Education Technology Joint Powers Authority

RFP No. 18/19-04
Electronic Document Routing Solution
PROPOSAL DEADLINE: April 26, 2019, 12:00pm

Contact: Michelle Bennett, Purchasing Dept.
Education Technology JPA
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All dates subject to change at the sole discretion of Ed Tech JPA. Please continue to check our website throughout the proposal and selection periods for updates.

https://edtechjpa.iusd.org/procurement/open-procurements

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Attachment 1: Proposal Form

Contractor Information

Firm/Contractor Name	Informed K12
Primary Contact Name	Guadalupe Lugo
Contact Title	District Partnerships
Contact Email	lupe@informedk12.com
Contact Phone	562-644-0940

Part 1 Vendor Support and Ability to Perform

Please respond to each requirement directly and provide additional documentation as needed to support the Proposal.

1.1 Vendor Background/Qualifications:	
Instructions/Overview: Provide a brief description of Vendor's firm(s), as well as any other firms joining with Vendor to provide services.	
History of the firm(s)	At Informed K12, we're on a mission to help school district administrators improve operational efficiency and gain insight into their most critical administrative processes. Our platform enables school and district offices to bring their paper-based processes online, track those processes and unlock the data currently trapped on paper forms. This allows districts to cut waste, build more organizational capacity, and make better decisions. We support the systemic change needed to improve accountability, productivity, and equity within our school systems. Founded in 2012 at Stanford University's Graduate School of Education, Informed K12 has since grown to serve a community of more than 241 school districts across the country, including many leading districts throughout the state of California. Our Informed K12 team includes former district administrators, educators, and education technology executives that have dedicated their lives to improving school district operations. **Our philosophy** ● One platform from permission slips to complex workflows ● Human centered design = People in the front, technology in the back ● Intentionally moved from self service to a high-expertise consultative model of service ● Deep respect for your time and the life changing work that you do: 100% focused on the 10% you don't like ● No user left behind
Age of the firm(s)	Seven years (7) of experience providing services only to K12 schools and school systems.
Number of employees	25

Organizational structure of the firm(s)	CEO CTO Customer Success Research, Product, and Engineering Operations and Support District Partnerships
Length of time in the industry	Combined experience of over 30 years of professional and consultative experience to K12 schools on Board of Directors
Number of office locations	1
Addresses of all offices	230 California Street, Suite 601 San Francisco, CA 94111

1.2 Vendor Contact(s)
Instructions/Overview: Provide a list of company contacts. For each provide: name, description of role, detailed experience information and/or resume.

Contract/sales contact	Sarah Chou, CEO and Founder, managed $9 million professional development program for all staff in an urban school system serving over 24,000 students. Prior to school district administration, she taught in a family literacy program, founded and directed nonprofit organizations, and counseled low-income first-generation students for Upward Bound. BA in Business Economics from Brown University, MA in Learning Design and Technology from Stanford University.

Nicholas De Buyl, CRO, over 15 years of experience in K12 school systems specializing in technology solutions and implementations for both the administrative back office and in the classroom, former high school French teacher.

Guadalupe Lugo, District Partnerships, over 6 years of experience in partnerships and implementation of strategic solutions for K12 school systems. |
| Product manager(s) | Qian Wang, CTO and Founder, technical leader for top quantitative finance and statistical modeling platform, left career as a quantitative developer and trader in finance to build world class technology for schools. She drafted policy for the Illinois Education Commission on Economic Recovery and worked on education and tech initiatives for Cook County Government. BA in Computer Science from MIT, MA in Learning Design and Technology from Stanford University.

Ben Chao, Design and Product, over 9 years of experience in UX design and development for industry leading products in energy and education software as a service |
| Other (specify) | Teddy Daiber, Customer Success, has led large scale implementations for districts across the country, working with all school sites and departments, he founded two technology companies and worked in management consulting prior to Informed K12

Bridget Keating-Klamm, Customer Success, 11 years in the classroom as a teacher, mentor instructor, department chair, and principal. Participated in the organization and execution of equity and equity-linked capital raising solutions across various industry sectors in investment banking before her teaching career. |

	Joran Rose, Customer Success, 7 years in business consulting, led workflow and process improvements, change management, data analysis, organization design, training strategy development, and technology implementations for Fortune 500 clients in 6 industries.		

	Yes	No	Comments
1.3 Confirm that Vendor will meet the minimum insurance requirements specified in Appendix B. List any insurance requirements Vendor will request a waiver for, if chosen as the Selected Vendor. If the Selected Vendor fails to maintain the required insurance coverages, without a waiver approved by Ed Tech JPA and/or Participating Associate Member staff, Ed Tech JPA and/or Participating Associate Member may declare Vendor in breach of the Master Agreement and/or Purchase Agreement. **	x		
1.4 Confirm that Vendor will acquire and adhere to any permits, fees, inspections, and construction administrative requirements. Confirm that a copy of all applicable permit applications and, upon issuance, all approved permit(s) shall be provided to the Participating Associate Member. **	N/A		Not construction
1.5 Vendor acknowledges and agrees to all specifications listed in Sections 1 - 6 of this RFP. **	x		
1.6 Vendor certifies that it complies with the Civil Rights Act of 1964, and all applicable Federal and State laws and regulations relating to equal employment opportunity.	x		

1.7   Provide a brief overview of Vendor's technical experience, qualifications, and background in providing and maintaining an Electronic Document Routing Solution Platform and related services for similarly sized K-12 education customers. Indicate the prior experience of Vendor that is relevant to this contract. Include sufficient detail to demonstrate

the relevance of such experience. Please provide specific examples of recently completed, K-12 projects similar in size, scope and timeline to this project. Proposal should evidence Vendor's awareness of and support for the unique needs of education clients. **

We are 100% focused and committed to K12. As we work with schools, districts, and county offices of all shapes and sizes across the country, we are constantly learning about new ways we can improve school and district workflows and operations. We are also constantly listening to feedback from students, parents, school sites and staff in all roles and departments so we can ensure an amazing experience for all users and continually upgrade our tool with their insight and thought partnership.

While our platform is optimized for converting highly complex workflows quickly from paper, we focus on success for all users across all school sites and departments. Our accounts, form and workflow configuration tools, data reporting and administrative tools, and implementation process are all designed to grow with you. Changes and updates to forms, dropdowns, reports, and workflows are easy to make directly from your accounts. Contacts and settings are easy to add and remove, and support is on call to help anyone at any time without additional cost.

Our goal is to adapt with your organization and expand at the pace that works best for your community. Whether you have 1 form online at 1 school site or 100s of forms online across 100 school sites, we make sure that our learnings and feedback from your organization and from all our partners is shared with you so we can all keep growing together.

Contra Costa County
- October 2015, Invited by county office staff to present our work on converting and automating personnel requisitions to districts in the county
- January - February 2016, Two pilot districts begin bringing their personnel requisitions online with our team. Word of mouth from the success of these launches spreads quickly and we begin expanding with more forms in additional departments, and in other districts in the county
- August 2016 - January 2017, Three more districts in county begin bringing their processes online with a focus on high impact human resources and business/finance workflows
- July 2017, The first district in county to expand beyond human resources and business begins adding special education, transportation, and technology service forms, they successfully launch 16 critical forms and workflows across departments in two months and cut processing time by over 60%
- Our districts partners in this region range in ADA from 8,500 to 31,000 students and have anywhere from 10 to 44 processes used daily across their school systems

Monterey County

- June 2017, Introduced to county office by a district in county that successfully converted and launched over 30 online processes in human resources, business services, student services, and IT with our team
- July 2017, Begin working with county staff on project to digitize and improve internal processes across county office departments with the goal for county office to be pilot site and thought leader for their districts, top priority processes to start with were the personnel action form and new hire packets
- August 2017, First Informed K12 form launched online through human resources department, 324 out of the 735 county office employees who received and approved electronic documents through this process sent thank you notes to the county office
- August - September 2017, Presented our work to districts in county
- December 2018, 22 county office forms and workflows set up and converted across three departments with 7 already in active use
- Also in 2018, four districts went live with new processes across human resources, business services, student services, Maintenance Operations, Transportation, and IT
- Our districts partners in this region range in ADA 2,000 to 10,600 students and have anywhere from 8 to 63 processes used daily across their school systems

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1.8   Provide evidence of long-term fiscal stability. Artifacts may include fiscal reports or recent audit results that demonstrate consistent and current financial security. Financial information submitted in response to Section 1.8 will be considered proprietary information.

See attached financial summary

1.9   Make a written commitment to make available trained personnel, and software support to fully maintain the system for a minimum period of five years from the date of implementation.

Every district partner we work with is personally assigned a dedicated customer success manager and executive sponsor along with trained personnel from our customer adoption and support teams.

We are fully committed to not only fully maintain but to constantly and continuously improve our system, support, and services for a minimum period of five years.

1.10 Subcontractors

1.10.1 Subcontractors Information: Any subcontractors performing services against this

agreement must be fully listed and detailed in the proposal submitted by Vendor. State any work proposed to be provided by a subcontractor, and provide evidence of each subcontractor's capability and willingness to carry out the work. For each proposed subcontractor, include:

Firm Name	None, we are a full service provider
Address	
Management contact person	
Complete description of work to be subcontracted	
Descriptive information concerning subcontractor's organization and abilities.	

	Yes	No	Comments
1.10.2 Vendor agrees to bind every subcontractor by the terms and conditions of this RFP, Vendor Proposal and all resulting agreements, including licensing and experience qualifications, as far as such terms and conditions are applicable to the subcontractor(s) work. If Vendor subcontracts any part of this agreement/contract, Vendor shall be fully responsible to the Participating Associate Member for acts and omissions of its subcontractor and of persons either directly or indirectly employed by Vendor. Nothing contained in these contract documents shall create any contractual relation between any subcontractor and Ed Tech JPA or between any subcontractor and the Participating Associate Member. **	x		

1.11 References

	Yes	No	Comments
1.11.1 Confirm product is in operational use, actively supported by vendor in at least five (5) K-12 or government organizations.	x		

Provide customer references for at least five (5) K-12 or government organizations currently serviced by the Vendor. Include the size of each reference organization and the scope of the project. At least three (3) of the references must be using the proposed products. Installations should be similar in scope, timeline and technical design to Vendor's Proposal for Ed Tech JPA. Each reference must include the following information:

- Organization/Customer Name.
- Name, Title, and Contact Information of an organization contact who has ongoing involvement in the system and is knowledgeable about the implementation.
- Organization/Customer Size - Indicate the number of employees, students, licenses, and stations. Indicate any additional information that may be useful in determining the size of the organization/customer.
- Length of time from contract execution to full implementation for the referenced project.
- Installation date of the system.
- Description of in-use system – please include details, including but not limited to, which products are currently in use by reference. Please note if the system installed is comparative to the system proposed for Ed Tech JPA. (References must be from organizations using the same or similar products and services).
- Vendor Project Manager(s) for implementation and ongoing use of products and services.

Reference #1	
Organization/Customer Name	Palm Springs Unified School District
Name, Title & Contact information for company contact	Martha Quintana - Senior Buyer (760) 883-2710 Options 3, then 7 mquintana@psusd.us
Organization/Customer Size - Number of employees/students/licenses	District size: 23,332
Implementation length	11 months
Installation Date	5/29/18
Description of System *include number of locations	License Utilized by HR, Business, Purchasing, Transportation, Maintenance & Operations, and all school sites ● Includes critical processes used daily across the entire district such as Field Trip Authorization,

	Position Control, and Travel Expense Request ● 26 workflow processes set up and launched in district within 30 days ● 56 active processes within first year of implementation
Vendor Project manager	Teddy Daiber

Reference #2	
Organization/Customer Name	Fremont Union High School District
Name, Title & Contact information for company contact	Jason Crutchfield, Director of Business Operations (408) 522-2200 ext 2226 jason_crutchfield@fuhsd.org
Organization/Customer Size - Number of employees/students/licenses	District size: 10,736
Implementation length	Length of partnership: 3 years 11 months
Installation Date	5/19/2015
Description of System *include number of locations	License Utilized by all departments (from HR and finance to PD, after school, and adult education programs) and schools sites ● Including processes such as Personnel Action Form, Job Expense Reimbursement Request, Student Injury Report, and Mileage Reimbursement Request ● All school sites create their own forms and workflows as well (permission slips, parent mailings, course requests, discipline and athletics forms, ASB and donation forms) ● 660 active processes ● 301 processes take less than one day to complete their entire workflow ● District on average creates 2-3 new forms and workflows every week
Vendor Project manager	Jean Sohne

Reference #3	
Organization/Customer Name	Downey Unified
Name, Title & Contact information for company contact	Roger Brossmer Assistant Superintendent Educational Services, Secondary Education 562-469-6551 rbrossmer@dusd.net
Organization/Customer Size - Number of employees/students/licenses	District Size: 22,698
Implementation length	Length of partnership: 3 years 6 months
Installation Date	11/23/2015
Description of System *include number of locations	10 processes ● Utilized by human resources, business services, and student services ● Including processes such as extra duty timecards, conference requests, substitute requests, and employee intent to return ● 1,056 positive feedback / thank you notes have been submitted from employees with their forms
Vendor Project manager	Bridget Keating-Klamm

Reference #4	
Organization/Customer Name	Ceres Unified
Name, Title & Contact information for company contact	David Viss, Director of Personnel Services (209) 556-1510 dviss@ceres.k12.ca.us
Organization/Customer Size - Number of employees/students/licenses	District Size: 13,694
Implementation length	Length of partnership: 2 years 6 months
Installation Date	9/30/2016

Description of System *include number of locations	License - Utilized by human resources, business services, and technology services - Including processes such as new employee onboarding packets, employee contracts, technology project requests, payment authorizations, and high school scholarship applications - 22 processes across district ranging in complexity from 1 to 13 workflow steps - 976 positive feedback / thank you notes have been submitted from employees with their forms
Vendor Project manager	Bridget Keating-Klamm

Reference #5	
Organization/Customer Name	Cupertino Union School District
Name, Title & Contact information for company contact	Amy Liang Director of Instructional Technology (408) 252-3000 liang_amy@cusdk8.org
Organization/Customer Size - Number of employees/students/licenses	District Size: 17,900
Implementation length	4 years and 3 months
Installation Date	1/23/2015
Description of System *include number of locations	License Utilized by all departments and schools sites - Including processes such as student and employee intent to returns, student and employee acceptable use policies, field trip requests and permission slips, employee onboarding and student opening day packets - All school sites create their own forms and workflows as well (laptop loan agreements, student option forms, applications, consent) - 746 active processes

	● District on average creates 2 new forms and workflows every week	
Vendor Project manager	Jean Sohne	

1.12 Implementation

	Yes	No	Comments
1.12.1 Vendor acknowledges and confirms compliance with all processes and requirements defined in RFP Section 2.00: Purchase Agreement Implementation Process. Identify any exceptions or deviations from the proposed project approach, site access requirements and Vendor expectations. **	x		We have provided our minimum pricing for districts that meet criteria, but need to customize with each individual district on pricing & scope of work to create a final agreement. Due to the individual needs and varying complexities of each district we work with, pricing is based on a sliding scale generally determined by district size. However, in order to support a successful partnership, we also account for a number of factors that may include, but are not limited to, the state of current processes within the district, the number of departments involved, and the district's identified scope of work.
1.12.2 Vendor confirms that it will provide Participating Associate Member with a written implementation plan	x		

with specific dates no later than two weeks after receiving notification from Participating Associate Member. Participating Associate Member will not be required to implement Vendor's solution until after approving the implementation plan, obtaining Participating Associate Member Board approval, and upon full execution of the Purchase Agreement.			
1.12.3 Confirm that Vendor will provide maintenance services, and will not outsource maintenance.	x		
1.12.4 Vendor confirms that its delivery and maintenance employees shall wear distinctive company clothing and display company/employee identification, including the employee photograph and name. Vendor agrees that all Vendor employees who will be on site will adhere to applicable laws and Participating Associate Member Agency background check and supervision requirements. All Vendor employees must check in at the administration office of each site prior to any delivery or site work. **	N/A		Not applicable since we do not work with students Our employees always check in with district administration office first and follow requirements as instructed from there
1.12.5 If selected, Vendor will agree to contract language allowing mutual contract termination in whole or in part, in the event that Participating Associate Member does not allocate funding for the continuation of this contract or any portion thereof. In the event of termination due to non-allocation of funds, both parties shall be held without fault and there shall be no financial consequences assessed as a penalty on either party.	x		
1.12.6 Confirm that the system can transfer data from the Participating Associate Members' system to the new system seamlessly and accurately. If this is limited to specific providers/systems please list those with which this capability exists. Provide information related to the Vendor's transition approach. List any assumptions or conditions that would impact data migration to Vendor platform from an incumbent system. **	x		

1.12.7 Specify any minimum system requirements that must be in place prior to implementation.

Our software-as-a-service requires no custom development or installation. We require only internet access. With limited involvement from internal IT resources, we can provision user accounts and school districts can get their existing paperwork processes up on Informed K12 seamlessly.

1.12.8 Provide a general project plan that includes implementation of the proposed system. Include a general outline of essential tasks/milestones and the estimated timeline for implementation.

Informed K12's customer success team will help you manage change throughout your district and act as trusted advisor during the implementation process. Our goal with implementation is to create early and sustained success at our partner institutions by focusing on building core processes, training key stakeholders, and following a timeline that emphasizes continuous process refinement and change management. In later stages of implementation the focus shifts to building on our partner's early success to scale across departments and sites.

Prior to implementation, we work closely with your decision makers to identify which departments could benefit immediately from moving their paper-based forms online and then work with each stakeholder to identify high-impact forms to prioritize. Timelines may vary depending on the level of complexity for each workflow process, but the digital forms can be generated within a matter of minutes.

All of our plans are customized by organization to account for each district's unique goals, teams, timelines, and stakeholder needs but all of our customer success managers expect to successfully reach a milestone of 10 new workflow processes launched across the school system within 180 days.

Our implementations consist of:
- Multiple on sites
- Focus on early quick wins to sustain long term success
- Proactive hands on outreach to all school sites and employees
- Workflow consultations based on best practices from other districts
- Weekly check-ins to refine processes using feedback from sites and updating project milestones with your dedicated customer success manager
- Training around topics that include account management, data and reporting, initiating forms, and tracking forms
- Professional development options that include form set up, form creation and workflow design, and advanced data practices for strategic planning and Board reporting

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> **1.12.9** Describe Vendor's proposed project approach, including the roles and responsibilities of project team members, required tasks and any necessary onsite work. Include a detailed list of Participating Associate Member and Vendor responsibilities during the implementation process.

Informed K12's client impact team will help you manage change throughout your sites and central office. We team with you to identify areas to improve and help you optimize your processes.

In addition to achieving the success of implementing the electronic workflow solutions, our team is responsible for providing the following additional support to help you see immediate benefits while building towards a long-term vision of operational excellence:

Implementation Consulting:

Learn best practices for how to get the most out of Informed K12 and how to introduce the solution to staff members with your dedicated customer success manager:

- Identify key stakeholders
- Gather project requirements
- Develop internal communication plan
- Establish goals and KPIs

Training & professional development:

Our product experts and district adoption managers are available year round to deliver customized online or onsite training for your institution. Through our online help center and in-person community events, you'll get hands-on access to product experts and guided resources from our regional district partnerships team as well.

Live online support: Operations team

Need help? Have a question? Our product support team is here for you and for all your staff, teachers, students, and parents. Whether someone is filling out your forms, or managing and creating them, we are available to answer your questions by phone, email or live chat.

Strategic data reviews: Executive Sponsor

We'll help you get the most out of your Partnership by conducting ongoing strategic data reviews to help you and your team see what's working and identify areas for improvement. We work with you to make more data-driven decisions and gain operational insights across districts in your county.

Participating Associate Member responsibilities
One district point person is needed as the internal project manager to partner and coordinate meetings with district staff and our customer success manager so that on sites are successful and milestones are reached on time.

1.12.10   Identify Vendor resources/staff that will be assigned to the implementation, including estimated availability and anticipated time commitment, years of experience with the company, and recent projects similar in scope to Participating Associate Member implementation.

Dedicated customer success manager
- Available daily by phone or email
- Primary contact for all district departments and district point person
- Weekly check-ins during initial launch period of implementation
- Hours of commitment in preparation for on sites and major meetings
- Our team members work with districts of all sizes and typically have five or more years of experience successfully managing complex projects and consulting in workflow, technology and business strategy in K12 or in other industries
- Our team members are paired with new district partners based on recent projects similar in scope and geographic location (local expertise preferred)

Dedicated customer success team lead
- Provides support during on sites, major meetings, and complex workflow consultations
- Has worked with districts of all sizes and implemented major large-scale (10,000+ person) projects successfully, on time and exceeding client expectations

Dedicated executive sponsor
- Available daily by phone or email
- Annual check-ins with district leadership team

1.12.11 Describe any assumptions or constraints impacting Vendor's project timeline. If any feature or component of the system will be phased in on a later timeline (e.g., historical data importing), identify those constraints here.

We are constantly building and improving on our system so new features may come out on a weekly, monthly, or quarterly basis. We currently have no features or components of the system that have delayed or impacted our timeline deliverables.

If any major changes to our timeline deliverables arise they are typically on a workflow by workflow basis but they will be proactively recommended and communicated by our customer success managers and should not constrain overall project timeline and goals.

| 1.12.12 | Explain any penalty or liability charge for order changes prior to and after installation of the proposed system. |

For implementations that extend past the 180-day window due to factors out of the Vendor's control (including but not limited to, participating associate member staff turnover, delays in participating associate member communicating the launch of the product, participating associate member rescheduling agreed-upon meetings more than 2 times), Vendor may charge additional consulting hours in order to conduct any additional onsites needed to support the participating associate member in successfully achieving project implementation benchmarks. Any proposed changes will be discussed with participating associate member.

| 1.12.13 | Vendor confirms that should the awarded Vendor be a new vendor, the Vendor shall coordinate with the previous vendor for implementation of the new system. Describe Vendor approach and services supporting customer transitions from incumbent document routing systems to ensure minimal interruption. ** |

We have supported transitions from a previous vendor many times and are happy to coordinate. Our approach in transition is to prioritize workflows carefully (sensitive to existing school year timelines or reporting needs) and plan thoughtful release, communication, access points and training with stakeholders to ensure minimal interruption.

1.13 Training

	Yes	No	Comments
1.13.1 Confirm that, if selected, Vendor will provide electronic, editable copies of training materials as well as suggestions for use and best practices as part of the training process.	x		

| 1.13.2 Provide an overview of the recommended implementation training approach. Describe whether Vendor approaches training through a train-the-trainer approach, turn-key implementation, or other strategy. Be specific about the number of staff that will be directly trained by Vendor personnel under the proposal. Define whether training will be conducted in person, remotely (synchronous) or via on-demand tools. Provide an outline of the proposed training content and sample supporting materials. |

Our training approach is customized and planned during initial implementation for each district since we have found that all districts have unique needs.

We specialize in training directly through a mix of on site and remote strategies. Training can

be conducted in person, remotely through custom webinars and phone or email outreach, and on-demand through our online help center and chat support. We do not limit the number of staff trained during our implementations.

Our primary focus is on early and proactive personal outreach and support so that feedback is heard and adjustments can be made immediately if needed.

1.13.3 Include a detailed explanation of the training Vendor will provide for site leads/management and system administrators.   Please indicate on which functions the system administrator will be trained.

Our customer success managers typically train all form owners and managers in person or over individual webinars, and we follow up with additional outreach for office managers and secretaries at school sites to make sure that every stakeholder is fully supported.

Every central office and every form/process is different. That's why we have an extremely flexible system that allows Informed K12 to customize users, workflows, routing, permissions, and best practices to a model that works best for each district.

Informed K12's customization is especially important for organizations with the ultimate vision to have one platform that works across all departments and school sites even if each site and department has different needs.

The levels of access are determined by the district. User views are dictated by user roles, accommodating school sites, district office and administrative needs. We train accordingly.

Permissions	Initiator	Approver & Tracker	Manager	Owner
	View-only			
Applies only to forms & submissions they have access to	School/Dept staff who only initiate their own forms (not students and parents)	Site/Dept Secretaries, Principals, other district approvers	District staff who help owner manage the overall process	District staff memb who owns the process
View submissions	✔	✔	✔	✔
Download/print PDFs	✔	✔	✔	✔
Download data (.csv report)	✔	✔	✔	✔
Track submissions	View current step, not approver	✔	✔	✔
View approval route	View steps, not approvers	View steps and approvers	View and edit approvers	View and edit approvers
Send reminders		✔	✔	✔
View submission form history		✔	✔	✔
View & add internal notes		✔	✔	✔
Change approver on same step		✔	✔	✔
Correct initiator email		✔	✔	✔
Add attachments at any step		✔	✔	✔

1.13.4 Include the recommended training approach and associated costs for all users. Provide cost options for direct, Vendor-led training for end-users, train-the-trainer and on-demand/self-paced (video or document tutorials) alternatives.
Training costs are included with our implementation and annual fee.

1.13.5 Describe additional system administration and technical training that is available. Please include the projected costs for the training classes, where they are held, who provides them and if and what certifications would be provided if Participating Associate Member staff completes various levels.
Training costs are included with our implementation and annual fee.

1.13.6 Describe any on-site training/support/assistance during or after implementation, and any costs associated with the training/support/assistance.
We typically recommend at least two on sites for each district along with our full training and outreach plan during implementation. After implementation we work with districts to create annual training plans and stay responsive to developing needs such as changes in personnel

and new workflows.

Training costs are included with our implementation and annual fee.

1.13.7 Describe available webinars and online training..
We recommended at minimum one short webinar and online training during implementation for leadership and one short webinar and online training for office managers / secretaries. We closely monitor feedback and data during all implementations and follow up with additional support from there.

1.14 Support and Maintenance

	Yes	No	Comments
1.14.1 Confirm that unlimited support is available through a toll-free phone number and online ticketing system minimally from 6am to 4pm (Monday-Friday). **	x		Direct support number is not toll-free, but a local number to call can be provided to districts upon request
1.14.2 Confirm emergency after-business-hours support is available for critical issues (site/district outage, data integration failure). **	x		
1.14.3 Confirm that, if selected, Vendor will provide full-time, company-employed customer service professionals who are trained specifically to support the products and configuration recommended for Participating Associate Member. Please describe the size, work location and organizational structure of the support team. **	x		Support is a matrix organization where, at any given time, districts can reach out to one of at least four different channels for support (exec sponsor, customer success, customer experience, support). Operations are based in San Francisco with customer success team traveling onsite as needed

1.14.4 Confirm that Vendor does not outsource customer support.	x		
1.14.5 Confirm that Vendor will appoint one point-of-contact for Participating Associate Member.	x		

1.14.6 Describe standard support hours (24x7x365 preferred). Describe extended and/or emergency support hours. If standard support is not available 24x7x365, describe criteria used and/or limitations on the availability of emergency or escalated support requests.

24x7x365 access to phone and chat and email support
Response time is typically within 24 hours on business days and by the next business day for requests submitted over the weekend.

1.14.7 Provide response and resolution times to tickets/reported incidents. Include the severity/type of incident, the average response and resolution time for similar incidents over the past two years and the target and guaranteed response and resolution times included in Vendor's proposal.

We receive and resolve hundreds of tickets a month and can not detail out response / resolution times past the aggregate metrics provided in the next section. The vast majority of tickets and reported incidents are resolved with one contact and within 24 hours or less. Tickets and reported incidents that we receive include both technical issues/questions and issues/questions related to how the district processes information on the form. Questions related to internal district processes or form data itself are directed back to our primary district contacts. The majority of tickets and reported incidents that pertain to technical issues are resolved within 4 business hours. When staff escalates complex or urgent issues, we are in immediate contact with the point person to coordinate on next steps or any necessary messaging for district staff or users.

1.14.8 Provide data to show the number of support requests, median response time, and customer satisfaction metrics used to evaluate the responsiveness and effectiveness of Vendor's support team.

For calendar year 2018:
- # Support Requests - 5,353
- Median response time - 65 minutes
- Customer satisfaction rating - 97%

The metrics above exclude support requests that come directly to the customer success managers or executive sponsors. Since those are typically communicated through email, phone, or directly in person, these requests are not tracked through our ticketing system.

However, we consistently receive positive feedback from clients directly to our executive staff that reflects the speed and effectiveness of customer success manager (CSM) responses to issues, including:

"My staff is finding new ways to use informed K12 in our District and each time they implement something new, your teams support and customer service has been and is amazing!" - Assistant Superintendent, Business

"We have had a positive experience. Teddy has been terrific – always there to support us and often two steps ahead…We need to continue to build capacity to create within our organization. That said, it is great to know that Teddy is there when we need him." - Assistant Superintendent, Human Resources

"Also, who is/are your supervisor(s)? I am constantly impressed with your knowledge, helpfulness and overall awesomeness. Also, not 2 minutes after you left, someone messaged me to tell me how much they appreciate you! I want to let someone who matters, know!" - Director, Human Resources

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1.14.9 Describe the process for submitting support requests. Explain how support requests are tracked. Describe how the original requestor as well as centralized Participating Associate Member support personnel (IT contact and contract administrator) can view support request history.

Support requests can be submitted via email to our support team or to our customer success managers. They can also be submitted by any users, including any parents or employees filling out forms, through our website embedded chat and phone number. Support requests are tracked by our support team and requests/responses can be viewed via email.

1.14.10 Describe the escalation procedures for issues. Identify whether support requests are automatically escalated based on severity and/or time-lag.

Any staff can escalate an issue with a district, at which point the Customer Success Manager, Executive Sponsor, and Operations team will be involved in communicating with the district and resolving the issue as quickly as possible. All Informed K12 staff go through annual data security and privacy training and are trained to escalate any issues that involve potential unauthorized access to form data or that involves sensitive data (ex: personally identifiable information). Tickets sent through support channels are monitored for responses within 3 hours and escalated to management if there has not been any action within that time frame.

1.14.11 Describe the process for submission, review, escalation and development for new feature requests.

Clients can submit new feature requests any time through our form feedback, chat and phone and email support, and directly through speaking to their customer success manager.

Customer success managers on our team document requests daily and meet with our product team on a monthly basis to review, prioritize, and escalate requests. Our product team

determines our roadmap quarterly and releases new features constantly.

1.14.12 Describe systems in place to capture customer feedback and how that feedback is used to inform development and organizational priorities.

Every person who fills out a form can submit feedback and every account holder is prompted for feedback on a quarterly basis. We take this input very seriously and monitor requests as they come in. Feedback that is specific to a district's process or form design is routed to the district and feedback that pertains to our system goes into our escalation and development process.

Our customer success managers are actively engaging and supporting clients in implementation daily and weekly and they are expected to monitor data and be in touch with every client they work with at minimum monthly. We encourage all district partners to reach out any time with feedback so we can keep improving and our executive sponsors reach out for feedback personally as well.

1.14.13 Provide release notes for system upgrades and enhancements over the past two years. If release notes are not available, provide a list of features enhanced or added in that timeframe.

Our product releases are daily so system upgrades and enhancements and upgrades would be a very long list.

Major developments In the last 6 months alone:

High volume approvals based on feedback from district leaders
● Found that some users sign 100+ forms during 1 session
● Developed new technical architecture to allow for faster and more efficient processing

Expanded user permissions based on feedback from school sites
● Found users (secretaries and principals) need differing levels of access
● Created new interface and navigation for account users in different stages

Improved engineering infrastructure for performance
● Number of emails up 50% from 2017 to 2018
● Eliminated timeout errors related to load on product

1.14.14 Indicate what Vendor defines to be "regular" and "emergency" services, and describe the expected and guaranteed response time for "regular" and "emergency" services.

Emergency services are defined as any situation that arises where district data may be compromised or is inaccessible. Data compromise typically occurs due to internal district practices, at which point we are alerted by the district. Rarely, the platform may experience downtime or technical issues that Informed K12 becomes aware of before the district. Our expected response time for communications during emergency services is within an hour and typically we are in near-constant communication with the district until the issue is resolved or the access to the data terminated.

Any other services are considered to be regular services. These may include, but are not limited to, requests to add a user to the platform, new form set ups, or assistance in sending out forms to a group. Note: most all of these functions can be accessed self service directly through accounts but we support any requests we can help with. Our expected response time for regular services is within 4 business hours and is often much faster.

1.14.15 State what recourse is available if the proposed system does not perform as quoted and the Participating Associate Member is faced with loss or interruption of service.

We invite any district that is not experiencing service as expected to reach out to their executive sponsor for further assessment or any potential recourse.

1.14.16. Indicate the provisions for service and spare parts if Vendor's business terminates, is subjected to a strike, or shutdown for any reason.

At any time during the contract, districts have the option to download form data or submissions for local storage. If the business were to terminate, districts would be prompted to do so in order to retain critical data.

Part 2 Technology Requirements

For each requirement, Vendor must indicate whether the feature request or requirement is fully met in the current, publicly available version of the platform ("Yes"), the feature or requirement is not available ("No"), the feature or requirement is partially satisfied by functionality available in the current release or will be available in an upcoming, future release ("P"). If the feature or requirement is planned for a future date, Vendor must provide the release number (version) and date. Planned enhancements listed without a scheduled release date will be evaluated as if the technology is not available.

2.1   General

	Yes	No	P	Comments
2.1.1 Confirm that the system shall be designed to anticipate and provide for increases in data storage needs, increasing size and scope of data sets on-line, and increasing number of users.**	x			
2.1.2 Confirm that software updates are included in the maintenance contract.	x			

2.1.3 Provide information regarding the database platform and versions supported. Confirm that the solution can be run in a Virtualized environment (VM Ware, Hyper V).
Solution is a cloud based solution that can be accessed via a web browser.

2.1.4 Specify whether the system is web/cloud-based or on-premise.
Informed K12 is a web-based system that does not require scheduled maintenance. We perform product updates and release them in real-time to all of our users.

2.1.4.1 If the system is on-premise, specify all hardware required to support the system.
Not Applicable

2.1.4.2 If the system is web/cloud-based, describe what measures have been taken to ensure resiliency/high availability.

Our database has the "High Availability (HA) feature, which involves a database cluster and management system designed to increase database availability in the face of hardware or software failure that would otherwise lead to longer downtime. When a primary database with this feature fails, it is automatically replaced with another replica database called a standby."

2.1.4.3 If the system is web/cloud-based, describe any browser or application requirements including: supported browsers and minimum versions, dependencies on Flash or other third-party software. Please note any browser specific limitations to the functionality provided by the Solution.

Our primary goal is easy access and ensuring that all users, parents regardless of where they are or what devices they have at home, and employees no matter what role they are in, have an excellent experience on our platform.

We support and test many older browsers, including versions no longer supported by Google:
Internet Explorer 10 and up
Safari 8.0 and up
Firefox 40.0 and up
Chrome 40.0 and up

2.1.5 Provide details regarding Vendor needs and expectations for remote access to systems and open ports required for communication and data exchange between system components.

Automatic data exports are currently being researched. Currently no remote access to systems is needed.

2.1.6 Describe Vendor process for testing and releasing software updates, and providing for business continuity during major upgrades. Describe expectations of Participating Associate Member staff to apply upgrades for systems.

Since the Informed K12 system is web-based, we are constantly releasing new product features to all our users. We want to grow with each district and county office and help shape the future of education by defining excellence in K12 operations. All clients get continuous upgrades on our platform.

2.1.7 Describe the typical frequency of software updates on an annual basis and whether software updates are required at these intervals or if they are included/or optional. Describe

how Participating Associate Members are notified of new software upgrades and tools available.

We typically update our platform daily. Many upgrades are consistent improvements and might not be visible to users. New features, designs, or major upgrades are released through direct outreach from our customer success managers, email notification with help center support, and occasionally on a case by case or opt-in basis depending on the scale and impact of the change.

2.2 Performance and Reliability

2.2.1   Describe performance monitoring or other tools/techniques used to ensure consistent response times and availability of the solution.

The application platform and datacenter providers we use offer both encryption-at-rest and Continuous Protection which keeps your data safe by archiving your new data every 60 seconds and performing 20 diagnostics health checks to your database every 30 seconds. If a diagnostic should fail, then our automated systems repair the database automatically.

2.2.2   Describe Vendor recommended/used database backup, system recovery, and failover capabilities to minimize the system downtime and risk of data loss.

With encryption-at-rest, in the exceedingly unlikely event of a physical breach of their underlying infrastructure (i.e., if someone broke into the datacenter and removed the disk drives), your data would remain safe and secure.

Using appropriate and reliable storage media, we regularly backup information and retain backup copies. We would either securely destroy or transmit to your repository the backup copies at your request if ever needed.

2.2.3   State uptime for the system for the past three (3) years. Scheduled maintenance, that renders the system unavailable for typical usage, should be counted as an outage. Describe process for maintenance and uptime service level agreement.

- Uptime over last 3 years: 99.99994%
- Routine updates happen daily and are normal deployments which won't cause any impact to our users. They happen with no impact to the availability of the platform.
- Very rarely we will have scheduled maintenance that affects the availability of the platform. We will do this work during off hours (Midnight PST) and it usually does not last more than a few minutes to an hour.
- We'll do everything we can to achieve 100% uptime. If there is a site wide issue, our

engineering team immediately begins a protocol to investigate and determine the root cause of the issue. Our Customer Success team members will also reach out to clients to let them know there is a problem and will continue to update them as we get more information.

2.2.4   Provide a list of any site-wide outages over the past two years. Include the duration of the outage and an impact statement listing the services affected.
We have not experienced a site-wide outage over the past two years. Although we proactively provide districts with information to whitelist our emails and IP address, there have been a handful of districts that experience localized outages due to changes with internal district network, firewall, or email settings. We work quickly with internal IT teams to provide any information that helps them assess what might be blocking users from accessing the site and we have not seen these localized issues extend past one business day once the IT team is in communication with us.

2.2.5   Describe any data loss or data corruption that occurred in the past three (3) years. Identify any customers that experiences lost or compromised data and the source of the issue.
To our knowledge, no customers have experienced issues with lost data over the past three years. Our interface provides an easy-to-view audit trail of the views and submissions for any single submission and, upon request, our engineers are able to look at more granular information if there are questions about a submission's history. Over the past three years, the only issues around users accessing data that they should not have access to occurred due to district users inadvertently sharing form submissions to users that were not the intended recipients. Once we are made aware of any compromised data due to internal district actions, Informed K12 works closely with the district to immediately disable access to the form submissions.

2.2.6   Describe Vendor support for disaster recovery of the complete solution in the instance of data corruption, complete data failure, complete server failure, or complete site failure. Provide evidence of comprehensive disaster recovery meeting.
We use gold standard data storage platforms that are used by industry leaders and over 1 million companies including IBM, Adobe, Microsoft, NASA, Netflix, Thomson Reuters. **Safeguards**

- Multiple data storage center sites across the US, complying with government regulations and best practices
- Data archives every minute and diagnostic health checks every 20 seconds

From our datacenters:
"Our platform maintains redundancy to prevent single points of failure, is able to replace failed components, and utilizes multiple data centers designed for resiliency. In the case of an outage, the platform is deployed across multiple data centers using current system images and data is restored from backups.

...Our databases have Write-ahead log (WAL) off-premise storage every 60 seconds, ensuring minimal data loss in case of catastrophic failure."

2.2.7 Describe how Vendor anticipates and provides for increases in data storage needs, increasing size and scope of data sets on-line, and increasing number of users. Provide an overview of how Vendor scales both infrastructure and support personnel to meet necessary demand.

Our engineering team dedicates months out of every year to system performance upgrades and every project released follows our full test coverage and code quality standards.

Our customer success managers are capped with limits on the number of district partners any individual may serve at any given time. This ensures that we keep our proven standards of support for very district partner we commit to working with.

2.2.8 If onsite installation, the provide all technical documentation including minimum requirements, database sizing recommendations, and system architecture and installation.

Not applicable

2.3 Upgrades and Maintenance

2.3.1 Confirm that the system shall be available 24/7, 365 days per year and provide details related to scheduled maintenance windows and precautions taken to ensure high availability.**

Our system is available 24x7x365.

2.3.2   Clarify whether Vendor will host dedicated, separate production, test and training environments for Participating Associate Members under this agreement.   Participating Associate Members may request a testing database that is refreshed nightly from production data, where new releases can be previewed and modifications tested prior to application to production.   A training database should provide a de-identified/scrambled data set for use in conducting training and developing internal training documents.

Districts choose to release their forms only when they are ready to and can easily create / work with their own test data, test forms, and test workflows if they like.

2.3.3   Provide details on maintenance service arrangements for the proposed system and the cost for any alternative available including maintenance contracts and per-call maintenance cost.

Not applicable

2.4 Data and Interoperability

2.4.1   Participating Associate Members require full access to extract user-generated, system and usage data. Please describe how Vendor's proposed system supports this requirement. **

Users can download data from their forms directly from their accounts any time. Users can also see forms submitted and track usage for their processes.

On request, we can further provide information on workflow details like speed to completion, time on each step, and number of times a form is sent back etc. to support continuous process improvement.

2.4.2   Please specify which platforms Vendor's proposed system integrates with for authentication/authorization (Active Directory, G-Suite). **

Our solution uses district emails for authentication. We also do not require that users have accounts in our system in order to receive and complete or track forms since most users, especially teachers and parents, prefer having fewer systems to log into.

2.4.3   Provide a list of all Student Information Systems ("SIS"), Financial, and Notification Systems that Vendor's proposed solution is currently integrated with (Examples: Aeries, Powerschool, Infinite Campus, Bitech, Business Plus, Schoolloop, SchoolMessenger,

Blackboard). For each, please provide a brief describe the level of integration and how frequently the system can pull/refresh data from these data sources. For systems that rely on data FROM the Electronic Document Routing System, specify any limitations on the number, frequency or scope of scheduled extracts that Participating Associate Member agencies can create and use. **

We discuss integrations with districts on a case by case basis. All districts we work with have a variety of existing database systems and often document storage or management systems as well. Our district partners have the ability to import and export data and files directly from our system in bulk. Any automatic extracts must be discussed with our team and assessed individually but we expect most systems to work with our file formats.

2.4.4   Describe Vendor's data integration and loading process, include sample file layouts. **

.csv file with fields matched and labeled.

2.4.5   Describe support for creating custom, scheduled imports and exports.

This would require support from our engineering team but we are happy to discuss.

2.4.6   Describe the capabilities of the Solution to provide bulk imports and exports, including available file format options.

We bulk import and export .csv and .pdf

2.5 Security

	Yes	No	P	Comments
2.5.1 Confirm that the Vendor's information security policies are documented and available to clients upon request.**	x			
2.5.2 Confirm that the system prevents users from accessing information on students that they are not directly involved with. If the system does not allow for students to be secured by teacher, grade-level at a school, and specific school, describe the different permission levels that the system can enforce.	x			

2.5.3 Confirm that Ed Tech JPA and Associate Members may review Vendor internal and/or 3rd party security audits.	x			
2.5.4 Warrant that Vendor provides background checks on all employees, and/or that only employees who have undergone said background checks will have access to Participating Associate Members'/Districts' data.	x			
2.5.5 Confirm that Vendor requires all employees to sign data handling agreements at hire.**	x			
2.5.6 Certify that Vendor employs and will continue to employ a dedicated CISSP certified security manager, or the equivalent, in certification to test the system and run ongoing checks/improvements.		x		
2.5.7 Confirm that Vendor is capable of providing access limitations based upon Participating Associate Member roles, and give the site system administrator a tool to modify access rights at the individual level. Vendor's system must be configurable to provide specific user rights and roles and to restrict data access and administrative oversight to the appropriate personnel. **	x			
2.5.8 Vendor agrees that, even if the proposed solution is hosted by Vendor, data housed in the system remains the sole property of Participating Associate Member and cannot be used in any way not explicitly approved by Participating Associate Member.**	x			
2.5.9 Confirm that no third-party shall be given access to Participating Associate Member data for any reason without explicit, written authorization from the Participating Associate Member. Any third party used to support the system must be identified as a designated subcontractor in the RFP response. **	x			
2.5.10 Confirm that Vendor agrees to execute and abide by all terms in the California Student Data Privacy Agreement (included in Appendix E of this RFP). **	x			

2.5.11 Indicate if the system can be integrated with platforms for authenticated user permission assignment. Specify which platforms the system can be integrated with (such as Active Directory or G-Suite).

We do not require that users have accounts in our system in order to receive and complete or track forms since most users, especially teachers and principals at school sites, prefer having fewer systems to log into. We are researching Active Directory/G-Suite integration. Currently users can be created in bulk by our team or manually by the district.

2.5.12 Provide a description of Vendor policy regarding storage, retention, and distribution of data. State Vendor company data non-release policy.

Data ownership for district data is addressed in Informed K12's Terms of Service and Privacy Policy. Districts retain ownership of their data. Upon contract termination, this data can be downloaded from our system by the district and deleted from our servers.

Informed K12 will regularly backup district data and retain such backup copies for the duration of the Agreement term. At the end of the term, Informed K12 will notify the designated district administrator of the 30-day data retention period. Informed K12 will retain data for 30 days so that the district can download any data that needs to be retained. After 30 days, or upon request by the district, all district-owned data in district accounts will be destroyed and is no longer accessible.

Districts may request data from a specific form be removed at any time during the agreement through a designated administrator. After data destruction, the requesting party will receive email confirmation that data has been permanently deleted and is no longer accessible.

2.5.13 Explain internal Vendor company protocols regarding the handling of client data.

Safeguards

Informed K12 uses physical, managerial, and technical safeguards to help preserve the integrity and security of data entered into the system. These safeguards include, but are not limited to, third party data center operations accredited under ISO 27001 and other security assessments, password-protected accounts, access to user accounts by authorized Informed K12 staff only for the purposes of supporting the account, data encryption in transit and at rest, and technical separations between data sets.

Cloud Infrastructure: Storage and Protection

All facilities used by Informed K12 to store and process district data employ industry standard best practices, including appropriate administrative, physical, and technical safeguards, to help secure such data from unauthorized access, disclosure, alteration, and use. Informed K12 uses industry-standard security tools and technologies such as anti-virus protections and intrusion detection methods in the performance of the Services.

All data stored and processed through the Informed K12 platform is:
- Encrypted in transmission using TLS 1.1 or above
- Encrypted at rest using AES 128 or above
- Stored in multiple sites in the US

The cloud infrastructure used to host the Informed K12 application have been accredited under:
- ISO 27001
- SOC 1 and SOC 2/SSAE16/ISAE 3402 (Previously SAS 70 Type II)
- PCI Level 1
- FISMA Moderate
- Sarbanes-Oxley (SOX)

Data center providers used by Informed K12 offer both encryption-at-rest and Continuous Protection which helps keep data safe by archiving new data every 60 seconds and performing 20 diagnostics health checks every 30 seconds. If a diagnostic should fail, then automated systems repair the database automatically. Important business data stored in the databases is recoverable. With encryption-at-rest, in the exceedingly unlikely event of a physical breach of their underlying infrastructure (i.e., if someone broke into the datacenter and removed the disk drives), they would still not gain access to the database unless they also had all encryption keys and credentials.

Internal and Third Party Audits

Throughout the year, Informed K12 conducts internal security audits on both internal processes and the cloud infrastructure to help ensure both application and data are protected. In addition, Informed K12 runs a month-long annual third party security audit and vulnerability assessment.

Employee Background Checks and Security and Privacy Training

All Informed K12 employees go through a background check and reference checks. All new employees go through security training within their first 30 days of employment. During onboarding, employees set up security safeguards such as two-factor authentication on

sensitive systems. The Informed K12 operations team conducts company-wide security and data privacy refresher trainings throughout the year.

2.5.14 The system shall effectively secure and protect student information. Please describe the security measures (physical and technological) taken to protect data.
Informed K12 has structured software and business practices to comply with FERPA and its implementing regulations. When district users submit forms that include FERPA-protected information, the data transfer is permitted by FERPA under the service provider exception. Every Informed K12 employee gets trained on FERPA, data privacy, and system security when they start at the company, and are regularly re-trained throughout their tenure with Informed K12.

2.6 Additional Technical Requirements

	Yes	No	P	Comments
2.6.1 Confirm that the Solution is storage independent and allows images to be stored anywhere on the network or to Network Attached Storage (NAS), Storage Area Network (SAN), or near line storage. **	N/A			
2.6.2 Confirm that the Solution can integrate with other Open Database Connectivity (ODBC) or Object Linking and Embedding Database (OLEBD) applications. **		N		
2.6.3 Confirm that the Solution can support the ability to create a manually initiated database lookup to any ODBC or OLEDB database system for the purposes of indexing documents based on key fields. **			P	Users can define their own key fields to sort and find docs with.
2.6.4 Confirm that the Solution allows users to create multiple databases that are securable, including the storage of sensitive PII in encrypted fields or tables. **	x			

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2.6.5 Confirm that the Solution offers a web interface capable of supporting dynamic URL parameters to integrate with our current web portal.	x			

2.6.6 List all server platforms the Solution is certified to run on (ie: Microsoft SQL Server).
Not applicable

2.6.7 List the operating systems that the Solution supports (Windows 7, Windows 10, Mac OS and iOS).
We support all operating systems. We require internet access.

2.6.8 Describe the capability of the Solution to easily and seamlessly integrate with Windows based applications.
We integrate with all Windows based applications and can upload or download seamlessly.

2.6.9 Describe the Solution's Web Application Programming Interface (API) that allows programmatic access to common tasks including search, retrieval, upload, and index.
We do not have an API yet but we plan to have this on our roadmap.

Part 3 Functionality and Usability

This section should include an in-depth description of the Document Routing System. The list below indicates minimum requirements that must be addressed by Vendor's response. However, it is essential that Vendors respond in a way that demonstrates the full feature set of the Document Routing System and its usability.

For each requirement, Vendor must indicate whether the feature request or requirement is fully met in the current, publicly available version of the platform **("Yes")**, the feature or requirement is not available **("No")**, the feature or requirement is partially satisfied by functionality available in the current release or will be available in an upcoming, future release **("P")**. If the feature or requirement is planned for a future date, Vendor must provide the release number (version) and date. Planned enhancements listed without a scheduled release date will be evaluated as if the functionality is not available.

Please indicate below which Document Routing System features Vendor is proposing. Indicate whether the feature may be licensed individually or whether it must be combined with other features provided by Vendor to function properly with full Vendor support. For example, if Vendor offers a specific part of the solution, but will integrate with third party solutions, Vendor should indicate that the specific part of the solution requiring third party integration is licensed individually.

Module	Included in Proposal (Y/N)	Individually Licensed (Y/N)	Package Only (Y/N)	Comments (Please list applications that must be bundled with purchase if applicable)
Document Routing	Y			
Mobile Access	Y			
Form Distribution & Delivery	Y			
Web-Based Forms	Y			

3.1 User Experience/Interface

	Yes	No	P	Comments
3.1.1 Confirm that the Solution offers intuitive navigation with minimal training needed. **	Y			We customize fully to existing forms and processing so training is fast and easy, especially since our system is proven to work quickly as one system across all departments and workflow types.
3.1.2 Confirm that the Solution offers efficient navigation with minimal clicking required to complete key tasks. **	Y			
3.1.3 Confirm that the Solution provides an easy to use graphical user interface, preferably web-based, for creating online forms and workflows. **	Y			
3.1.4 Confirm that the Solution provides a library of commonly used fields for creating and maintaining the indexing structure. **	Y			
3.1.5 Confirm that the Solution provides the ability to create type ahead, user alterable pick lists as well as unalterable drop-down lists. **	Y			
3.1.6 Confirm that the Solution can create dynamic picklists where the value from one list chosen determines the resulting set of values on another list. **			P	Based on school site research, we have created other dynamic field types that adjust according to commonly entered data.

3.1.7 Confirm that the Solution can provide multiple viewing capabilities including full page and full width. **	Y			
3.1.8 Confirm that the Solution can zoom in and out on an image.	Y			
3.1.9 Confirm that the Solution includes annotation tools and redaction capabilities. **	Y			
3.1.10 Confirm that the Solution includes eSign compliant means for applying signatures.	Y			
3.1.11 Confirm that the Solution supports the ability to cut and paste data from one form to another. **	Y			
3.1.12 Confirm that the Solution provides drag and drop capabilities from external sources (i.e desktop, MS Office Suite).			P	Users can select documents from their computer.
3.1.13 Confirm that the Solution supports system generated fields such as date entered, entered by, and page count. **	Y			
3.1.14 Confirm that the Solution can open multiple forms at one time and allow simultaneous viewing across multiple screens. **	Y			
3.1.15 Confirm that the Solution has the ability to interface with Participating Associate Member financial system and student data system. These are most likely two different solutions for each Participating Associate Member.**	Y			

3.1.16 Please describe any functionality available as part of the core/proposed solution or as an optional solution that is available for purchase at an additional cost to the Participating Associate Member.
None, we prefer to keep our pricing simple so our quotes include all services and ongoing support as well as any amount of form or workflow complexity. We also do not charge additionally for accounts, users, reports, updates or new forms and

workflows that we help with.

3.1.17 Please provide a brief description of planned future development and roadmap timeline that may be beneficial to Participating Associate Members.
Our roadmap is determined and executed quarterly: next up, admin panel improvements and advanced form manager capabilities **We value ongoing innovation with equates to long term value add for our district partners. Our team is constantly researching and developing on a very fast timeline so answers below may no longer be accurate, especially for areas we are researching (they may be developed or we may have other capabilities already).**

3.2 Form Capture and Processing

	Yes	No	P	Comments
3.2.1 Confirm that the Solution allows for web-based form data entry, processing and completion. Confirm that Platform uses industry standard web technologies, security protocols (SSL/TLS) and supports both mobile and standard clients. **	Y			
3.2.2 Confirm that the Solution allows for form routing, with steps logic based on data entered in the form. **	Y			
3.2.3 Confirm that the Solution allows for easy method of re-routing forms for processing in the event of a business process change, absence of authorized approver and/or the need for an additional approval. **	Y			
3.2.4 Confirm that the Solution allows for an administrative view in which all the status of all active, approved, denied, abandoned and delayed forms can be determined. Confirm that this view identifies user of the last step and the current step (if applicable). **	Y			
3.2.5 Confirm that the Solution is capable of capturing data and forms using either XML or CSV import. **	Y			

			P	We provide different types of data validation for data entry to ensure accuracy. We have found that most internal look ups for more complex data such as account codes. take a very long time to set up and are difficult to maintain over time. We are currently researching how to better assist users in entry of account codes that does not require heavy set up.
3.2.6 Confirm that the Solution provides an internal data validation lookup capability to assist with data entry.**				

3.3 Forms Searching

	Yes	No	P	Comments
3.3.1 Confirm that the Solution provides users with an easy to use search for forms, include search by form type, approver, form initiator, date approved/denied, as well as other attributes. **	Y			
3.3.2 Confirm that the Stored Search creation must support Boolean operators including: equals to, not equals to, contains, does not contain, greater than or equal to, etc. **			P	Filters in the product allow you to search documents using dates and partial

	Yes	No	P	Comments
				string matches. Filters can be grouped together.
3.3.3 Confirm that the Solution provides content based searching including: Boolean logic, proximity, numeric range and wildcard based searches. **			P	Filters in the product allow you to search documents using dates and partial string matches. Filters can be grouped together.
3.3.4 Confirm that the Solution can group search criteria for AND/OR based searching. **			P	Search criteria can be grouped via AND.
3.3.5 Confirm that the Solution provides the ability to do wildcard searches. **	Y			Results will be returned when values in the form begin with the partial match string.
3.3.6 Confirm that the Solution provides multi value search capabilities. **	Y			
3.3.7 Confirm that the Search results can be sorted on the fly. **	Y			
3.3.8 Confirm that the Solution supports record retention capabilities with the option to export data and create standard, as well as custom forms. **	Y			

3.4 Workflow

	Yes	No	P	Comments
3.4.1 Confirm that the Solution has ability to perform unlimited approval routing of forms. **	Y			

3.4.2 Confirm that remote users have the ability to trigger workflow activities such as approvals or automated reviews. **	N/A			Solution is cloud based so no remote users are needed.
3.4.3 Confirm that the Solution provides an easily configurable workflow interface for automating routing processes. **	Y			
3.4.4 Confirm that the Solution includes the ability of Administrator, within the organization, to alter, revise, adjust workflow path. **	Y			
3.4.5 Confirm that the Solution can create flexible conditions for triggering workflow events. **	Y			
3.4.6 Confirm that the Solution can move form from one location to another within the system. **	Y			
3.4.7 Confirm that the Solution can set or change index values of a document based on predefined conditions. **			P	Values the document can be searched on can be defined when setting up the form.
3.4.8 Confirm that the Solution can match documents of a like value which must travel together as part of a workflow process. **			P	Users can upload attachments or add links to tie different documents together to a workflow.
3.4.9 Confirm that the System can send automated email notifications to both internal users and external non-users. **	Y			
3.4.10 Confirm that the Email notifications can contain variable index data regarding the document or its status. **	Y			

	Yes	No	P	Comments
3.4.11 Confirm that email notifications are able to include copies of documents in PDF form. **	Y			
3.4.12 Confirm that email notifications are able to optionally include a hyperlink to the document store within the system. **	Y			
3.4.13 Confirm that the Solution can automatically export data to Excel or CSV format for direct feed to third party applications. **			P	Users can manually download data but we are currently researching building automatic export capabilities.

3.5 Mobile Access

	Yes	No	P	Comments
3.5.1 Confirm that the Solution provides a secure mobile access component for users outside of the network. **	Y			
3.5.2 Confirm that the Solution is cross platform compliant including the ability to run on Microsoft Internet Explorer, Firefox, Chrome or Safari. **	Y			
3.5.3 Confirm that the Solution provides users mobile access with native applications for both the iOS and Android platforms. **			P	Our documents can easily be accessed on all mobile devices with internet but we do not have native applications since we do not want users to have to download or have access only through

	Yes	No	P	Comments
				certain devices.
3.5.4 Confirm that the Solution has an API for linking records stored within the system to third party business applications. **		N		We are looking into automatic data exports. We have found most districts do not have the capacity/resources to support using an API.
3.5.5 Confirm that remote users have the ability to view both data and documents in a remote session. *	N/A			Solution is cloud based so no remote users are needed.
3.5.6 Confirm that remote users have the ability to annotate records. **	Y			

3.6 Security

	Yes	No	P	Comments
3.6.1 Confirm that the Solution is able to encrypt data in transit via SSL/TLS and provide a solution for encryption at rest of designated data (SSN, PII, etc). **	Y			
3.6.2 Confirm that the Solution does not maintain its own set of users and groups. **	Y			
3.6.3 Confirm that the Solution provides database level security to restrict users without database level permissions. **	Y			
3.6.4 Confirm that the Solution provides folder level security so that secured repositories cannot be seen by users who lack the proper permissions. **	Y			
3.6.5 Confirm that the Solution provides feature level security restricting the ability to view, print, export, or otherwise access specified workflows. **	Y			

	Y			
3.6.6 Confirm that the Solution includes revision control capabilities including the ability to publish or unpublish form revisions. **	Y			
3.6.7 Confirm that the Solution can restrict the viewing of forms by users or user groups. **	Y			
3.6.8 Confirm that users are not able to circumvent the application and access form data from the network or via Structured Query Language (SQL) tools. **	Y			
3.6.9 Confirm that the Solution provides feature access permissions to lock down delete, print, email, export, launch, etc. **	Y			
3.6.10 Confirm that the System has a form/workflow history/audit trail feature to track actions done in the System. **	Y			
3.6.11 Confirm that the Solution allows for both District Users as well as Community Users (contractors, parents, etc). **	Y			

3.7 Form Distribution and Delivery (print and email)

	Yes	No	P	Comments
3.7.1 Confirm that the Solution can display and/or print by single page, page range or current page. **			P	Users can download the documents as PDFs and then select the pages they want to print.
3.7.2 Confirm that the Solution can size the image to page when printing. **			P	We convert the documents to PDF so they already fit on the page.
3.7.3 Confirm that the Solution can support printing and scaling of a selected image area. **			P	We convert the documents to PDF which can

				be manipulated to scale and select areas.
3.7.4 Confirm that the Solution can render forms to PDF and attach to Outlook. **	Y			
3.7.5 Confirm that the Solution can send variable emails when a form is entered into the system. **	Y			
3.7.6 Confirm that the Solution can perform conditional based notification and routing. **	Y			

3.8 Web-based Forms

	Yes	No	P	Comments
3.8.1 Confirm that the Solution includes a web-based form tool allowing users to fill out and submit a web form, creating a document in the document management repository. **	Y			
3.8.2 Confirm that the web-based forms tool overlays form data onto any template PDF, creating the resulting document. **	Y			
3.8.3 Confirm that the web-based form tool provides a drag and drop form designer for web form creation, requiring no knowledge of HTML and no manual coding.	Y			
3.8.4 Confirm that the web-based form tool easily allows for data to be pre-populated from other database sources (ie: Colleague).	Y			
3.8.5 Confirm that the web-based form tool provides the ability to integrate form data with any other business database backend (ie: Colleague).	Y			
3.8.6 Confirm that the Web-based form tool provides a rules engine to dynamically change the form behavior based on choices made by the form filler.	Y			

3.8.7 Confirm that the Web-based form tool allows for themes and templates to simplify web form creation.	Y			
3.8.8 Confirm that the Web-based forms tool supports web form workflows, allowing multiple users to complete their portion of a form, with full security controlling form section access, and a task list showing their outstanding tasks. **	Y			
3.8.9 Confirm that the Web-based forms tool supports authentication/authorization user permission for form filling and design authentication (ie: Active Directory, G-Suite), but also support the manual creation of users as needed . **			P	We can help districts create users in bulk or users can be manually created. We are researching Active Directory/G-Suite integration.
3.8.10 Confirm that the Web-based forms tool supports unlimited forms creation and unlimited forms submission at no additional charge **	Y			

3.8.11 Specify which database sources the Solution can interface with for data pre-population (such as Colleague).
Any database that can give us a .csv can be uploaded into the system

3.8.12 Specify which database backend the Solution can interface with to integrate form data (such as Colleague).
Any database that can give us a .csv can be uploaded into the system

3.9 Scalability

	Yes	No	P	Comments
3.9.1 Confirm that the Solution can scale from 10-1000 concurrent users.	Y			

3.9.2 Confirm that the Solution can utilize multifunctional devices as an entry point for workflow automation.	Y			

Part 4 Price

Vendor must complete the Pricing Forms (Appendix C). In Appendix C, Vendor shall detail all costs associated with the proposed solution, including, but not limited to, the implementation, software licensing and maintenance, training, ongoing support, recommended professional services, taxes and surcharges, and costs of optional services and products. Taxes may be listed as an approximate percentage where appropriate. Costs not identified by Vendor shall be borne by Vendor and will not alter the requirements identified in this solicitation.

	Yes	No	Comments
4.1 Confirm that all costs, including, but not limited to, implementation, software licensing and maintenance, training, ongoing support, recommended professional services, taxes and surcharges, and costs of optional services and products and any other anticipated costs to the Participating Associate Member have been included on the completed Appendix C: Pricing Form. **	Y		
4.2 Confirm that should the system be down or performance degraded to render the system unusable for longer than 30 minutes (outside of a scheduled maintenance window), Vendor shall refund the portion of the contract equivalent to that outage window.		N	In the case that this occurs, we would discuss on a case-by-case basis with the district.
4.3 Confirm that the Pricing Form includes an itemized schedule of all equipment and software for the proposed system and all pricing quoted includes all activities necessary for a complete, turn-key system.**	Y		

4.4   Describe any assumptions made impacting the cost proposal, and any limitations (e.g., professional service hours, number of initial distribution groups) that apply to the listed costs. **
The cost proposal for annual fees assumes: 1) We are working with a district not currently working with Informed K12 (ie. not a current client). Current clients are eligible for case-by-case pricing as, due to the long-term and consultative nature of our partnership, districts we currently work with might take leadership roles in our network of clients, providing and sharing best practices and expertise around common district processes. 2) The district is of a size between up to 3,000 students

3) The district is launching a mutually-agreed upon set of workflow processes, with 2-3 departments serving as leads and each department having a designated contact person to support timely launch of processes
4) The proposal is limited to forms and workflows that are created and owned by district administrative offices, we work with many school sites creating their own workflows and have bulk (mass mailing) processes that reach every single parent in a school system but we price those on a custom basis since support needs are different

Implementation fees assume:
1) Our standard plan and 180-day window for full district-wide implementation of 10 processes; significant changes to plan or district-initiated delays may be subject to additional consulting hours

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4.5   Provide a narrative explanation of the pricing proposal.   Describe in detail any limitations of (e.g., length of term, service quantities) that apply to the proposed pricing. Note, limitations or terms that are unfavorable may be cause for rejection of the Proposal. **

Pricing is on an annual basis and includes a subscription cost that renews yearly and a one-time implementation fee.

Our subscription pricing provides districts with two options for an annual Informed K12 district license - either a 10-process package or an unlimited departments license. A "process" is defined as the combination of a form document plus the associated workflow route that the form goes through. Districts who are new to moving from paper-based forms to an online platform, or those that are larger in size, often choose to start with a 10-process package, giving them flexibility in determining the best long-term strategy for an unlimited option. Districts that have had experience with online platforms, or that are smaller in size, often opt for the unlimited departments license, which enables them to quickly transition many processes to Informed K12.

The annual subscription fee includes ongoing support, service, and training throughout the life of the contract. Districts will have an assigned customer success manager to serve as a primary point person. Districts can also expect Informed K12 staff to provide insights into best practices that we see across our client base and aggregate feedback and data from across all user levels.

The implementation fee covers more intensive support and travel for up to a 180-day window, during which time we expect the district to fully launch districtwide.

4.6   Ed Tech JPA reserves the right to award to multiple Vendors a Master Agreement to best meet the needs of its Associate Members. If pricing is contingent upon a specific volume of students or staff, explicitly state those conditions. **
The pricing proposal is pricing for districts of a specific student size, as indicated on the pricing proposal. This pricing is also contingent on the district being new to Informed K12 (ie not a current client).

4.7   Describe how growth and site changes will impact the price.
We understand that district enrollment can vary from year to year, and the growth and site changes that districts normally experience do not impact the price. If the district is contracted for a specific number of processes, expansion of use of the platform past that number will necessitate an upgrade in package.

4.8   Describe how declining enrollment and site changes will impact the price.
Declining enrollment and site changes do not impact the ongoing annually recurring price as, regardless of changes in size, districts have the potential to accumulate data/form submissions on the platform over time - we do not require districts to offload data unless they are discontinuing their contract with Informed K12. Additionally, staffing and site changes often require districts to utilize Informed K12 support services and training more frequently, which continues to be included in the annual fee.

4.9   The maintenance and licensing fee shall not begin until the solution has been tested and accepted by the Participating Associate Member. Describe payment milestones and expectations.
Since there is a significant amount of service provided from the day an agreement is accepted, we expect payment to be issued within 30 days of the contract starting. The initial payment includes the implementation fee and the annual license fee. After the first year, annual license fees are due in the renewal month. We understand that districts are often on a fiscal year schedule that requires billing to be in July and are happy to work with districts on a case-by-case basis to facilitate that schedule by prorating the annual fee until July.

Part 5 Exceptions

Describe any exceptions to the RFP content, general expectations, specific requirements, and/or the Ed TEch JPA's standard Master Agreement and Purchase Agreement. For each exception, propose acceptable alternative language and/or provide rationale to support the exception.

Appendix B: Required Forms

All required forms must be submitted as part of the Vendor's complete proposal on or before the Proposal Deadline specified in the calendar of events. Required Forms are listed below.

Proposal Submission Checklist
Master Agreement & Purchase Agreement Confirmation
Acknowledgment of Amendments to RFP
Vendor Representation and Certification
Noncollusion Declaration
Certification of Primary Participant Regarding Debarment, Suspension, and Other Responsibility Matters
Certification on Restrictions on Lobbying
Worker's Compensation Certificate
Drug-Free workplace
Tobacco Use Policy
Criminal Records Check Certification by Vendor
W-9
Insurance Requirements Acknowledgement
Minimum Price Guarantee Acknowledgment
Administrative Fee Acknowledgment
Rules Acknowledgement

PROPOSAL SUBMISSION CHECKLIST

- ❏ Proposal Submission Checklist (Appendix B)
- ❏ Master Agreement & Purchase Agreement Confirmation (Appendix B)
- ❏ Acknowledgment of Amendments to RFP (Appendix B)
- ❏ Vendor Representation and Certification (Appendix B)
- ❏ Noncollusion Declaration (Appendix B)
- ❏ Certification of Primary Participant Regarding Debarment, Suspension, and Other Responsibility Matters (Appendix B)
- ❏ Certification on Restrictions on Lobbying (Appendix B)
- ❏ Workers' Compensation Certificate (Appendix B)
- ❏ Drug Free Workplace Certification (Appendix B)
- ❏ Tobacco Use Policy (Appendix B)
- ❏ Criminal Records Check Certification by Vendor (Appendix B)
- ❏ W-9 (Appendix B)
- ❏ Insurance Requirements Acknowledgement (Appendix B)
- ❏ Minimum Price Guarantee Acknowledgment (Appendix B)
- ❏ Administrative Fee Acknowledgment (Appendix B)
- ❏ Rules Acknowledgement (Appendix B)
- ❏ Pricing Form (Appendix C)
- ❏ Service Level and Maintenance Agreement (if applicable) (Appendix D)
- ❏ Sample Reports and Training Materials (Appendix D)
- ❏ California Student Data Privacy Agreement (Appendix E)
- ❏ Proposal Form (Attachment 1)

MASTER AGREEMENT & PURCHASE AGREEMENT CONFIRMATION

Upon notification of selection and Board Approval by a Participating Associate Member, the undersigned hereby promises and agrees to furnish all articles or services within the dates specified, in the manner and form and at the prices herein stated in strict accordance with the advertisement, specifications, proposals and general conditions all which are made a part of the Purchase Agreement.

Name under which business is conducted

Informed K12

Business Street Address	City	State Zip Code
230 California St, Suite 601	San Francisco, CA 94111	

Telephone Number:

415-862-4255

IF SOLE OWNER, sign here:
I sign as sole owner of the business named above.

Signature	Date

Name	Title

IF PARTNERSHIP, sign here:
The undersigned certify that we are partners in the business named above and that we sign this purchase agreement with full authority so to do. (One (1) or more partners sign)

Signature	Date

Name	Title

Signature	Date

Name	Title

 IF CORPORATION, sign here:

The undersigned certify that they sign this purchase agreement with full and proper authorization so to do.

Signature	Date
	4/25/19

Corporation Legal Name	
Emics, Inc.	

Name	Title
Sarah Chou	CEO

Incorporated under the laws of the State of

Delaware

ACKNOWLEDGEMENT OF AMENDMENTS TO RFP

VENDOR HEREBY ACKNOWLEDGES RECEIPT OF ANY AND ALL AMENDMENTS TO THE RFP.

If Vendor has no knowledge of any amendments to the RFP having been issued to, or received by, Vendor, please check following box: ☐

Amendments

Amendment No	Date Published	Date Received
1	4/1/2019	4/1/2019

Signature	Date
	4/25/2019

Vendor Legal Name
Emics, Inc.

Name	Title
Sarah Chou	CEO

EDUCATION TECHNOLOGY
JOINT POWERS AUTHORITY

VENDOR REPRESENTATION AND CERTIFICATION

The undersigned hereby acknowledges and affirms that:

• He/she is a duly authorized agent of the Vendor with the authority to submit a Proposal on behalf of the Vendor (corporate or other authorization confirmation may be requested prior to final contract execution).

• He/she has read the complete RFP documents and all amendments issued pursuant thereto.

• The Proposal complies with State conflict of interest laws. The Vendor certifies that no employee of its firm has discussed, or compared the Proposal with any other Vendor or District employee, and has not colluded with any other Vendor or District employee.

• If the Vendor's Proposal is accepted by Ed Tech JPA, the Vendor will enter into a Master Agreement with Participating Associate Members to provide the Services, Systems and Equipment described by the Proposal on the terms mutually acceptable to Participating Associate Members and the Vendor.

• Ed Tech JPA reserves the right to reject any or all proposals.

I hereby certify that I am submitting the attached Proposal on behalf of

Emics, Inc. dba Informed K12

I understand that, by virtue of executing and returning this required response form with the Proposal, I further certify, that the Vendor understands and does not dispute any of the contents of the proposal requirements (except as may be noted in the response).

Signature	Date
	4/25/2019

Vendor Legal Name	
Emics, Inc	

Name	Title
Sarah Chou	CEO

NOTE: If Joint Venture, each member of the joint venture must provide a completed certificate form.

NONCOLLUSION DECLARATION

TO BE EXECUTED BY VENDOR AND SUBMITTED WITH PROPOSAL
(Public Contract Code section 7106) The undersigned declares:
I am the

CEO

(title) of

Informed K12

(Vendor), the party making the foregoing proposal.

The proposal is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation. The proposal is genuine and not collusive or sham. The Vendor has not directly or indirectly induced or solicited any other vendor to put in a false or sham proposal. The Vendor has not directly or indirectly colluded, conspired, connived, or agreed with any vendor or anyone else to put in a sham proposal, or to refrain from submitting a proposal. The Vendor has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix the proposal price of the Vendor or any other vendor, or to fix any overhead, profit, or cost element of the proposal price, or of that of any other vendor. All statements contained in the proposal are true. The Vendor has not, directly or indirectly, submitted its proposal price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, to any corporation, partnership, company, association, organization, proposal depository, or to any member or agent thereof, to effectuate a collusive or sham proposal, and has not paid, and will not pay, any person or entity for such purpose.

Any person executing this declaration on behalf of a Vendor that is a corporation, partnership, joint venture, limited liability company, limited liability partnership, or any other entity, hereby represents that he or she has full power to execute, and does execute, this declaration on behalf of the Vendor.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct and that this declaration is executed as follows.

Signature	Date
	4/1/2019

Vendor Legal Name
Emics, Inc.

Name	Title
Sarah Chou	CEO

City	State
San Francisco	CA

CERTIFICATION OF PRIMARY PARTICIPANT REGARDING DEBARMENT, SUSPENSION, AND OTHER RESPONSIBILITY MATTERS

The

CEO

(Principal) of

Informed K12

(Vendor Name)

Certifies to the best of its knowledge and belief that it and its principals:

1.   Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any federal department or agency;

2.   Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state or local) transaction or contract under a public transaction; violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

3.   Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (federal, state, or local), with commission of any of the offenses enumerated in paragraph (2) of this certification; and

4.   Have not within a three-year period preceding this proposal had one (1) or more public transactions (federal, state or local) terminated for cause or default.

If unable to certify to any of the statements in this certification, the participant shall attach an expiration to this certification.

I HEREBY CERTIFY AND AFFIRM THE TRUTHFULNESS AND ACCURACY OF THE CONTENTS OF THE STATEMENTS SUBMITTED ON OR WITH THIS CERTIFICATION AND UNDERSTAND THAT THE PROVISIONS OF 31 U.S.C. SECTIONS 3801 ET SEQ. ARE APPLICABLE THERETO.

Signature	Date
	4/25/2019

Vendor Legal Name	
Emics, Inc.	

Name	Title
Sarah Chou	CEO

CERTIFICATION OF RESTRICTIONS ON LOBBYING

I hereby certify on behalf of

CEO

(name of offeror) that

Informed K12

(Firm name) meets the following qualifications:

1.   No Federal appropriated funds have been paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer of employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

2.   If any funds, other than Federal appropriated funds, have been paid or will be paid to any person for influencing or attempting to Influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit the attached, Standard Form-LLL, "Disclosure of Lobbying Activities", in accordance with its instructions.

3.   The undersigned shall require that the language of this certification be included in all subcontracts, and that all subcontractors shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance is placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to civil penalty of not less than $10,000 and not more than $100,000 for each such failure.

Signature	Date
	4/25/2019

Vendor Legal Name
Emics, Inc.

Name	Title
Sarah Chou	CEO

WORKERS' COMPENSATION CERTIFICATE

Labor Code Section 3700.

"Every employer except the state shall secure the payment of compensation in one or more of the following ways:

a.   By being insured against liability to pay compensation in one or more insurers duly authorized to write compensation insurance in this state.

b.   By securing from the Director of Industrial Relations a certificate of consent to self-insure either as an individual employer or as one employer in a group of employers, which may be given upon furnishing proof satisfactory to the Director of Industrial Relations of ability to self-insure and to pay any compensation that may become due to his or her employees.

c.   For any county, city, city and county, municipal corporation, public DISTRICT, public agency or any political subdivision of the state, including each member of a pooling arrangement under a joint exercise of powers agreement (but not the state itself), by securing from the Director of Industrial Relations a certificate of consent to self-insure against workers' compensation claims, which certificate may be given upon furnishing proof satisfactory to the director of ability to administer workers' compensation claims properly, and to pay workers' compensation claims that may become due to its employees. On or before March 31, 1979, a political subdivision of the state which, on December 31, 1978, was uninsured for its liability to pay compensation, shall file a properly completed and executed application for a certificate of consent to self-insure against workers' compensation claims. The certificate shall be issued and be subject to the provisions of Section 3702."

I am aware of the provisions of Labor Code Section 3700 which require every employer to be insured against liability for workers' compensation or to undertake self-insurance in accordance with the provisions of that code, and I will comply with such provisions before commencing the performance of the work of this contract.

Signature	Date
	4/25/2019

Vendor Legal Name	
Emics, Inc.	

Name	Title
Sarah Chou	CEO

(In accordance with Article 5 [commencing at Section 1860], Chapter 1, Part 7, Division 2 of the Labor Code, the above certificate must be signed and filed with the awarding body prior to performing any work under the contract.)

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DRUG FREE WORKPLACE CERTIFICATION

This Drug-Free Workplace Certification is required pursuant to Government Code §8350, et seq., the Drug-Free Workplace Act of 1990. The Drug-Free Workplace Act of 1990 requires that every person or organization awarded a contract for the procurement of any property or services from any State agency must certify that it will provide a drug-free workplace by doing certain specified acts. In addition, the Act provides that each contract awarded by a State agency may be subject to suspension of payments or termination of the contract and the Vendor may be subject to debarment from future contacting, if the state agency determines that specified acts have occurred.

Pursuant to Government Code §8355, every person or organization awarded a contract from a State agency shall certify that it will provide a drug-free workplace by doing all of the following:

a.   Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is prohibited in the person's or organization's workplace and specifying actions which will be taken against employees for violations of the prohibition;

b.   Establishing a drug-free awareness program to inform employees about all of the following:

i.   The dangers of drug abuse in the workplace;

ii.   The person's or organization's policy of maintaining a drug-free workplace;

iii.   The availability of drug counseling, rehabilitation and employee-assistance programs;

iv.   The penalties that may be imposed upon employees for drug abuse violations;

c.   Requiring that each employee engaged in the performance of the contract be given a copy of the statement required by subdivision (a) and that, as a condition of employment on the contract, the employee agrees to abide by the terms of the statement.

I the undersigned, agree to fulfill the terms and requirements of Government Code §8355 listed above and will publish a statement notifying employees concerning (a) the prohibition of controlled substance at the workplace, (b) establishing a drug-free awareness program, and (c) requiring that each employee engaged in the performance of the contract be given a copy of statement required by §8355 (a) and requiring that the employee agree to abide by the terms of that statement.

I also understand that if the Participating Associate Member determines that I have either (a) made false certification herein, or (b) violated this certification by failing to carry out the requirements of §8355, that the contract awarded herein is subject to suspension of payments, termination, or both. I further understand that, should I violate the terms of the Drug-Free Workplace Act of 1990, I may be subject to debarment in accordance with the requirements of §8350, et seq.

I acknowledge that I am aware of the provisions of Government Code §8350, et seq. and hereby certify that I will adhere to the requirements of the Drug-Free Workplace Act of 1990.

Signature	Date
	4/25/2019

Vendor Legal Name
Emics, Inc.

Name	Title
Sarah Chou	CEO

TOBACCO USE POLICY

In the interest of public health, Participating Associate Member provides a tobacco-free environment. Smoking or the use of any tobacco products are prohibited in buildings and vehicles, and on any property owned, leased or contracted for, by the Participating Associate Member. Failure to abide with this requirement could result in the termination of this contract.

I acknowledge that I am aware of Tobacco Use Policy and hereby certify that I and my employees will adhere to the requirements of the policy.

Signature	Date
	4/25/2019

Vendor Legal Name
Emics, Inc.

Name	Title
Sarah Chou	CEO

NOTICE TO VENDORS REGARDING CRIMINAL RECORDS CHECK
(EDUCATION CODE §45125.1)

Education Code §45125.1 provides that if the employees of any entity that has a contract with a school DISTRICT may have any contact with pupils, those employees shall submit or have submitted their fingerprints in a manner authorized by the Department of Justice together with a fee determined by the Department of Justice to be sufficient to reimburse the Department for its costs incurred in processing the application.

The Department of Justice shall ascertain whether the individual whose fingerprints were submitted to it has been arrested or convicted of any crime insofar as that fact can be ascertained from information available to the Department. When the Department of Justice ascertains that an individual whose fingerprints were submitted to it has a pending criminal proceeding for a violent felony listed in Penal Code §1192.7(c) or has been convicted of such a felony, the Department shall notify the employer designated by the individual of the criminal information pertaining to the individual. The notification shall be delivered by telephone and shall be confirmed in writing and delivered to the employer by first-class mail.

The contract shall not permit an employee to come in contact with pupils until the Department of Justice has ascertained that the employee has not been convicted of a violent or serious felony. The Vendor shall certify in writing to the Board of Trustees of the school DISTRICT that none of its employees who may come in contact with pupils have been convicted of a violent or serious felony.

Penal Code §667.5(c) lists the following "violent" felonies: murder; voluntary manslaughter; mayhem; rape; sodomy by force; oral copulation by force; lewd acts on a child under the age of 14 years; any felony punishable by death or imprisonment in the state prison for life; any felony in which the defendant inflicts great bodily injury on another; any robbery perpetrated in an inhabited dwelling; arson; penetration of a person's genital or anal openings by foreign or unknown objects against the victim's will; attempted murder; explosion or attempt to explode or ignite a destructive device or explosive with the intent to commit murder; kidnapping; continuous sexual abuse of a child; and carjacking.

Penal Code §1192.7 lists the following : "serious" felonies: murder; voluntary manslaughter; mayhem; rape; sodomy by force; oral copulation by force; a lewd or lascivious act on a child under the age of 14 years; any felony punishable by death or imprisonment in the state prison for life; any felony in which the defendant personally inflicts great bodily injury on another, or in which the defendant personally uses a firearm; attempted murder; assault with intent to commit rape or robbery; assault with a deadly weapon on a peace officer; assault by a life prisoner on a non-inmate; assault with a deadly weapon by an inmate; arson; exploding a destructive device with intent to injure or to murder, or explosion causing great bodily injury or mayhem; burglary of an inhabited dwelling; robbery or bank robbery; kidnapping; holding of a hostage by a person confined in a state prison; attempt to commit a felony punishable by death or imprisonment in the state prison for life; any felony in which the defendant personally uses a dangerous or deadly weapon; selling or furnishing specified controlled substances to a minor; penetration of genital or anal openings by foreign objects against the victim's will; grand theft involving a firearm; carjacking; and a conspiracy to commit specified controlled substances offenses.

CRIMINAL RECORDS CHECK CERTIFICATION BY VENDOR
(AB 1610, 1612 and 2102)

To the Board of Trustees of Participating Associate Member:

I,

Sarah Chou

(name)
certify that:

Emics, Inc.

(Name of Vendor)

1.   has carefully read and understand the Notice to Vendors Regarding Criminal Record Checks (Education Code §45125.1) required by the passage of AB 1610, 1612 and 2102.

2.   Due to the nature of the work it will be performing for the Participating Associate Member,

Emics, Inc.

(Name of Vendor)
employees may have contact with students of the DISTRICT.

3.   None of the employees who will be performing the work have been convicted of a violent or serious felony as defined in the Notice and in Penal Code §1192.7 and this determination was made by a fingerprint check through the Department of Justice.

I declare under penalty of perjury that the foregoing is true and correct.

Signature	Date
[signature]	4/25/2019

Vendor Legal Name	
Emics, Inc.	

Name	Title
Sarah Chou	CEO

City	State
San Francisco	CA

W-9

Current Version Available at: http://www.irs.gov/pub/irs-pdf/fw9.pdf

Insurance Requirements Acknowledgement

All insurers must be duly licensed and admitted by the State of California

Mandatory Requirements (unless Participating Associate Member reduces or excludes coverage requirements)

1. Commercial General Liability insurance for bodily injury and property damage, including accidental death in the combined single limit of not less than $1,000,000 per occurrence ($2,000,000 aggregate) and $3,000,000 Excess/Umbrella Liability.

Minimum Limits (If required by Participating Associate Member)

1. Workers' Compensation and Employer's Liability insurance in the amount of not less than $1,000,000 per occurrence.

2. Professional Liability insurance in an amount of not less than $1,000,000 per occurrence ($2,000,000 aggregate). If Professional Liability policy is made on a claims-made basis, the vendor/consultant must purchase and maintain an extending reporting period (tail coverage) for one year.

Optional Insurance

Cyber Risk insurance to cover both tangible and intangible property risk of the system and data, as well as third party liability for breaches of security is encouraged, but not required by EdTech JPA. Desired coverage includes: i. Security and privacy liability, including privacy breach response costs, regulatory fines and penalties; ii. Media liability, including infringement of copyright, trademark and trade dress (intellectual property by appearance of product, design, or packaging); iii. Cyber extortion; and iv. Privacy. Suggested limits of not less than $2,000,000 per occurrence, or sufficiently broad to respond to the duties and obligations as is undertaken by the Vendor in this RFP, Master Agreement and Purchase Agreements with Associate Members. The Policy should include, or be endorsed to include, property damage liability coverage for damage to, alteration of, loss of, or destruction of electronic data and/or information "property" of the Agency in the care, custody, or control of the Vendor.

Additional Insured Endorsement Language

"[Participating Associate Member Name], its Board of Trustees, officers, agents, employees, and volunteers are named as additionally insured on this policy pursuant to written contract, agreement, or memorandum of understanding. Such insurance as is afforded by this policy shall be primary, and any insurance carried by District shall be excess and noncontributory."

Additional Insured Endorsements are required to accompany Certificates of Insurance. Certificate of Insurance shall provide thirty (30) day prior written notice of cancellation.

Additional Required Documents

Certificates of Insurance must be accompanied by a list of all excluded coverages under the general liability and excess/umbrella liability policies. The exclusion policy document section must be provided to Participating Associate Members. The general liability and excess/umbrella liability documents must list the corresponding policy numbers referenced on the Certificate of Insurance.

Individual Associate Member Requirements

Individual Associate Members may have different/additional requirements than the minimum insurance requirements specified herein. Vendor agrees to maintain insurance that meets the requirements of individual Associate Members.

I hereby agree to the insurance requirements specified herein.

Signature	Date
	4/25/2019

Vendor Legal Name
Emics, Inc.

Name	Title
Sarah Chou	CEO

EDUCATION TECHNOLOGY
JOINT POWERS AUTHORITY

Minimum Price Guarantee Acknowledgment

To prevent underpricing and protect seller Margin, Vendor's pricing shall be subject to a Minimum Price Guarantee (MPG), whereby, Vendor shall agree not to sell directly, or through a reseller, to Ed Tech JPA's Eligible Entities (regardless of whether the Eligible Entity is an Associate Member of the Ed Tech JPA), including all California public school districts, county offices of education, and community college districts, and any other public agency in California whose procurement rules, whether internal rules or rules enacted pursuant to statute, allow them to purchase goods or services through a procurement vehicle such as Ed Tech JPA, the Products(s) subject to the Master Agreement at a price lower than the price offered pursuant to the RFP and the Master Agreement.

I hereby agree to the Minimum Price Guarantee specified herein.

Signature	Date
	4/25/2019
Vendor Legal Name	
Emics, Inc.	
Name	Title
Sarah Chou	CEO

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EDUCATION TECHNOLOGY
JOINT POWERS AUTHORITY

Administrative Fee Acknowledgment

VENDOR agrees to pay ED TECH JPA an administrative fee (the "Administrative Fee") calculated as four percent (4%) of the gross invoiced amount of any Participant agreement with VENDOR based on an award under the RFP, including any Additional Services, and agreement extensions or renewals. Computations of the Administrative Fee shall exclude state, local, or federal taxes levied on invoiced amounts. The Administrative Fee must be included when determining the pricing offered. The Administrative Fee is not negotiable and shall not be added as a separate line item on an invoice. The Administrative Fee is not refundable to Participants or Vendors under any circumstances.

I hereby agree to the Administrative Fee specified herein.

Signature	Date
	4/25/2019

Vendor Legal Name
Emics, Inc.

Name	Title
Sarah Chou	CEO

Rules Acknowledgement

I hereby agree to the Rules specified in Section 6.0 of this RFP.

Signature	Date
	4/25/2019

Vendor Legal Name
Emics, Inc.

Name	Title
Sarah Chou	CEO

Appendix C: Pricing Form

Detail all costs associated with the proposed solution, including, but not limited to, complete delivery, the implementation, installation, configuration, software licensing, maintenance, ongoing support, repairs, parts, recommended professional services, taxes and surcharges, and costs of optional services and products. Describe any assumptions made impacting the cost proposal, and any limitations (e.g., professional service hours, number of initial distribution groups) that apply to the listed costs. Costs not identified by the Vendor shall be borne by the Vendor and will not alter the requirements identified in this solicitation.

· One Time Costs
· Annual Recurring Costs
· Optional Services/Solutions and Costs

One-Time Costs: Expand the following table as required to provide pricing for the proposed system to meet the requirements specified in this RFP.

One-Time Costs			
Item	**Description**	**Unit Cost** *(Indicate Flat Cost or Per Student, Staff, User, etc.)*	**Estimated Total Cost**
Implementation	*Including but not limited to: Data Integration, Transition from Existing Systems (Canvas), ProjectManagement, Professional Services, Configuration Support, User/Permissions Setup Training (Core IT Staff, District Trainers and Teachers)*	$3,500 (<3k student district)	$3,500 (<3k student district)
Training	*Including but not limited to: Training Services(Core IT Staff, District Trainers and Teachers), Training Documentation (Electronic and Editable per RFP)*	Included	Included
Other	*Please Describe:*		
Total One-Time Costs:		$3,500 (<3k student district)	$3,500 (<3k student district)

Annual Recurring Costs: Expand the following tables as required to provide pricing for the proposed system to meet the requirements specified in this RFP. Include Software Upgrade Costs and Maintenance Support and Assurance. Explain any escalation or price change for each year if pricing for each year is not identical. Provide the hourly rate for services not covered by warranty or service contracts. If pricing is different based on quantity of licenses purchased, or any other factor(s), please provide pricing for Tier 1 and Tier 2, along with specifications to qualify for each Tier. If inadequate specifications are made Participating Associate Members may select which Tier they belong in, to the best of their knowledge.

Tier 1 Annual Recurring Costs			
Specify number of licences and any additional requirements to qualify for Tier 1 Pricing:		**District size of 3k students or less, 10 process package for internal forms**	
Item	**Examples of Included Items**	**Unit Cost** *(Indicate Flat Cost or Per Student, Staff, User, etc.)*	**Estimated Total Cost** *(Years 1-5)*
SaaS Solution	*Including but not limited to: Software, Licensing, training materials and release notes.*	**Unlimited user licenses, 10 internal processes**	*Year 1: $9,000* *Year 2: $9,000* *Year 3: $9,000* *Year 4: $9,000* *Year 5: $9,000* *TOTAL: $45,000*
Maintenance and Support		**Included**	*Year 1:* *Year 2:* *Year 3:* *Year 4:* *Year 5:* *TOTAL:*
Upgrade & Update Costs	*Including but not limited to: Updated training materials and release notes.*	**Included**	*Year 1:* *Year 2:* *Year 3:* *Year 4:* *Year 5:* *TOTAL:*
Other	*Please Describe:*		*Year 1:* *Year 2:* *Year 3:* *Year 4:* *Year 5:* *TOTAL:*
Total Annual Recurring Costs			*Year 1: $9,000* *Year 2: $9,000* *Year 3: $9,000* *Year 4: $9,000* *Year 5: $9,000*

			TOTAL: **$45,000**

Tier 2 Annual Recurring Costs			
Specify number of licences and any additional requirements to qualify for Tier 2 Pricing:		**District size of 3k students or less, unlimited processes package for internal district office forms**	
Item	**Examples of Included Items**	**Unit Cost** *(Indicate Flat Cost or Per Student, Staff, User, etc.)*	**Estimated Total Cost** *(Years 1-5)*
SaaS Solution	*Including but not limited to: Software, Licensing, training materials and release notes.*	**Unlimited user licenses, unlimited internal processes**	*Year 1: $17,000* *Year 2: $17,000* *Year 3: $17,000* *Year 4: $17,000* *Year 5: $17,000* *TOTAL: $85,000*
Maintenance and Support		**Included**	*Year 1:* *Year 2:* *Year 3:* *Year 4:* *Year 5:* *TOTAL:*
Upgrade & Update Costs	*Including but not limited to: Updated training materials and release notes.*	**Included**	*Year 1:* *Year 2:* *Year 3:* *Year 4:* *Year 5:* *TOTAL:*
Other	*Please Describe:*		*Year 1:* *Year 2:* *Year 3:* *Year 4:* *Year 5:* *TOTAL:*

Total Annual Recurring Costs			Year 1: $17,000 Year 2: $17,000 Year 3: $17,000 Year 4: $17,000 Year 5: $17,000 *TOTAL:* $85,000

Optional Services and Costs: Expand the following table as required to provide pricing for the proposed system to meet the requirements specified in this RFP.

Optional Services/Solutions and Costs				
Item	**Description** *(Check box if required to meet minimum requirements of this RFP)*	**Dependent Requirements** *(If required to meet requirements in this RFP, list requirements that are dependent on the Optional Services/Costs OR Future development efforts)*	**Unit Cost** *(Indicate Flat Cost or Per Student, Staff, User, etc.)*	**Estimated Total Cost** *(Years 1-5)*
	☐ **Required to Meet Requirements**		____Recurring ____One-Time	*Year 1:* *Year 2:* *Year 3:* *Year 4:* *Year 5:* *TOTAL:* ____Recurring ____One-Time
	☐ **Required to Meet Requirements**		____Recurring ____One-Time	*Year 1:* *Year 2:* *Year 3:* *Year 4:* *Year 5:* *TOTAL:* ____Recurring ____One-Time

				Year 1: Year 2: Year 3: Year 4: Year 5: TOTAL:
	☐ **Required to Meet Requirements**			____Recurring ____One-Time	____Recurring ____One-Time

Appendix D: Supplementary Materials

Service Level and Maintenance Agreement (if applicable)
Sample Reports and Training Materials
Additional Resources that Support the Proposal

Proposal for

RFP No. 18/19-04
Electronic Document Routing Solution
PROPOSAL DEADLINE: April 26, 2019, 12:00pm

Contact: Michelle Bennett, Purchasing Dept.
Education Technology JPA
5050 Barranca Parkway, Irvine, California 92604
Telephone: (949) 936-5022 Fax (949) 936-5219
Email: MichelleBennett@iusd.org

EMICS, INC dba INFORMED K12
Financial Summary
As of Dec 31, 2018

Education Technology Joint Powers Authority

PROFIT & LOSS SUMMARY	2016	2017	2018
Total Income	$ 627,772.57	$ 1,372,297.89	$ 2,519,606.50
Salaries & Payroll Expenses	$ 2,400,624.84	$ 3,060,682.61	$ 2,803,186.46
Occupancy & Operating Expenses	$ 702,729.45	$ 821,150.34	$ 862,516.51
Federal & State Income Taxes	$ 1,621.10	$ 800.00	$ 800.00
Total Expenses	$ 3,104,975.39	$ 3,882,632.95	$ 3,666,502.97
NET OPERATING INCOME	$ (2,477,202.82)	$ (2,510,335.06)	$ (1,146,896.47)

BALANCE SHEET SUMMARY	2016	2017	2018
TOTAL ASSETS	$ 5,659,231.00	$ 3,519,658.54	$ 2,458,023.73
Total Liabilities	$ 469,660.93	$ 831,298.97	$ 902,334.20
Total Equity	$ 5,189,570.07	$ 2,688,359.57	$ 1,555,689.53
TOTAL LIABILITIES AND EQUITY	$ 5,659,231.00	$ 3,519,658.54	$ 2,458,023.73

CASH FLOW SUMMARY	2016	2017	2018
Net Cash: Operating	$ (2,227,969.54)	$ (2,142,619.07)	$ (1,067,342.06)
Net Cash: Investments	$ 6,416,033.90	$ (2,454.43)	$ 4,076.40
Net Cash Increase	$ 4,188,064.36	$ (2,145,073.50)	$ (1,063,265.66)

Table of Contents

Form **W-9**		**Request for Taxpayer**	**Give Form to the**
(Rev. October 2018)		**Identification Number and Certification**	**requester. Do not**
Department of the Treasury Internal Revenue Service		▶ Go to *www.irs.gov/FormW9* for instructions and the latest information.	**send to the IRS.**

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.

Emics, Inc

2 Business name/disregarded entity name, if different from above

Informed K12

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only **one** of the following seven boxes.

☐ Individual/sole proprietor or single-member LLC   ☑ C Corporation   ☐ S Corporation   ☐ Partnership   ☐ Trust/estate

☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ _____

Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is **not** disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.

☐ Other (see instructions) ▶

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):

Exempt payee code (if any) _____

Exemption from FATCA reporting code (if any) _____

(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.) See instructions.

230 California St., Suite 601

6 City, state, and ZIP code

San Francisco, CA 94111

Requester's name and address (optional)

7 List account number(s) here (optional)

See Specific Instructions on page 3. *Print or type.*

Part I   Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number

| | | | – | | | – | | | | |

or

Employer identification number

| 4 | 6 | – | 0 | 5 | 4 | 6 | 5 | 6 | 9 |

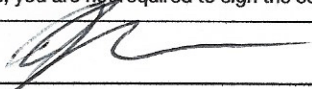---

Part II   Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here | Signature of U.S. person ▶ | Date ▶ 1/7/19

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to *www.irs.gov/FormW9*.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

• Form 1099-INT (interest earned or paid)

• Form 1099-DIV (dividends, including those from stocks or mutual funds)

• Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)

• Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)

• Form 1099-S (proceeds from real estate transactions)

• Form 1099-K (merchant card and third party network transactions)

• Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)

• Form 1099-C (canceled debt)

• Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, *later.*

Cat. No. 10231X   Form **W-9** (Rev. 10-2018)

Part 4 Price

Vendor must complete the Pricing Forms (Appendix C). In Appendix C, Vendor shall detail all costs associated with the proposed solution, including, but not limited to, the implementation, software licensing and maintenance, training, ongoing support, recommended professional services, taxes and surcharges, and costs of optional services and products. Taxes may be listed as an approximate percentage where appropriate. Costs not identified by Vendor shall be borne by Vendor and will not alter the requirements identified in this solicitation.

	Yes	No	Comments
4.1 Confirm that all costs, including, but not limited to, implementation, software licensing and maintenance, training, ongoing support, recommended professional services, taxes and surcharges, and costs of optional services and products and any other anticipated costs to the Participating Associate Member have been included on the completed Appendix C: Pricing Form. **	Y		
4.2 Confirm that should the system be down or performance degraded to render the system unusable for longer than 30 minutes (outside of a scheduled maintenance window), Vendor shall refund the portion of the contract equivalent to that outage window.		N	In the case that this occurs, we would discuss on a case-by-case basis with the district.
4.3 Confirm that the Pricing Form includes an itemized schedule of all equipment and software for the proposed system and all pricing quoted includes all activities necessary for a complete, turn-key system.**	Y		

4.4   Describe any assumptions made impacting the cost proposal, and any limitations (e.g., professional service hours, number of initial distribution groups) that apply to the listed costs. **

The cost proposal for annual fees assumes:
   1)   We are working with a district not currently working with Informed K12 (ie. not a current client). Current clients are eligible for case-by-case pricing as, due to the long-term and consultative nature of our partnership, districts we currently work with might take leadership roles in our network of clients, providing and sharing best practices and expertise around common district processes.
   2)   The district is of a size up to 3,000 students.