

Scope & Order Form

H-44872

Prepared by:

OKIN Process, Inc.



Prepared for:

Hernando County School District

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Educator-as-a-Service.com

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Approved as to Form

Nancy McClain Alfonso

General Counsel, HCSB

Submitted on May 23, 2022

Confidentiality Agreement

Through the provision of this document by OKIN Process, Inc to Hernando County School District, each party to this Agreement may have access to confidential information concerning the methodologies and business practices of the other. Neither party shall make any use of such information of the other party except in connection with the exercise of its rights and responsibilities under this Agreement. The obligations of this paragraph shall not apply in the event such information is already public or becomes available to the public through no breach of this Agreement by the receiving party; or, such information is lawfully received without obligation of confidentiality from a third party who is free to disclose such information to the receiving party; or, such information is independently developed by or on behalf of the receiving party; or, such information is required to be disclosed by the receiving party to a governmental agency or a court having proper jurisdiction. If such a requirement is made, the receiving party shall give the disclosing party reasonable notice to enable the disclosing party to try to protect the confidentiality of the confidential information.

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1. Scope of Services

a. Homework Helpline

Homework Helpline

OKIN will provide unlimited access to the EaaS Homework Helpline during the school year months. The Homework Helpline is a proprietary platform that leverages technology, such as intelligent call routing underpinned by Machine Learning and Sentiment Analysis to support Social Emotional Learning (SEL). The Homework Helpline channels include phone, chat, and video. Homework Helpline includes multilingual support, including Spanish.

Coverage

Grades 4-12 Core Subjects

Weekdays (Mon-Fri): 24 hours a day and 7 days a week (24x7)

Weekends (Sat-Sun): 24 hours a day and 7 days a week (24x7)

b. Targeted Tutoring Sessions

Tutoring

OKIN will provide 1:1 and small group tutoring sessions that can also be scheduled by administrators and teachers to provide ongoing support in specific areas of academic need. Small group sessions may consist of up to 1:5 classroom-style tutoring sessions. Tutoring sessions can take place online or in a hybrid environment where students are in a classroom and the tutor joins remotely.

Coverage

Grades 4-12 Core Subjects

Weekdays (Mon-Fri): 8:00am-5:00pm Eastern Time (ET)

c. Reporting

Progress Tracking and Reporting

The Homework Helpline includes advanced reports based on EaaS best practices and custom reports, such as student engagement, question queue heat mapping and mean time to resolution. APIs are readily available to output reporting data for archiving and management.

Post-Session Reporting:

Students, parents, teachers, and counselors can instantly receive an email confirmation:

- Email can include the call recording or chat transcript
- Email includes high-level overview of the topics discussed and progress made

Educator view:

- See previous interactions a student has had with the Homework Helpline
- View student information:
 - View basic information (Student ID, School, Grade Level)
 - Use an iframe to view secure SIS information
- View student schedule
- Drill down into subjects

2. Order Form

a. Overview of Agreement

This Agreement is hereby entered into between OKIN Process, Inc., and Hernando County School District. OKIN Process shall perform the Services described herein, in accordance with the policies and procedures of Hernando County School District. The Agreement Term shall be a period of two (2) years, commencing on the Effective Date of June 1, 2022, and ending on May 31, 2024. This Agreement will automatically renew at 12:00 a.m. Eastern Time (ET) on the anniversary of the Effective Date unless either party provides ninety (90) days written notice of non-renewal.

Upon execution of the Standard Addendum to Agreements with the Hernando County School Board, the annual price will be invoiced to Hernando County School District and shall be paid in full, without deduction or setoff, in United States Dollars (USD), no later than thirty (30) days from the date of invoice receipt by Hernando County School District. The two (2) year Agreement Term will include unlimited Homework Helpline access during calendar school year months and targeted tutoring sessions year-round.

Onboarding and learning management system integration activities will last for a period of four to six (4-6) weeks.

b. Pricing

Service	Number of students & sessions	Price per student per year (USD)	Annual payment (USD)
Homework Helpline	15,755 students	\$39.27	\$618,700
Targeted Tutoring	5,600 sessions	\$0	\$0
Total contract price:			\$1,237,400

c. Termination Procedures

Termination for Convenience: Both Parties will have the option annually to terminate this Agreement for convenience with written notice at least ninety (90) days prior to the end of the contract year and to be effective on the last day of the contract year (only applicable to multi-year contracts).