave requests
- ✓ Emergency contact



Student Services

Free teachers and staff to do their jobs. Watch engagement and customer satisfaction rise.

INFORMED K12 HELPS WITH

- ✓ Registration packets
- ✓ Student information
- ✓ Field trip permission
- ✓ Acceptable use policies
- ✓ Incident reports

Proposed first on site: August 2020 Best practice consultation with expert IK12 manager starting with quick wins and mission critical time-sensitive needs	
Starting School Year 2020 - 2021: Transition mission critical processes before the beginning of the new school year.	<ol style="list-style-type: none"> 1. Earning Statements (Reem - August) 2. Emergency Contact Cards (Reem and Suzanne - August) 3. Annual Notification (Reem and Suzanne - August) 4. Acceptable Use Policy (Reem and Suzanne - August) 5. Seniority Date Verification (Reem and Suzanne - September) 6. Intent to Return (Reem and Suzanne - December)
30 day 1:1 outreach for sites and departments IK12 adoption specialist to follow up short announcement at leadership and office manager meetings with 1:1 training	
Proposed second on site: February 2020	
Spring high volume requests: Prepare to hire new employees and support planning of services and resources.	<ol style="list-style-type: none"> 1. Transfer Request Certificated (Reem - Spring Feb 1st) 2. Transfer Request Classified (Suzanne - Year round) 3. Timecards (TBD) 4. Interview Packets (Reem and Suzanne) 5. Reasonable Assurance (Suzanne - March 2021) 6. Assignment Letters (Reem and Suzanne - Early 2021)
First data review: March 2020 Review launch data, feedback from staff, and discuss potential in depth Board/strategic planning reports	

120 Days to First Win

Bi-weekly Status Report Updates to all Cabinet Members

District Executive Sponsor: Sue Wieser

- Status reports: Will receive reports on baseline success metrics and sign off on major priority and launch decisions

District Project Manager: Reem Habeeb & Suzanne Ronzani

- Convening Power: Schedules meetings with departments, responsible for Informed K12 announcements and training
- Decision making Power: Is or acts as an extension of Cabinet when making decisions about workflow design and rollout

Form owners are responsible for setup decisions and manage their department's workflows on a day to day basis

Informed K12 Implementation Team

Customer Success Manager: Lindsay

Adoption Manager: Rachel Lucero

Support Specialist: Maya Espinoza

Confirmation Call: TBD District Executive Sponsor and District Project Manager

Kick Off with Informed K12 Implementation Team: TBD District Project Manager and Form Owners

Platform Implementation (Licenses Only)

InformedK12 Form Creators Certification:

Names

Queue and Quality Control Team ([Example template](#)):

San Mateo-Foster City School District
1170 Chess Drive
Foster City, CA 94404

Date: July 24, 2020

Terms and Cost Valid Until: August 24, 2020

Service	Unit Price
Internal Office forms and workflow processes District Administrative License: Internal forms across all departments All processes include: <ul style="list-style-type: none"> Unlimited electronic signatures, interactive form fields, pre-filled data fields, and reusable templates to automatically collect, route, and track responses and approvals Unlimited responses archived with full access search and nightly back-ups for all data Phone, chat, and email support for form managers and recipients Continuous upgrades and extensive browser and device support Online webinars and resources for form managers 	\$55,000 / year
Existing forms and workflow processes <ul style="list-style-type: none"> 10 Plan: 10 process package, internal forms for up to 2 departments 	\$25,984 / year <i>Credit of \$19,488 for services paid from August 2020 - April 2021</i>
Implementation Package (one-time fee) <ul style="list-style-type: none"> Dedicated implementation specialist to lead 240-day implementation and change management consultation Informed K12-supported set up for high value processes Custom district-wide trainings and outreach School site adoption program Data review and report for initial launches 	\$9,500 <i>\$4,500 after credit of \$5,000 for services paid covering first 10 processes</i>
TOTAL FIRST YEAR COST DUE NOW:	\$40,012
ANNUAL COST DUE AUGUST 2021:	\$55,000

Informed K12 Agreement

This Agreement is made as of August 6, 2020 between Emics, Inc. and San Mateo-Foster City School District, covering the services to be provided below from the commencement of this Agreement through August 5, 2021. This Agreement supersedes and replaces any and all prior written and oral agreements between Emics, Inc. and San Mateo-Foster City School District. This agreement automatically renews each year in 2021 unless San Mateo-Foster City School District provides written notice of cancellation at least 45 days prior to the end of each 365-day period. Pricing is subject to increase after 2021 by up to a maximum of 5% annually. Payment is due to Emics, Inc. 30 days after the initiation or renewal of services.

Emics, Inc. will provide the following:

- Ongoing assistance and staff support. Informed K12 will provide a dedicated client success and implementation specialist as the primary contact for your district.
- Advanced access to new features, and full access to the Informed K12 system. You will receive first notice and early review of all new developments.
- Dedicated accounts with setup and configuration. Account services will adhere to the terms and definitions outlined in our Privacy Policy. In sum, you control your account information, documents, and settings. We will not rent or sell your information to third parties outside Emics, Inc. and its group companies (including any parent, subsidiaries and affiliates) without your consent.

During the term of this Agreement, San Mateo-Foster City School District will provide:

- **Dedicated Project Manager:** Identify one staff member as your primary contact, who convenes staff and provides direct input to the Informed K12 team in order to ensure success.
- **Implementation resources necessary to execute the Memorandum of Understanding.**
- **Feedback and review:** As a valued Informed K12 customer, you will have the ability to help to shape and improve the tool for all educators by providing feedback and reviewing any findings together for continuous improvement.

We look forward to a long lasting and mutually beneficial relationship.

Signature page follows

Emics, Inc.

Authorized Signature

Print Name

Date

San Mateo-Foster City School District

Authorized Signature

Sue Wieser

Print Name

08/11/20

Date