

SEMESTER IMPACT REPORT

2



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Introduction

The Memphis-Shelby County Schools (MSCS) Contracts' Impact Report represents our ongoing dedication to transparency and sound stewardship of district resources. Under the leadership of Interim Superintendent Dr. Richmond, MSCS remains firmly committed to full transparency in spending practices and rigorous evaluation of all contractual agreements. This semester's evaluation expands upon our established framework, delivering a thorough analysis of all active MSCS contracts costing 50K or more from January 1, 2026, through June 30, 2026. Through careful examination of how district funds are deployed, this report ensures expenditures remain efficient and strategically aligned with our core mission: preparing every student for success in learning, leadership, and life.

Each contract receives a performance designation, 1) On Track, 2) At Risk, or 3) Off Track, to illuminate areas where intervention may be necessary to meet contractual commitments. These assessments draw from a comprehensive rubric evaluating critical dimensions including timeline adherence, budget compliance, deliverable quality, stakeholder engagement, and risk mitigation. This systematic approach enables MSCS to identify challenges early and maintain strategic alignment across all initiatives.

This bi-annual review underscores our dedication to accountability and ongoing enhancement of district operations. The evidence gathered here informs leadership decisions and accelerates our progress toward organizational goals. By ensuring every investment directly serves our students and advances our educational mission, MSCS sustains its pursuit of excellence in both instruction and resource allocation.

In support of district priorities, the Board of Education has authorized substantial investments to catalyze meaningful change across MSCS. While certain initiatives engage external vendors through formal contracts, others draw upon resources embedded within existing district operations. To provide complete visibility into these efforts, this report focuses on external contracts by detailing initiative costs, anticipated outcomes, and progress updates. This enhanced reporting reflects MSCS's commitment to clarity and strategic emphasis on investments that tangibly advance student achievement and organizational effectiveness.

Contract Evaluation

To be included in the Memphis-Shelby County Schools (MSCS) Contracts' Impact Review, contracts must meet several specific criteria. First, the contract must be non-school based and have a total value exceeding \$50,000. Additionally, the contract must have been active at any point during the semester period from January 1, 2026, through June 30, 2026.

Contracts without defined start or end dates but executed during the 2026 fiscal year are also subject to review. Only contracts that cost the district dollars are included, unless the Superintendent specifically requests the inclusion of a contract. Contracts that pose a security risk if disclosed publicly are withheld from both the public report and the Board of Education; however, these contracts are still internally evaluated and reported to the Superintendent. A small number of contracts fall under this category. Finally, the contract must have been fully executed with legal approval to be eligible for evaluation in the semester review process.

Rubric

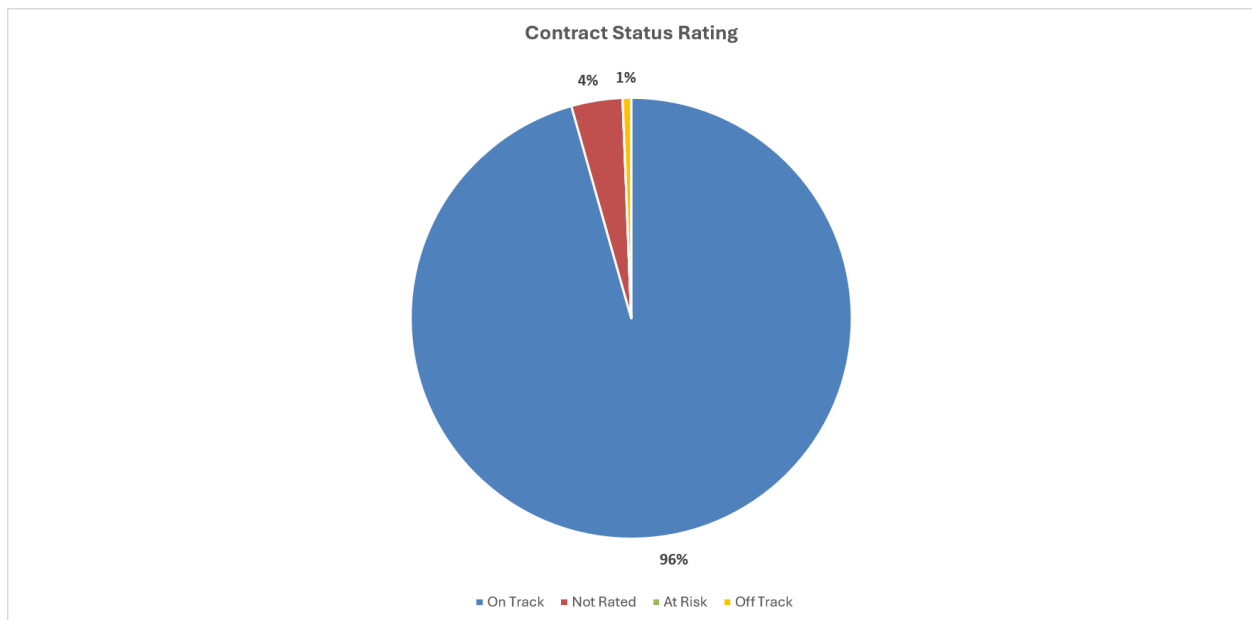
The contract evaluation rubric provides a structured way for the district to evaluate the status of each contract and provide corrective action when necessary to ensure successful outcomes.

Key Area	On Track (3 pts)	At Risk (2 pt)	Off Track (1 pts)
Timeline	All milestones and deliverables are being met according to the established schedule. No delays anticipated.	Minor delays have occurred or are expected, but with corrective action, the overall schedule can still be met.	Significant delays have occurred, and the contract schedule is unlikely to be met, even with corrective action.
Budget	Spending is within the approved budget, with no significant variances. Financial resources are being managed effectively.	Budget variances are present but manageable. There is a risk of overspending, but with adjustments, the budget can be controlled.	Significant budget overruns have occurred, and the contract is likely to exceed the approved budget without substantial changes.
Quality of Deliverables	All deliverables meet or exceed quality standards and contractual requirements. No rework or corrections are needed.	Some deliverables have minor quality issues that require correction, but overall standards can still be met with attention.	Deliverables consistently fail to meet quality standards, requiring substantial rework or failing to meet contractual obligations.
Stakeholder Communication	Regular, clear, and effective communication is maintained with all stakeholders. Issues are addressed promptly and transparently.	Communication gaps exist, leading to misunderstandings or delays in issue resolution. However, efforts are being made to improve.	Communication is poor or non-existent, leading to significant misunderstandings, dissatisfaction, or project delays.
Risk Management	All identified risks are being managed proactively, with mitigation plans in place and effectively implemented.	Some risks have materialized, and while mitigation is possible, there is a need for increased vigilance and action to avoid further issues.	Risks have materialized without adequate mitigation, causing significant issues threatening the contract's success.
Overall Contract Status	On Track	At Risk	Off Track
Overall Score	80% or higher	50%–79%	Below 50%

District Summary

This section provides a comprehensive overview of all active contracts meeting the outlined criteria for Memphis-Shelby County Schools during the second semester of the 2025–26 fiscal year. This summary includes the total number of contracts evaluated, along with the percentage breakdown of contracts categorized as On Track, At Risk, or Off Track. Additionally, this section presents a detailed analysis of contract statuses by department, offering insights into the performance and management of contracts across various district organizations. This data helps highlight areas of success and those requiring attention, ensuring informed decision-making for ongoing contract management.

Overall, 160 non-school based contracts valued at \$50,000 or more meet the inclusion criteria and are featured in this Contracts Impact Report. Of these, 96% are On Track, 1% are Off Track, and 4% are not rated. Additionally, contracts that are marked by contract owners as a security risk are withheld from the public report.



The breakdown by organizational department is listed in the table below. This detailed analysis reveals the varying levels of contract performance across departments. Overall, this data not only reflects departmental strengths but also highlights opportunities for improvement in contract oversight, paving the way for targeted strategies to enhance the performance of underperforming contracts in the upcoming semester.

Organizational Department	Off Track		At Risk		On Track		Not Rated		Total Contracts
	n	%	n	%	n	%	n	%	
Department of Human Resources	0	0%	0	0%	5	100%	0	0%	5
Office of Academics	0	0%	0	0%	56	100%	0	0%	56
Office of Business Operations	0	0%	0	0%	33	100%	0	0%	33
Office of Facility Services	0	0%	0	0%	33	89%	4	11%	37
Office of Finance	0	0%	0	0%	0	0%	0	0%	0
Office of General Counsel	0	0%	0	0%	4	100%	0	0%	4
Office of Research, Evaluation, Accountability, and Data Strategy	0	0%	0	0%	4	100%	0	0%	4
Office of Safety & Security	0	0%	0	0%	4	100%	0	0%	4
Office of School Support	1	7%	0	0%	11	79%	2	14%	14
Office of Strategic Communications	0	0%	0	0%	2	100%	0	0%	2
Regional Superintendents	0	0%	0	0%	1	100%	0	0%	1
Total	1	1%	0	0%	153	96%	6	4%	160



CONTRACTS



OFFICE OF HUMAN RESOURCES

Cigna Contract Extension

On Track: 100%

Cigna provides ASO (Administrative Services Only) services for the district's group-sponsored, self-insured health insurance programs (medical and dental), along with also offering additional fully insured coverages (vision, stop loss and retiree coverages).

Vendor: Cigna Health and Life Insurance Company **Amount:** \$41,100,000.00
Term: 10/24/2025– 12/31/2026 **Department:** Department of Human Resources
Contract Type: Non-Professional Services **Senior Leader:** Crystal Oliver

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) Enrollment and Engagement - Ensure that all eligible employees and retirees are enrolled in Cigna health and life insurance plans to ensure coverage and access to benefits. Achieve 100% enrollment of eligible employees and retirees within the annual open enrollment period.

The enrollment process for the 2025 plan year was successfully completed. One hundred percent (100%) of benefit elections submitted by eligible full-time employees and retirees were accurately enrolled for the 2025 plan year through the collaborative efforts of the HR Benefits & Wellness team, Bentek, and Cigna.

Throughout the enrollment period, the Benefits Department provided individualized enrollment assistance through in-person appointments, virtual consultations, telephone support, and the Book with Benefits scheduling platform. Digital enrollment communications and educational materials were distributed through the MSCS website, Bentek Benefits Enrollment Portal, and district-wide employee communications to ensure employees had timely access to enrollment information and resources.

All enrollment files were reconciled with Cigna eligibility records, and any discrepancies identified during the enrollment process were resolved prior to the effective date of coverage.

2) Review and Management of High-Cost Claims - Ensure effective monitoring and management of high-cost claims within the self-insured plan to identify cost drivers and implement strategies for cost containment and risk management. Review 100% of high-cost claims (defined as claims exceeding \$40,000) within 7 business days of identification, ensuring that corrective actions, such as care management or cost containment measures, are implemented. Reduce the total number of high-cost claims by 10% year-over-year through proactive management.

During Q4, the Benefits Department continued collaborating with Cigna through regularly scheduled medical and pharmacy utilization review meetings to evaluate high-cost claims activity, emerging utilization trends, and significant cost drivers impacting the District's self-funded health plan.

Quarterly utilization reports were reviewed to identify catastrophic claims, specialty pharmacy utilization, chronic disease trends, and opportunities for future cost management. These discussions provided the District with valuable insight into claims performance and supported informed decision-making related to future plan design, disease management programs, and healthcare purchasing strategies.

The Benefits Department will continue using utilization data and Cigna reporting to monitor claim activity and identify opportunities to improve plan performance while maintaining quality healthcare coverage for employees and retirees.

Implementation Metrics

1) Ensure employees and their dependents are provided with the ability to access affordable Healthcare Benefits.

Throughout Q4, the Benefits Department continued partnering with Cigna to ensure employees and their eligible dependents maintained uninterrupted access to affordable healthcare coverage and provider networks.

The Benefits Department provided individualized assistance to employees regarding eligibility, plan coverage, dependent enrollment, provider network access, and benefit navigation through telephone support, email correspondence, walk-in assistance, and scheduled Book with Benefits appointments.

The Department also collaborated with Cigna to review utilization trends, educate employees on preventive care services and in-network provider options, and reinforce available resources designed to help employees maximize the value of their healthcare benefits while minimizing unnecessary out-of-pocket expenses.

ICIMS_ HR Application Subscription _ FY 25-26

On Track: 100%

This is our Applicant Tracking system that allows MSCS to recruit, hire and onboard employees.

Vendor: ICIMS

Term: 09/01/2025– 08/31/2026

Contract Type: Software

People Served: 150,000

Amount: \$220,709.95

Department: Department of Human Resources

Senior Leader: Crystal Oliver

Audience: Teachers/Staff; School Administration;
Central Office

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) Increase the percentage of licensed teachers hired year over year.

Progress is ongoing. We are reviewing teacher hire and licensure data to better track licensed teacher hiring year over year.

2) Decrease the onboarding time from 30 days to 15 days

Progress is ongoing. We are reviewing the onboarding process and working to identify ways to reduce delays and improve the overall timeline.

Implementation Metrics

1) Ensure candidates are hired and onboarded within a timely manner.

We continue to support timely hiring and onboarding by monitoring candidate progress, reviewing process delays, and coordinating with the appropriate teams to resolve issues that may impact onboarding timelines.

Kelly Services - Human Resources Clerical Assistance i(2026-0500)

On Track: 100%

Contractor provides qualified HR clerical staff in accordance with the contract scope. Performance is evaluated on timeliness of staffing, accuracy of administrative work, responsiveness to requests, attendance/reliability of assigned personnel, compliance with agency policies, and customer satisfaction.

Vendor: Kelly Services, Inc.

Amount: \$59,850.00

Term: 03/15/2026– 08/31/2026

Department: Department of Human Resources

Contract Type: Professional Services

Senior Leader: Crystal Oliver

Audience: Central Office

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) Contractor provided qualified HR clerical personnel in a timely manner that performs assigned administrative duties accurately, efficiently, and in accordance with agency requirements.

Contractor has continued to provide HR clerical support consistent with contract requirements. Services have been delivered in a timely manner, administrative tasks completed accurately, and staffing support has met operational needs during the evaluation period.

Mercer Health & Benefits, LLC (Healthcare and Benefits Consultant)

On Track: 100%

This contract is used for healthcare consulting services as needed for benefits administration as well as other services related to various talent management functions and initiatives.

Vendor: Mercer Health & Benefits, LLC

Amount: \$1,640,146.00

Term: 01/01/2022– 03/31/2026

Department: Department of Human Resources

Contract Type: Professional Services

Senior Leader: Crystal Oliver

People Served: 25,000

Audience: Other

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) Cost Optimization and Savings - Achieve cost savings in the healthcare benefits program through Mercer's strategic recommendations. Realize a 5% reduction in healthcare costs, including premiums and claims, over the next (12) months.

During Q4, Mercer continued to provide strategic consulting services to support the District's self-funded health plan. The consulting team completed detailed reviews of medical and pharmacy claims experience, analyzed utilization trends, and identified key cost drivers impacting the District's healthcare expenditures.

Mercer presented recommendations related to future plan design considerations, financial forecasting, vendor performance, and long-term cost containment strategies to support upcoming renewal discussions and future procurement activities. While no immediate cost savings were realized during this reporting period, the analyses and recommendations provided will be used to inform future healthcare purchasing decisions and long-term financial planning.

2) Claims Cost Optimization and Vendor Negotiations - Leverage Mercer's consulting expertise to optimize claims costs and improve contract terms with healthcare providers. Achieve at least a 5% reduction in annual healthcare claims costs through vendor contract renegotiations and optimization of existing claims processes.

Mercer continued to review medical and pharmacy claims experience with the Benefits Department through quarterly financial and utilization reporting. The consulting team identified emerging high-cost claim trends, specialty drug utilization, and large claimant activity to assist the District in understanding current claims performance.

Although vendor contract renegotiations and claims process optimization initiatives have not yet produced measurable cost savings, Mercer has provided strategic recommendations that will support future negotiations, plan design evaluations, and vendor performance discussions. These analyses establish the

foundation for future opportunities to improve the financial performance of the District's self-funded health plan.

3) Claims Analytics and Cost Predictability - Improve accuracy in claims forecasting to ensure accurate budget planning

Mercer continued providing quarterly financial reports, actuarial projections, and claims utilization analyses to support the District's budget planning process. Monthly and quarterly claim trends were reviewed with the Benefits Department, allowing leadership to better understand emerging utilization patterns and forecast future healthcare expenditures.

These reports continue to support informed decision-making regarding reserve funding, plan performance, and future financial planning.

Implementation Metrics

1) Regulatory Compliance and Risk Mitigation - Ensure compliance with all relevant healthcare regulations (e.g., ACA, HIPAA). Achieve 100% compliance with all healthcare regulations as verified by annual compliance reviews.

Throughout Q4, Mercer continued providing compliance guidance related to the District's self-funded health plan. The consulting team advised the Benefits Department on applicable federal healthcare regulations, including ACA compliance requirements, HIPAA privacy considerations, IRS reporting obligations, and other regulatory developments affecting employer-sponsored health plans.

Mercer also assisted the Benefits Department with reviewing compliance-related communications and benefit administration processes to help minimize regulatory risk and support continued compliance.

Methodist EAP 2nd Amendment to l Contract 2024-0133 RFP 07172023LB

On Track: 100%

Methodist Le Bonheur Healthcare will continue to provide counseling services for MSCS employees, retirees, and their eligible dependents. The counseling sessions provided address substance abuse, mental health, marital, legal, financial, family, eldercare, childcare, career/vocation, conflict resolution, personal grief, and other personal difficulties. The EAP team is dispatched to MSCS locations upon request to provide services to staff members in the wake of tragic situations such as the death of a fellow staffer or student.

Vendor: Methodist Healthcare Employee Assistance

Amount: \$207,000.00

Term: 10/31/2025– 10/31/2026

Department: Department of Human Resources

Contract Type: Professional Services

Senior Leader: Crystal Oliver

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) EAP Utilization Rate - Increase the usage of the Employee Assistance Program to improve mental health and reduce absenteeism. Achieve at least 15% utilization of the EAP by employees and retirees. Associated Data Source

The Benefits Department continued promoting the Employee Assistance Program through employee communications, new hire orientation, benefits education sessions, and the District's benefits website. Information regarding available counseling services, work-life resources, financial counseling, legal assistance, and mental health support was incorporated into Benefits communications throughout the quarter.

The Department also continued referring employees to the EAP when appropriate during individual consultations. Utilization reports provided by Methodist Le Bonheur Healthcare continue to be reviewed to identify participation trends and future outreach opportunities.

2) Crisis Intervention Response Time (Implementation Metric) - Ensure prompt crisis intervention for employees and retirees in distress. Achieve a 90% response rate to crisis cases within 24 hours of notification.

Methodist Le Bonheur Healthcare continued providing confidential counseling and support services to eligible employees and their household members throughout Q4. The Benefits Department maintained

regular communication with the vendor regarding program availability and encouraged utilization through employee education efforts.

The District continues to review vendor satisfaction data and program utilization reports to evaluate overall employee engagement and identify opportunities to increase awareness of available services.



OFFICE OF ACADEMICS

7-11 Investors dba Speak Easy OT PT ST Audiology and Interpreters for the Deaf Services 2025.26

On Track: 86.7%

This agreement represents the second year of a multi-year master contract to provide occupational therapy, physical therapy, speech-language therapy, audiological services, and/or American Sign Language (ASL) interpreting services to students with disabilities as mandated by their Individualized Education Programs (IEPs). Services may be delivered onsite or virtually to fulfill federally mandated IDEA obligations. The contract term is one year with the option for one additional one-year extension, ensuring continued access to specialized therapeutic services amid a nationwide shortage of qualified therapists.

Vendor: 7-11 Investors, LLC DBA Speak Easy Consultants, LLC

Amount: \$150,000.00

Term: 08/06/2025– 06/30/2026

Department: Office of Academics

Contract Type: Non-Professional Services

Senior Leader: Angela Whitelaw, Ph.D.

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	1	3	3	3

Outcome Metrics

1) MSCS DEE team met with vendors to review invoice submission required for payment and address any concerns shared by vendors.

Met with vendor representatives in December for mid year and May for closeout.

2) Midyear meeting with Speak Easy for fiscal closeout for 1st semester and address any concerns shared by vendor.

Mid year review of missing invoices and staff concerns. Reviewed staff expectations with vendors.

Report Notes:

Contract amendment was submitted to increase PO to close out vendor contracts for the remainder of the contract. 7-11 Investors DBA Speak Easy 2025-2026 closeout- \$224,876.85.

Advance Therapy OT PT ST Audiology and Interpreters for the Deaf Services 2025.26

On Track: 93.3%

This agreement represents the second year of a multi-year master contract to provide occupational therapy, physical therapy, speech-language therapy, audiological services, and/or American Sign Language (ASL) interpreting services to students with disabilities as mandated by their Individualized Education Programs (IEPs). Services may be delivered onsite or virtually to fulfill federally mandated IDEA obligations. The contract term is one year with the option for one additional one-year extension, ensuring continued access to specialized therapeutic services amid a nationwide shortage of qualified therapists.

Vendor: Advance Therapy Services, LLC
Term: 06/27/2025– 06/30/2026
Contract Type: Non-Professional Services

Amount: \$2,100,000.00
Department: Office of Academics
Senior Leader: Angela Whitelaw, Ph.D.
Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	2	3	3	3

Outcome Metrics

1) MSCS DEE team met with vendors to review invoice submission required for payment and address any concerns shared by vendors.

Meetings with vendors in December for mid year and May for close out.

2) Midyear meeting with Advance Therapy for fiscal closeout for 1st semester and address any concerns shared by vendor.

Mid year review of missing invoices and staff concerns. Reviewed staff expectations with vendors.

Report Notes:

Contract amendment was submitted to increase PO to close out vendor contracts for the remainder of the contract. Advanced Therapy Services 2025-2026 closeout- \$2,497,210.90.

Bridges for the Deaf and Hard of Hearing OT PT ST Audiology and Interpreters for the Deaf Services 2025.26

On Track: 100%

This agreement represents the second year of a multi-year master contract to provide occupational therapy, physical therapy, speech-language therapy, audiological services, and/or American Sign Language (ASL) interpreting services to students with disabilities as mandated by their Individualized Education Programs (IEPs). Services may be delivered onsite or virtually to fulfill federally mandated IDEA obligations. The contract term is one year with the option for one additional one-year extension, ensuring continued access to specialized therapeutic services amid a nationwide shortage of qualified therapists.

Vendor: Bridges for The Deaf & Hard of Hearing

Amount: \$75,000.00

Term: 06/27/2025– 06/30/2026

Department: Office of Academics

Contract Type: Non-Professional Services

Senior Leader: Angela Whitelaw, Ph.D.

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) MSCS DEE team met with vendors to review invoice submission required for payment and address any concerns shared by vendors.

Met with vendor representatives in December for mid year and May for closeout.

2) Midyear meeting with Bridges for fiscal closeout for 1st semester and address any concerns shared by vendor.

Mid year review of missing invoices and staff concerns. Reviewed staff expectations with vendors.

Report Notes:

Contract amendment was submitted to increase PO to close out vendor contracts for the remainder of the contract. Bridges for the Deaf 2025-2026 closeout- \$3,185.00.

CEV Multimedia for College Career Technical Education Industry Credentials

On Track: 100%

The iCEV online curriculum provides flexible, ready-to-teach courses to include pacing guides, detailed lesson plans, projects and activities, handouts, and assessments. iCEV offers 7 state-promoted Valued (Tier 2) Industry credentials.

Vendor: Careers, Technology and Adult Education

Amount: \$368,738.00

Term: 12/04/2025– 06/30/2026

Department: Office of Academics

Contract Type: Non-Professional Services

Senior Leader: Angela Whitelaw, Ph.D.

People Served: 16,000

Audience: All middle and high schools (district-managed)

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) 100% of CTE teachers in the identified Programs of Study will actively use iCEV pacing guides, lesson plans, and assessments, verified through platform usage reports each semester.

100% of CTE Teachers in all identified programs of study used ICEV pacing guides, lessons plans, and assessments. This is verified through the platform's usage reports.

2) Students will earn at least 860 state-promoted Tier II industry credentials through the iCEV testing platform during the 2026-27 SY, with attainment reviewed each semester using iCEV testing reports.

70% of students who were enrolled in courses aligned to CEV Multimedia passed the exam and attained industry credentials.

CareerSafe Online - College Career Technical Education OSHA 10 Certifications

On Track: 100%

This contract for CareerSafe will provide the OSHA-10 and Employability certification to students enrolled in entry-level courses.

Vendor: Careers, Technology and Adult Education

Amount: \$140,000.00

Term: 12/05/2025– 06/30/2026

Department: Office of Academics

Contract Type: Non-Professional Services

Senior Leader: Angela Whitelaw, Ph.D.

People Served: 4,222

Audience: All middle and high schools (district-managed)

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) All students enrolled in an entry-level program of study will complete the OSHA 10 certification. They will participate in an online training program and complete the required 10 hours of instruction. Upon successful completion of all modules, students will take a final assessment and receive a certificate of completion. The overall expected outcome is increased safety awareness, which will help foster a safety-first culture. Outcome Metric 1 Update - 75% of CCTE students who were enrolled in courses aligned to OSHA 10 credentials.

75% of CCTE who were enrolled in courses aligned to OSHA 10 passed the exam attained industry credentials.

2) 75% of CCTE Students will take and pass the exam and attain OSHA 10 credentials.

75% of CCTE students have taken and passed the exam and earned the OSHA 10 credentials.

Christian Brothers University - MOU - FY 2024-2027 (Middle College High School)

On Track: 86.7%

The MOU with Christian Brothers University provides eligible students with the opportunity to earn high school and college credits simultaneously through the Dual Enrollment Program. The Dual Enrollment program shortens the time required to complete an undergraduate degree, increases equitable access to college credits, and facilitates increased preparedness for college.

Vendor: Christian Brothers University

Amount: \$147,411.00

Term: 07/01/2024– 07/31/2027

Department: Office of Academics

Contract Type: Non-Professional Services

Senior Leader: Angela Whitelaw, Ph.D.

People Served: 115

Audience: Middle College High School

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	2	3	3	2

Outcome Metrics

1) 90% of Dual Enrollment students will earn college credits.

The DE pass rate for DE students at Middle College was 95%.

2) 90% of eligible students at Middle College High will participate in Dual Enrollment courses.

90% of eligible students participated in DE courses for 2025-26.

CompTIA CIW and Java Specialist Exam and Certification

On Track: 100%

CompTIA provides a site license for students to access online vouchers and assessments to earn CompTIA IT Fundamentals and A+ credentials currently enrolled in courses within the Web Design, Cybersecurity, and Coding Programs of Study.

Vendor: Careers, Technology and Adult Education

Amount: \$158,005.00

Term: 12/08/2025– 06/30/2026

Department: Office of Academics

Contract Type: Professional Services

Senior Leader: Angela Whitelaw, Ph.D.

People Served: 1

Audience: All high schools (district-managed)

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) 70% of CCTE Students who were enrolled in courses aligned to CompTIA CIW/Java Specialist passed the exam and attain industry credentials.

70% of students who were enrolled in courses aligned to CompTIA CIW/Java Specialist passed the exam and obtained industry credentials.

2) 70% of students who are enrolled in a course aligned to a CompTIA industry credential will take and pass the exam.

70% of students who were enrolled in a course aligned to a CompTIA industry credential passed the exam.

Curriculum Associates - i-Ready (MTSS Screening, Progress Monitoring and Intervention Tools) 25-26

On Track: 100%

The iReady program provided by Curriculum Associates will assist schools with delivering high-quality, evidence based intervention instruction at increasing levels of intensity to meet the needs of identified student and accelerate their rate of learning. The iReady Teacher Toolbox and online learning platform provides K-12 students with both universal screening assessments and curricular resources in Reading and Math at PreK-Grade 8 instructional levels to support intervention instruction, aligned with the Tennessee Department of Education Response to Instruction and Intervention Framework. Teachers will be able to address specific skill deficit areas, in turn, further strengthening student academic performance during Tier 1 instruction as well as improve student performance on formative and summative assessments. The iReady intervention curriculum can be used in both regular and exceptional education to meet the state guidelines related to effective implementation of RTI2.

Vendor: Curriculum Associates

Amount: \$2,847,860.00

Term: 08/01/2025– 07/31/2026

Department: Office of Academics

Contract Type: Professional Services

Senior Leader: Angela Whitelaw, Ph.D.

People Served: 70,000

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) District Goal A.1.11-100% of PLPs for students identified as needing intervention will be implemented with 70% of those students showing significant academic progress.

100% of students needing academic intervention have an active PLP.

At the end of the 25-26 school year, 36.44% of students engaged in academic intervention showed significant academic progress. This iReady diagnostic, iReady Individualized Learning Path, and the progress monitoring results were tracked for progress towards this goal.

2) Schools will improve the amount of time students are spending on personalized instruction to the iReady recommended range of time in K-4 math and 6-8 Reading with at least an 80% average lessons pass rate for all grades in Reading and Math.

Weekly regional and school level reports are provided by the iReady team. These reports explain student time spent and pass rate. By the end of the 2025-2026 school year, students spent an average of 53 minutes on the platform and experienced an average reading pass rate of 73% and math pass rate of 88%.

Implementation Metrics

1) IReady Partner Success Team will provide BOY, MOY, and EOY reporting and present to District Academic staff and principals following the fall, winter, and spring screening windows.

Beginning of Year meeting occurred the week of September 8, 2025.

Mid Year was rescheduled to the week of February 16, 2026, due to the inclement weather closures.

End of Year occurred during Leadership Institute, the week of June 1, 2026.

2) IReady Professional Learning Team will provide schools (at the request of the school leader) and District (at the request of C&I) offerings monthly between August and May.

Summer offerings to support literacy and mathematics. Quarter 4: While schools did not solicit support during state testing, they did request support for year end data reviews.

DeafConnect OT PT ST Audiology and Interpreters for the Deaf Services 2025.26

On Track: 86.7%

This agreement represents the second year of a multi-year master contract to provide occupational therapy, physical therapy, speech-language therapy, audiological services, and/or American Sign Language (ASL) interpreting services to students with disabilities as mandated by their Individualized Education Programs (IEPs). Services may be delivered onsite or virtually to fulfill federally mandated IDEA obligations. The contract term is one year with the option for one additional one-year extension, ensuring continued access to specialized therapeutic services amid a nationwide shortage of qualified therapists.

Vendor: DeafConnect of the Mid-South

Amount: \$375,000.00

Term: 06/27/2025– 06/30/2026

Department: Office of Academics

Contract Type: Non-Professional Services

Senior Leader: Angela Whitelaw, Ph.D.

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	1	3	3	3

Outcome Metrics

1) MSCS DEE team met with vendors to review invoice submission required for payment and address any concerns shared by vendors.

Met with vendor representatives in December for mid year review and May for closeout.

2) Midyear meeting with DeafConnect for fiscal closeout for 1st semester and address any concerns shared by vendor.

Mid year review of missing invoices and staff concerns. Reviewed staff expectations with vendors.

Report Notes:

Contract amendment was submitted to increase PO to close out vendor contracts for the remainder of the contract. Interpreters for the Deaf DBA Deaf Connect 2025-2026 closeout- \$567,051.05.

EDU Healthcare OT PT ST Audiology and Interpreters for the Deaf Services 2025.26

On Track: 100%

This agreement represents the second year of a multi-year master contract to provide occupational therapy, physical therapy, speech-language therapy, audiological services, and/or American Sign Language (ASL) interpreting services to students with disabilities as mandated by their Individualized Education Programs (IEPs). Services may be delivered onsite or virtually to fulfill federally mandated IDEA obligations. The contract term is one year with the option for one additional one-year extension, ensuring continued access to specialized therapeutic services amid a nationwide shortage of qualified therapists.

Vendor: EDU Healthcare, LLC

Amount: \$210,000.00

Term: 07/22/2025– 06/30/2026

Department: Office of Academics

Contract Type: Non-Professional Services

Senior Leader: Angela Whitelaw, Ph.D.

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) MSCS DEE team met with vendors to review invoice submission required for payment and address any concerns shared by vendors.

Met with vendor representatives in December for mid year and May for closeout.

2) Midyear meeting with EDU Healthcare for fiscal closeout for 1st semester and address any concerns shared by vendor.

Mid year review of missing invoices and staff concerns. Reviewed staff expectations with vendors.

Report Notes:

Contract amendment was submitted to increase PO to close out vendor contracts for the remainder of the contract. EDU Healthcare 2025-2026 closeout- \$0.

Florida Virtual - K12 Course Access-2025-2026 (FLEXPOINT)- 1st renewal option- Master Contract 2023-1015

On Track: 100%

FlexPoint provides digital curriculum to serve both MSCS virtual schools, as well as support academic resources for teacher vacancies, technology integration, intervention and advanced coursework for K12 students across the district.

Vendor: Florida Virtual School

Term: 06/27/2025– 06/30/2026

Contract Type: Software

People Served: 864

Amount: \$1,378,000.00

Department: Office of Academics

Senior Leader: Angela Whitelaw, Ph.D.

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) During SY 2025–26, FlexPoint will provide instructional continuity for at least 10 middle and high schools experiencing teacher vacancies, leave-related instructional gaps, or limited access to advanced academics, minimizing instructional disruption and ensuring students maintain access to grade-level content.

Metric met. VSOL utilized FlexPoint to provide support to 9 schools via our Special Projects initiative, which supports schools experiencing teacher vacancies or staffing conflicts. Additionally, FlexPoint was used as the supplemental curriculum in 10 Proximity Learning classrooms, supporting instruction in non-tested subjects that were not covered by district lesson plans.

Grace Therapy OT PT ST Audiology and Interpreters for the Deaf Services 2025.26

On Track: 86.7%

This agreement represents the second year of a multi-year master contract to provide occupational therapy, physical therapy, speech-language therapy, audiological services, and/or American Sign Language (ASL) interpreting services to students with disabilities as mandated by their Individualized Education Programs (IEPs). Services may be delivered onsite or virtually to fulfill federally mandated IDEA obligations. The contract term is one year with the option for one additional one-year extension, ensuring continued access to specialized therapeutic services amid a nationwide shortage of qualified therapists.

Vendor: Grace Therapy Group, LLC

Amount: \$2,000,000.00

Term: 06/30/2025– 06/30/2026

Department: Office of Academics

Contract Type: Non-Professional Services

Senior Leader: Angela Whitelaw, Ph.D.

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	1	3	3	3

Outcome Metrics

1) MSCS DEE team met with vendors to review invoice submission required for payment and address any concerns shared by vendors.

Met with vendor representatives for mid year meeting in December and May for closeout

2) Midyear meeting with Grace Therapy for fiscal closeout for 1st semester and address any concerns shared by vendor.

Mid year review of missing invoices and staff concerns. Reviewed staff expectations with vendors.

Report Notes:

Contract amendment was submitted to increase PO to close out vendor contracts for the remainder of the contract. Grace Therapy 2025-2026 closeout- \$2,405,217.50

Grade Results- Software- _ Virtual Schools_ Platform for credit recovery platform_ 2nd Amedment to Contract 2024-0207_ Final option to renew exercised.

On Track: 100%

Grade Results enables the district to deliver multiple instructional programs, including credit recovery, credit accrual, grade repair, ACT test preparation, benchmark assessments, summer school, and Project Graduation. The platform measures student progress toward mastery of grade-level standards while primarily supporting high school credit recovery, grade repair across all grade levels, and a technology-integrated K–12 summer school curriculum. Additionally, the PreK–12 curriculum is used for academic reinforcement, Tier 2 intervention, and as the distance learning option for Project Graduation, ensuring equitable access for all students.

Vendor: Grade Results, Inc
Term: 10/01/2025– 09/14/2026
Contract Type: Software

Amount: \$97,325.00
Department: Office of Academics
Senior Leader: Angela Whitelaw, Ph.D.

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) To increase the usage of Grade Results for Grade Repair from the 2024-25 SY to the 2025-26 SY.

Metric met. In 2025-26 SY, 1,726 unique students were enrolled in 5,246 Grade Repair classes. Comparatively, 1,026 unique students were enrolled in 1,637 Grade Repair classes in the 2024-25 SY.

Grand Canyon University (Aspiring Teacher Cohort)

On Track: 100%

This contract provides teacher placement in district managed schools. The goal is to increase the teacher pipeline for aspiring educators to obtain full teacher licensure in the district's most critical areas of need (Elem K-5, Secondary Math, SPED ESL and EOC).

Vendor: Grand Canyon University

Amount: \$799,000.00

Term: 08/05/2024– 08/17/2026

Department: Office of Academics

Contract Type: Professional Services

Senior Leader: Angela Whitelaw, Ph.D.

People Served: 50

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) 50% of candidates enrolled in the Grand Canyon University Aspiring Teacher Cohort will complete the program by end of the 2026 SY.

59% of candidates completed the Grand Canyon University Aspiring Teacher Cohort.

HealthPro Pediatrics OT PT ST Audiology and Interpreters for the Deaf Services 2025.26

On Track: 100%

This agreement represents the second year of a multi-year master contract to provide occupational therapy, physical therapy, speech-language therapy, audiological services, and/or American Sign Language (ASL) interpreting services to students with disabilities as mandated by their Individualized Education Programs (IEPs). Services may be delivered onsite or virtually to fulfill federally mandated IDEA obligations. The contract term is one year with the option for one additional one-year extension, ensuring continued access to specialized therapeutic services amid a nationwide shortage of qualified therapists.

Vendor: HealthPro Pediatrics

Amount: \$100,000.00

Term: 06/27/2025– 06/30/2026

Department: Office of Academics

Contract Type: Non-Professional Services

Senior Leader: Angela Whitelaw, Ph.D.

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) MSCS DEE team met with vendors to review invoice submission required for payment and address any concerns shared by vendors.

Met with vendor representatives in December for mid year and in May for closeout.

2) Midyear meeting with HealthPro for fiscal closeout for 1st semester and address any concerns shared by vendor.

Mid year review of missing invoices and staff concerns. Reviewed staff expectations with vendors.

Report Notes:

HealthPro Pediatrics 2025-2026 closeout- \$0.

Insignia Software - Library Automated Inventory System - Library Services

On Track: 100%

The Insignia Library Automation System contract provides a centralized, districtwide platform to manage library collections, circulation, and inventory across all schools. The system supports real-time access to library holdings and reporting, improving efficiency, accountability, and transparency at both the school and district levels. The platform also supports compliance with state requirements by enabling public access to library inventories. Overall, the contract ensures consistent library operations, data integrity, and sustainable system support districtwide.

Vendor: Insignia Software Corporation

Term: 05/01/2025– 06/01/2028

Contract Type: Software

People Served: 110,517

Amount: \$338,100.00

Department: Office of Academics

Senior Leader: Angela Whitelaw, Ph.D.

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) Districtwide library circulation for grades K–8 will increase by 5% by the end of the 2026–2027 school year, with documented circulation activity maintained for grades 9–12.

Districtwide library circulation for grades K–8 will increase by an additional 5% by the end of the 2027–2028 school year, while grades 9–12 will maintain or increase circulation activity by at least 3%, as measured through Insignia circulation reports.

Implementation Metrics

1) By October 31, 2027, at least 95% of schools will consistently use the Insignia Library Management System to record library circulation and maintain accurate collection data. Schools will sustain accurate library records through ongoing monitoring, targeted professional learning, and technical support to strengthen library operations and increase student access to library resources.

Progress will be monitored through Insignia system reports, library circulation data, participation in professional learning, and ongoing technical support provided to schools throughout the school year.

Report Notes:

This contract reflects our continued commitment to providing students and teachers with equitable access to high-quality library resources across the district. Through the effective use of the Insignia Library Management System, we will support school libraries in maintaining accurate collections, increasing student engagement with library materials, and promoting a culture of reading and learning. We will continue to

provide training and support to library staff while using districtwide data to monitor progress and identify opportunities for improvement. These efforts help ensure that every school library remains a valuable resource that supports student success.

Instructure-K12Canvas-2025-2026 -2nd and final renewal option (Master Contract#2023-0994)

On Track: 100%

Canvas, by Instructure, is the district's Learning Management System (LMS), which supports online learning for the District's students and adults (teachers and staD). The goal is to support the expansion of digital curriculum and technology integration in classrooms, as well as to provide a user-friendly interface for all stakeholders to participate in professional learning in the MSCS digital ecosystem. The contract is inclusive of comprehensive virtual and in-person professional development and training, 24/7 technical support, and 3 instances (virtual platforms).

Vendor: Instructure, Inc.

Term: 07/18/2025– 06/30/2026

Contract Type: Software

People Served: 27,245

Amount: \$773,516.80

Department: Office of Academics

Senior Leader: Angela Whitelaw, Ph.D.

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) Increase the usage of Canvas from the 2024-25 SY to the 2025-26 SY to support professional development for teachers and leaders across the district, as well as student access for classroom instruction.

Metric met. In the 2024-25 SY, there were 56,522 student users with account activity on the district's instance compared to 78,002 unique student users in the 2026-27 SY. There were 4,375 active learners in the professional development instance in the 2025-26 SY compared to 7,351 active learners in the professional development instance in the 2026-27 SY.

LeMoyne-Owen College (Amendment #3 -SY 2023-26)

On Track: 100%

To assist in the continued management, operation, and maintenance of the collaborative. Early College (EC), is a promising way to reduce the persistent inequity in college access and success by giving underrepresented students a jumpstart on post-secondary education. Impacts on bachelor's degree attainment significantly differ by students' race/ethnicity. As of March of 2024, there are 1,006 ECs across 36 states. Although a larger share of ECs today operate as programs within schools, the small whole-school model remains an important form of EC, accounting for more than 40% of all ECs.

Vendor: Le Moyne Owen

Amount: \$175,000.00

Term: 08/01/2024– 07/30/2026

Department: Office of Academics

Contract Type: Memorandum of Understanding

Senior Leader: Angela Whitelaw, Ph.D.

People Served: 100

Audience: Hollis F. Price Middle College

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) 90% of DE students will earn college credits.

Over 94% of DE students earned college credits.

2) 90% of eligible students at Hollis F. Price will participate in Dual Enrollment courses.

Over 90% of eligible students at Hollis F. Price participated in Dual Enrollment courses.

Maxim Healthcare Amerigis OT PT ST Audiology and Interpreters for the Deaf Services 2025.26

On Track: 86.7%

This agreement represents the second year of a multi-year master contract to provide occupational therapy, physical therapy, speech-language therapy, audiological services, and/or American Sign Language (ASL) interpreting services to students with disabilities as mandated by their Individualized Education Programs (IEPs). Services may be delivered onsite or virtually to fulfill federally mandated IDEA obligations. The contract term is one year with the option for one additional one-year extension, ensuring continued access to specialized therapeutic services amid a nationwide shortage of qualified therapists.

Vendor: Maxim Healthcare Services

Amount: \$400,000.00

Term: 06/27/2025– 06/30/2026

Department: Office of Academics

Contract Type: Non-Professional Services

Senior Leader: Angela Whitelaw, Ph.D.

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	1	3	3	3

Outcome Metrics

1) MSCS DEE team met with vendors to review invoice submission required for payment and address any concerns shared by vendors.

Completed review of invoices that required attention and resubmitted. Weekly meetings due to invoice log.

2) Midyear meeting with Amerigis for fiscal closeout for 1st semester and address any concerns shared by vendor.

Mid year review of missing invoices and staff concerns. Reviewed staff expectations with vendors.

Report Notes:

Contract amendment was submitted to increase PO to close out vendor contracts for the remainder of the contract. Maxim Healthcare 2025-2026 closeout- \$1,402,472.56.

Memphis Teacher Residency (MTR)

On Track: 100%

The goal is to Increase the partnership with a Memphis Teacher Residency that will provide aspiring teachers with a clear pathway into the teaching field by preparing highly effective teachers through a year long residency model that leads to teacher licensure.

Vendor: Memphis Teacher Residency

Amount: \$1,860,000.00

Term: 04/05/2023– 04/03/2026

Department: Office of Academics

Contract Type: Professional Services

Senior Leader: Angela Whitelaw, Ph.D.

People Served: 15

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) 50% of candidates who complete MTR residency with MSCS will submit an application to work with the district the SY following their program completion.

The program met its outcome target. Fourteen candidates enrolled in the MTR Residency program, and 7 candidates successfully completed the program (50% completion rate). All 7 program completers (100%) submitted an application to work with MSCS.

Memphis Teacher Residency Professional Services Agreement SY 24-25 through SY 26-27

On Track: 100%

This contract provides teacher placement in district managed schools. The goal is to increase the teacher pipeline for aspiring educators to obtain full teacher licensure in the district's most critical areas of need (Elementary K-5, Secondary Math, Special Education ESL and EOCs).

Vendor: Memphis Teacher Residency Professional Services Agreement SY 24-25 through SY 26-27 ;2024-0664

Amount: \$1,860,000.00

Term: 06/30/2024– 06/30/2027

Department: Office of Academics

Contract Type: Affiliation Agreement

Senior Leader: Angela Whitelaw, Ph.D.

People Served: 15

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) 80% of candidates enrolled in the Memphis Teacher Residency will complete the program by end of the 2-year period.

The program is currently in progress and has not yet reached the two-year completion milestone. At this time, 10 of 15 candidates (67%) remain actively enrolled and are on track toward completion.

Mid-South Therapy OT PT ST Audiology and Interpreters for the Deaf Services 2025.26

On Track: 86.7%

This agreement represents the second year of a multi-year master contract to provide occupational therapy, physical therapy, speech-language therapy, audiological services, and/or American Sign Language (ASL) interpreting services to students with disabilities as mandated by their Individualized Education Programs (IEPs). Services may be delivered onsite or virtually to fulfill federally mandated IDEA obligations. The contract term is one year with the option for one additional one-year extension, ensuring continued access to specialized therapeutic services amid a nationwide shortage of qualified therapists.

Vendor: Mid-South Therapy

Amount: \$200,000.00

Term: 06/27/2025– 06/30/2026

Department: Office of Academics

Contract Type: Non-Professional Services

Senior Leader: Angela Whitelaw, Ph.D.

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	1	3	3	3

Outcome Metrics

1) MSCS DEE team met with vendors to review invoice submission required for payment and address any concerns shared by vendors.

Met with vendor representatives in December for midyear check in and in December for closeout.

2) Midyear meeting with Mid-South Therapy for fiscal closeout for 1st semester and address any concerns shared by vendor.

Mid year review of missing invoices and staff concerns. Reviewed staff expectations with vendors.

Report Notes:

Contract amendment was submitted to increase PO to close out vendor contracts for the remainder of the contract. Mid South Therapy 2025-2026 closeout- \$567,051.05

Orange Tree Staffing OT PT ST Audiology and Interpreters for the Deaf Services 2025.26

On Track: 93.3%

This agreement represents the second year of a multi-year master contract to provide occupational therapy, physical therapy, speech-language therapy, audiological services, and/or American Sign Language (ASL) interpreting services to students with disabilities as mandated by their Individualized Education Programs (IEPs). Services may be delivered onsite or virtually to fulfill federally mandated IDEA obligations. The contract term is one year with the option for one additional one-year extension, ensuring continued access to specialized therapeutic services amid a nationwide shortage of qualified therapists.

Vendor: Orange Tree Staffing

Amount: \$125,000.00

Term: 06/30/2025– 06/30/2026

Department: Office of Academics

Contract Type: Non-Professional Services

Senior Leader: Angela Whitelaw, Ph.D.

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	2	3	3	3

Outcome Metrics

1) MSCS DEE team met with vendors to review invoice submission required for payment and address any concerns shared by vendors.

Met with vendor representatives in December for midyear and in May for closeout.

2) Midyear meeting with Orange Tree for fiscal closeout for 1st semester and address any concerns shared by vendor.

Mid year review of missing invoices and staff concerns. Reviewed staff expectations with vendors.

Report Notes:

Contract amendment was submitted to increase PO to close out vendor contracts for the remainder of the contract. Orange Tree Staffing 2025-2026 closeout- \$157,781.25.

Panorama Education - Student Perception Survey FY25-26

On Track: 100%

The purpose of this contract is to provide the district with a research-based student perception survey platform that measures students' experiences in the classroom and complements the district's teacher observation and professional growth model. Student feedback will serve as an additional source of evidence to strengthen instructional practice, inform coaching conversations, and support continuous improvement.

Vendor: Panorama Education

Amount: \$197,400.00

Term: 07/01/2025– 06/30/2026

Department: Office of Academics

Contract Type: Non-Professional Services

Senior Leader: Angela Whitelaw, Ph.D.

People Served: 76,000

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) Successfully administer the Fall Student Perception Survey in 100% of eligible schools within the district-approved survey window with a survey completion rate of 85% or higher.

The Fall Student Perception Survey was successfully administered in 100% of eligible schools. A total of 121,351 of 134,326 surveys were completed, resulting in a 90.3% completion rate.

2) Successfully administer the Spring Student Perception Survey in 100% of eligible schools within the district-approved survey window with a survey completion rate of 85% or higher and provide educator reports according to established evaluation timelines.

The Spring Student Perception Survey was successfully administered in 100% of eligible schools. A total of 121,264 of 133,900 eligible surveys were completed, resulting in a 90.6% completion rate. Final Student Perception Survey (TEM) scores were populated into all eligible teachers' PLZ End-of-Year reports and uploaded to TN Compass for inclusion in SY 2025-26 Level of Overall Effectiveness (LOE) calculations.

Implementation Metrics

1) Successfully administer the Fall Student Perception Survey in 100% of eligible schools within the district-approved survey window.

The survey was successfully administered during the SY25-26 Fall semester in 100% of eligible schools.

2) Successfully administer the Spring Student Perception Survey in 100% of eligible schools within the district-approved survey window and provide educator reports according to established evaluation timelines.

The survey was successfully administered during the SY25-26 Spring semester in 100% of eligible schools, and educator reports were uploaded to PLZ (5/17/26) and TN Compass (6/1/26).

Pearson aimsweb Plus - Subscription and License Agreement FSY 2025-2026

On Track: 100%

Pearson aimswebPlus subscription and license purchase provides normed progress monitoring assessments for K-12 aligned with the Tennessee Department of Education Response to Instruction and Intervention Framework. Because TDOE provides for K-3 through the Tennessee Literacy Success Act, MSCS purchases for 4-12 for consistency across grades when it comes to early identification and prevention of student skill deficits to close the achievement gap.

Vendor: Pearson, Inc.

Term: 06/25/2025– 06/30/2026

Contract Type: Professional Services

People Served: 16,000

Amount: \$190,860.00

Department: Office of Academics

Senior Leader: Angela Whitelaw, Ph.D.

Audience: Students; Teachers/Staff; School Administration; Central Office

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) 80% of students with Tier 2 or 3 intervention plans will be administered progress monitoring measures in Pearson aimswebPlus according to the specific cadence for Tier and grade band at instructional level and also at enrolled grade level. (Tier 2 K-5, bi-weekly; Tier 3 K-5 weekly; Tier 2 and 3 grades 6-12 bi-weekly at instructional level and once monthly K-12 at enrolled grade level)

100% of students with Tier 2 or 3 intervention plans had been administered progress monitoring measures according to the specific cadence for instructional level and enrolled grade level.

Implementation Metrics

1) Pearson aimswebPlus will provide training at least one time per month for educators and staff administering progress monitoring probes, and/or benchmark assessments.

The Pearson implementation team provide at least one professional learning opportunity a month.

2) 80% of student intervention plans will be updated quarterly to reflect a change in skill domain, instructional level or tier based on data-based decision making from the school team after reviewing the progress monitoring data.

93% of student intervention plans were updated quarterly to reflect changes in skill domain, instructional level or tier.

Pediatric Development/Therapy Spot OT PT ST Audiology and Interpreters for the Deaf Services 2025.26

On Track: 86.7%

This agreement represents the second year of a multi-year master contract to provide occupational therapy, physical therapy, speech-language therapy, audiological services, and/or American Sign Language (ASL) interpreting services to students with disabilities as mandated by their Individualized Education Programs (IEPs). Services may be delivered onsite or virtually to fulfill federally mandated IDEA obligations. The contract term is one year with the option for one additional one-year extension, ensuring continued access to specialized therapeutic services amid a nationwide shortage of qualified therapists.

Vendor: Pediatric Developmental Services

Amount: \$400,000.00

Term: 06/27/2025– 06/30/2026

Department: Office of Academics

Contract Type: Non-Professional Services

Senior Leader: Angela Whitelaw, Ph.D.

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	1	3	3	3

Outcome Metrics

1) MSCS DEE team met with vendors to review invoice submission required for payment and address any concerns shared by vendors.

Met with vendor representatives in December for mid year and in May for closeout.

2) Midyear meeting with Pediatric Therapy for fiscal closeout for 1st semester and address any concerns shared by vendor.

Mid year review of missing invoices and staff concerns. Reviewed staff expectations with vendors.

Report Notes:

Contract amendment was submitted to increase PO to close out vendor contracts for the remainder of the contract. The Therapy Spot DBA Pediatric Development Services 2025-2026 closeout- \$585,272.80.

Power of Words OT PT ST Audiology and Interpreters for the Deaf Services 2025.26

On Track: 86.7%

This agreement represents the second year of a multi-year master contract to provide occupational therapy, physical therapy, speech-language therapy, audiological services, and/or American Sign Language (ASL) interpreting services to students with disabilities as mandated by their Individualized Education Programs (IEPs). Services may be delivered onsite or virtually to fulfill federally mandated IDEA obligations. The contract term is one year with the option for one additional one-year extension, ensuring continued access to specialized therapeutic services amid a nationwide shortage of qualified therapists.

Vendor: Power of Words Therapy Services, LLC

Amount: \$600,000.00

Term: 06/27/2025– 06/30/2026

Department: Office of Academics

Contract Type: Non-Professional Services

Senior Leader: Angela Whitelaw, Ph.D.

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	1	3	3	3

Outcome Metrics

1) MSCS DEE team met with vendors to review invoice submission required for payment and address any concerns shared by vendors.

Met with vendor representative in December for mid year and in May for closeout.

2) Midyear meeting with Power of Words for fiscal closeout for 1st semester and address any concerns shared by vendor.

Mid year review of missing invoices and staff concerns. Reviewed staff expectations with vendors.

Report Notes:

Contract amendment was submitted to increase PO to close out vendor contracts for the remainder of the contract. Power of Words Therapy Services 2025-2026 closeout- \$517,371.30.

Progressus Therapy OT PT ST Audiology and Interpreters for the Deaf Services 2025.26

On Track: 100%

This agreement represents the second year of a multi-year master contract to provide occupational therapy, physical therapy, speech-language therapy, audiological services, and/or American Sign Language (ASL) interpreting services to students with disabilities as mandated by their Individualized Education Programs (IEPs). Services may be delivered onsite or virtually to fulfill federally mandated IDEA obligations. The contract term is one year with the option for one additional one-year extension, ensuring continued access to specialized therapeutic services amid a nationwide shortage of qualified therapists.

Vendor: Progressus Therapy, LLC

Amount: \$300,000.00

Term: 06/27/2025– 06/30/2026

Department: Office of Academics

Contract Type: Professional Services

Senior Leader: Angela Whitelaw, Ph.D.

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) MSCS DEE team met with vendors to review invoice submission required for payment and address any concerns shared by vendors.

Met with vendor representative in December for mid year and in May for closeout.

2) Midyear meeting with Progressus Therapy for fiscal closeout for 1st semester and address any concerns shared by vendor.

Mid year review of missing invoices and staff concerns. Reviewed staff expectations with vendors.

Report Notes:

Contract amendment was submitted to increase PO to close out vendor contracts for the remainder of the contract. Progressus Therapy 2025-2026 closeout- \$149,353.75.

Proximity Learning Inc for SY25-26- 1st Year Renewal Option

On Track: 100%

The purpose of this contract is to provide online teachers in Middle & High schools to fill critical vacancies in ELA, Science, Social Studies, Math and Foreign Language Classes.

Vendor: Proximity Learning Inc

Term: 08/04/2025– 05/31/2026

Contract Type: Professional Services

Amount: \$4,691,700.00

Department: Office of Academics

Senior Leader: Angela Whitelaw, Ph.D.

Audience: All middle schools (district-managed);
All high schools (district-managed)

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) Ensure that certified teachers provide live virtual instruction in hard-to-fill subject areas for middle and high schools where vacancies continue to persist.

Metric met. Over the course of the 2025-26 SY, Proximity provided a total of 96 teachers and filled a total of 646 class sections to provide live virtual instruction in hard-to-fill subject areas for middle and high schools where vacancies continue to persist.

Implementation Metrics

1) Vendor will provide consultation to link certified virtual teacher with needed location.

Metric met. Vendor held weekly meetings with Central Office support team to provide updates and consultation on classes. Additionally, vendors held initial one-on-one meetings with school Principals and Champions to link certified teachers with needed location. Then were available as needed for continued support to assist with implementation of Proximity classes.

2) A District liason will ensure all logistics are executed to deliver the solution seamlessly.

Metric met. Two district liaisons were assigned from the Virtual Schools and Online Learning to ensure all logistics are executed to deliver the solution seamlessly. These liaisons provided on-site support in Proximity schools and classrooms, as well as facilitate calls and virtual meetings with Principals and Champions as needed.

Public Consulting Group, Inc. - IEP Reimbursements - SY24-25

On Track: 93.3%

Medicaid billing for IEPs (Individualized Education Programs) provides reimbursement from Medicaid for providing certain health-related services to students with disabilities, as outlined in their IEPs.

Vendor: Public Consulting Group, Inc.

Term: Ends 10/01/2026

Contract Type: Consulting

Amount: \$315,000.00

Department: Office of Academics

Senior Leader: Angela Whitelaw, Ph.D.

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	2	3	3	3

Outcome Metrics

1) The Medicaid Advisor will meet monthly with PCG Account

Monthly PCG meetings for updates and assisted with requested files for the 2025-2026 school year.

Report Notes:

PCG contract was amended to increase Medicaid reimbursement funds by \$\$99,912.00 to close out for the remainder of the contract.

Public Consulting Group, LLC - Second Renewal of EDPlan Service RT12 Explorer for Academics (License and Services Agreement) 2025-2026

On Track: 100%

Public Consulting Group, EdPlan, provides MSCS with a digital MTSS platform that sits within the TNPulse platform which houses IEPs, ILPs, 504 plans, and ILP-Ds allowing end users with appropriate levels of access to see all of this information in one place for students. Specifically, the MTSS platform allows us to develop and monitor student intervention plans digitally for Reading, Math, and Written Expression as well as Academic Support Plans for students in K-2 who do not have an intervention plan but need remediation. The data syncs with Pearson aimswebPlus for progress monitoring and our MSCS RTI Dashboard in PowerBi.

Vendor: Public Consulting Group, Inc.

Amount: \$430,830.82

Term: 06/27/2025– 06/30/2026

Department: Office of Academics

Contract Type: Professional Services

Senior Leader: Angela Whitelaw, Ph.D.

People Served: 16,000

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) 100% of intervention plans are documented in TNPulse MTSS for students receiving Tier 2 or Tier 3 academic intervention. Student intervention placement is determined by the school-based data team.

100% of plans have been implemented.

2) Program Director will meet monthly with the PCG Team to ensure accurate reporting of information.

The Program Director continues to meet monthly with the PCG implementation team regarding contract execution as it relates to the platform and professional learning.

3) PCG will provide response to 95% of ZenDesk tickets within 48 hours.

This goal was met through PCG systems improvements. PCG improved their response rate in ZenDesk, making acknowledgement response within ZenDesk and also by providing a weekly status update during the school year and also took initiative to manage ZenDesk tickets when information was reported directly to the vendor by MSCS educators.

Implementation Metrics

1) Public Consulting Group professional development team will provide training at least one time per month for interventionists, MTSS Leads, teachers, and/or school administrators based on trends from tickets, RTI Helpdesk, or monthly meetings.

PCG provided at least one offering per month for interventionists, MTSS Leads, teachers, and/or school administrators.

2) 100% of intervention plans will be updated quarterly by school MTSS Leads and Principals to document data based instructional decisions for the student with Tier 2 or 3 intervention plans as determined during school data team meetings.

At the end of the 2025-2026 school year, 93% of intervention plans had been updated quarterly.

RCM Therapy OT PT ST Audiology and Interpreters for the Deaf Services 2025.26

On Track: 100%

This agreement represents the second year of a multi-year master contract to provide occupational therapy, physical therapy, speech-language therapy, audiological services, and/or American Sign Language (ASL) interpreting services to students with disabilities as mandated by their Individualized Education Programs (IEPs). Services may be delivered onsite or virtually to fulfill federally mandated IDEA obligations. The contract term is one year with the option for one additional one-year extension, ensuring continued access to specialized therapeutic services amid a nationwide shortage of qualified therapists.

Vendor: RCM Health Care Services

Amount: \$100,000.00

Term: 06/27/2025– 06/30/2026

Department: Office of Academics

Contract Type: Professional Services

Senior Leader: Angela Whitelaw, Ph.D.

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) MSCS DEE team met with vendors to review invoice submission required for payment and address any concerns shared by vendors.

Met with vendor representatives in December for mid year and May for closeout.

2) Midyear meeting with RCM Therapy for fiscal closeout for 1st semester and address any concerns shared by vendor.

Mid year review of missing invoices and staff concerns. Reviewed staff expectations with vendors.

Report Notes:

Contract amendment was submitted to increase PO to close out vendor contracts for the remainder of the contract. RCM Therapy 2025-2026 closeout- \$98,963.00.

Reading Horizons - Dyslexia Specific Intervention Curriculum SY 25-26

On Track: 100%

Reading Horizons serves as the dyslexia specific intervention for students identified as displaying characteristics of dyslexia and is expected to occur through direct, explicit instruction that is multi-sensory, systematic, and cumulative by a knowledgeable educator. The curriculum must address reading, writing, spelling, aligned with the following critical concepts: phonological awareness, sound symbol association, syllable structure, morphology, syntax, and semantics. The curriculum must provide formative assessments to track student progress and support instructional planning.

Vendor: Reading Horizons

Amount: \$539,895.00

Term: Starts 08/27/2025

Department: Office of Academics

Contract Type: Software

Senior Leader: Angela Whitelaw, Ph.D.

People Served: 5,275

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) 100% of K-3 students with ILP-D plans will receive instruction and intervention from an educator using Reading Horizons Discovery.

100% of K-3 students with ILP-D plans are engaging in the Reading Horizons Discovery lessons. See counts below for students enrolled by grade level and the average number of Discovery lessons completed by these students.

KK n=141 (11)

1st n=318 (6)

2nd n=533 (6)

3rd n=537 (3)

2) 100% of 4-12 students with ILP-D plans will receive instruction and intervention from an educator using Reading Horizons Elevate.

Over the course of the 2025-2026 school year, 788 (100%) students engaged with Reading Horizons Elevate.

See below for the Reading Horizons Elevate average diagnostic point gain from fall to spring by grade level:

4th (7)

5th (7)

6th (14)

7th (5)

8th (6)

9th (0)

10th (0)

11th (0)

12th (0)

Implementation Metrics

1) 100% of district managed schools will participate in the required six hours of training for Reading Horizons Discovery and/or Reading Horizons Elevate.

There were 157 participants that engaged in Reading Horizons professional learning over the course of the 2025-2026 school year.

84% of schools requested school-level support from the embedded Reading Horizons Consultant.

100% of schools used the Discovery Realtime Coaching and/or Lesson Preview Features within the platform.

2) On a scale of 0-5, professional learning and coaching feedback will indicate at least a 3.5.

See below for the percent of participants providing feedback and the average feedback score on a scale of 1 to 5 with 5 reflecting the highest score:

95.24% for Discovery K-3 average of 4.57

83.05% for Elevate 4-12 average of 4.35

SchoolLinks Digital Platform

On Track: 100%

SchoolLinks will provide students in Grades 7-12 universal access to an online College and Career Readiness program which includes academic and career resources and tools to support their post-secondary exploration, aspirations, and plans. The SchoolLinks tools include a variety of Career Assessments, Career/College Exploration, Course Planning, and College Application and Transcript Management.

Vendor: SchoolLinks

Term: 10/15/2024– 09/30/2026

Contract Type: Software

People Served: 38,217

Amount: \$433,685.00

Department: Office of Academics

Senior Leader: Angela Whitelaw, Ph.D.

Audience: All middle and high schools (district-managed)

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) SMART Metric: 98% of 8th graders will complete a High School and Beyond Plan, 80% of 9th-11th graders High School and Beyond Plans will be reviewed and updated.

99% of 8th graders completed a High School and Beyond Plan

80% of 9th -11th graders completed a High School and Beyond Plan

2) 98% of 7th and 80% of 9th graders will complete a Career Assessment.

98% of 7th graders completed a Career Assessment

83% of 9th graders completed a Career Assessment

Implementation Metrics

1) At least 80% of students in grades 7–12 will complete one or more SchoolLinks activities during each semester.

80% or more of students in grades 7-12 completed one or more SchoolLinks tasks each semester.

Speaking Life Therapy OT PT ST Audiology and Interpreters for the Deaf Services 2025.26

On Track: 86.7%

This agreement represents the second year of a multi-year master contract to provide occupational therapy, physical therapy, speech-language therapy, audiological services, and/or American Sign Language (ASL) interpreting services to students with disabilities as mandated by their Individualized Education Programs (IEPs). Services may be delivered onsite or virtually to fulfill federally mandated IDEA obligations. The contract term is one year with the option for one additional one-year extension, ensuring continued access to specialized therapeutic services amid a nationwide shortage of qualified therapists.

Vendor: Speaking Life Incorporated dba Speaking Life Healthcare

Amount: \$300,000.00

Term: 06/30/2025– 06/30/2026

Department: Office of Academics

Contract Type: Professional Services

Senior Leader: Angela Whitelaw, Ph.D.

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	1	3	3	3

Outcome Metrics

1) MSCS DEE team met with vendors to review invoice submission required for payment and address any concerns shared by vendors.

Met with vendor representatives in December for mid year and May for closeout.

2) Midyear meeting with Speaking Life Therapy for fiscal closeout for 1st semester and address any concerns shared by vendor.

Mid year review of missing invoices and staff concerns. Reviewed staff expectations with vendors.

Report Notes:

Contract amendment was submitted to increase PO to close out vendor contracts for the remainder of the contract. Speaking Life 2025-2026 closeout- \$493,062.50.

Stellar Therapy OT PT ST Audiology and Interpreters for the Deaf Services 2025.26

On Track: 86.7%

This agreement represents the second year of a multi-year master contract to provide occupational therapy, physical therapy, speech-language therapy, audiological services, and/or American Sign Language (ASL) interpreting services to students with disabilities as mandated by their Individualized Education Programs (IEPs). Services may be delivered onsite or virtually to fulfill federally mandated IDEA obligations. The contract term is one year with the option for one additional one-year extension, ensuring continued access to specialized therapeutic services amid a nationwide shortage of qualified therapists.

Vendor: Stellar Therapy Services

Amount: \$100,000.00

Term: 06/27/2025– 06/30/2026

Department: Office of Academics

Contract Type: Non-Professional Services

Senior Leader: Angela Whitelaw, Ph.D.

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	1	3	3	3

Outcome Metrics

1) MSCS DEE team met with vendors to review invoice submission required for payment and address any concerns shared by vendors.

Met with vendor representative in December for mid year and May for end of year.

2) Midyear meeting with Stellar Therapy for fiscal closeout for 1st semester and address any concerns shared by vendor.

Mid year review of missing invoices and staff concerns. Reviewed staff expectations with vendors.

Report Notes:

Contract amendment was submitted to increase PO to close out vendor contracts for the remainder of the contract. Stellar Therapy 2025-2026 closeout- \$198,120.00.

Stepping Stones OT PT ST Audiology and Interpreters for the Deaf Services 2025.26

On Track: 86.7%

This agreement represents the second year of a multi-year master contract to provide occupational therapy, physical therapy, speech-language therapy, audiological services, and/or American Sign Language (ASL) interpreting services to students with disabilities as mandated by their Individualized Education Programs (IEPs). Services may be delivered onsite or virtually to fulfill federally mandated IDEA obligations. The contract term is one year with the option for one additional one-year extension, ensuring continued access to specialized therapeutic services amid a nationwide shortage of qualified therapists.

Vendor: Stepping Stones, Inc.

Amount: \$2,220,000.00

Term: 06/27/2025– 06/30/2026

Department: Office of Academics

Contract Type: Professional Services

Senior Leader: Angela Whitelaw, Ph.D.

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	1	3	3	3

Outcome Metrics

1) MSCS DEE team met with vendors to review invoice submission required for payment and address any concerns shared by vendors.

Met with vendor representatives in December for mid year and in May for closeout.

2) Midyear meeting with Stepping Stones for fiscal closeout for 1st semester and address any concerns shared by vendor.

Mid year review of missing invoices and staff concerns. Reviewed staff expectations with vendors.

Report Notes:

Contract amendment was submitted to increase PO to close out vendor contracts for the remainder of the contract. Stepping Stones 2025-2026 closeout- \$3,478,604.38.

Study.com Praxis Support

On Track: 100%

An agreement is needed to support the increased number of teachers on permits & waivers, particularly through a platform like Study.com to help them pass their Praxis exams and become fully licensed.

Vendor: Study.com, LLC

Term: 02/03/2025– 02/03/2026

Contract Type: Software

Amount: \$138,187.50

Department: Office of Academics

Senior Leader: Angela Whitelaw, Ph.D.

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) 80% of candidates enrolled in Study.com will complete study sessions by the end of each semester.

58.3% of candidates completed the study sessions by the end of each semester.

2) 80% of the teachers enrolled in Study.com will pass their praxis exam or have an increase in score by 2%

This data is incomplete pending teachers taking the praxis exams.

Implementation Metrics

1) Ensure teachers in need of passing their praxis exam receive online support from study sessions

All teachers identified as needing Praxis support were assigned Study.com licenses to provide access to self-paced online preparation resources. This ensured that every eligible teacher had access to targeted study materials and practice opportunities to support successful Praxis exam completion.

Synapse Therapy OT PT ST Audiology and Interpreters for the Deaf Services 2025.26

On Track: 93.3%

This agreement represents the second year of a multi-year master contract to provide occupational therapy, physical therapy, speech-language therapy, audiological services, and/or American Sign Language (ASL) interpreting services to students with disabilities as mandated by their Individualized Education Programs (IEPs). Services may be delivered onsite or virtually to fulfill federally mandated IDEA obligations. The contract term is one year with the option for one additional one-year extension, ensuring continued access to specialized therapeutic services amid a nationwide shortage of qualified therapists.

Vendor: Synapse Speech Language Pathology Group

Amount: \$770,000.00

Term: 06/27/2025– 06/30/2026

Department: Office of Academics

Contract Type: Professional Services

Senior Leader: Angela Whitelaw, Ph.D.

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	2	3	3	3

Outcome Metrics

1) MSCS DEE team met with vendors to review invoice submission required for payment and address any concerns shared by vendors.

Met with vendor representatives in December for mid year and in May for end of year closeout.

2) Midyear meeting with Synapse Therapy for fiscal closeout for 1st semester and address any concerns shared by vendor.

Mid year review of missing invoices and staff concerns. Reviewed staff expectations with vendors.

Report Notes:

Contract amendment was submitted to increase PO to close out vendor contracts for the remainder of the contract. Synapse 2025-2026 closeout- \$557,312.50.

Teach For America Professional Services Agreement for SY24-25-SY25-26

On Track: 100%

This contract provides teacher placement in district managed schools. The goal is to increase the teacher pipeline for aspiring educators to obtain full teacher licensure in the district's most critical areas of need (Elem K-5, Secondary Math, SPED ESL and EOC).

Vendor: Teach For America Professional Services
Agreement for SY24-25-SY25-26 ;2024-0657

Amount: \$325,000.00

Term: 07/31/2024– 07/31/2026

Department: Office of Academics

Contract Type: Professional Services

Senior Leader: Angela Whitelaw, Ph.D.

People Served: 20

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) 80% of candidates enrolled in Teach for America will complete the program by end of the 2-Year period.

Eight candidates enrolled in the Teach For America program. All eight candidates remain on track to complete the program by July 31, 2026, which would result in a 100% completion rate

Teach for America Agreement (Next 3 Years SY25-26, SY26-27, SY27-28)

On Track: 100%

This contract provides teacher placement in district managed schools. The goal is to increase the teacher pipeline for aspiring educators to obtain full teacher licensure in the district's most critical areas of need (Elem K-5, Secondary Math, SPED ESL and EOC).

Vendor: Teach For America, Inc.

Amount: \$780,000.00

Term: 06/23/2025– 07/28/2028

Department: Office of Academics

Contract Type: Professional Services

Senior Leader: Angela Whitelaw, Ph.D.

People Served: 60

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) 80% of candidates enrolled in Teach for America will complete the program by end of the 2-Year period.

Because the two-year program cycle has not yet concluded, final completion data is not available. Currently, there 13 candidates enrolled.

Tennessee Book Company ClassGather/Thrivist - Service - 2025-2026

On Track: 100%

Virtual textbook access

Vendor: TN Book Company

Amount: \$230,000.00

Term: 07/01/2025– 06/30/2026

Department: Office of Academics

Contract Type: Software

Senior Leader: Angela Whitelaw, Ph.D.

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) At least 70% of schools will have utilized the ClassGather platform each semester, as evident from teacher and student login data.

By the end of the 2025–2026 school year, 72% of schools utilized the ClassGather platform, exceeding the goal of 70%. Teacher and student login activity demonstrated continued use of the platform and reflected increased access to district-adopted instructional materials across participating schools.

Implementation Metrics

1) By the end of the 2025–2026 school year, we aim to increase school-level engagement with district-adopted instructional materials by improving ClassGather Thrivist login activity across all schools.

Throughout the 2025–2026 school year, ClassGather continued to support school-level access to district-adopted instructional materials. Teacher and student login activity showed continued engagement with the platform, contributing to increased utilization across the district and supporting the successful implementation of digital instructional resources.

Therapeutic Focus OT PT ST Audiology and Interpreters for the Deaf Services 2025.26

On Track: 93.3%

This agreement represents the second year of a multi-year master contract to provide occupational therapy, physical therapy, speech-language therapy, audiological services, and/or American Sign Language (ASL) interpreting services to students with disabilities as mandated by their Individualized Education Programs (IEPs). Services may be delivered onsite or virtually to fulfill federally mandated IDEA obligations. The contract term is one year with the option for one additional one-year extension, ensuring continued access to specialized therapeutic services amid a nationwide shortage of qualified therapists.

Vendor: Therapeutic Focus, LLC

Amount: \$200,000.00

Term: 06/30/2025– 06/30/2026

Department: Office of Academics

Contract Type: Professional Services

Senior Leader: Angela Whitelaw, Ph.D.

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	2	3	3	3

Outcome Metrics

1) MSCS DEE team met with vendors to review invoice submission required for payment and address any concerns shared by vendors.

Met with vendor representatives in December for mid year and in May for end of year closeout.

2) Midyear meeting with Therapeutic Focus for fiscal closeout for 1st semester and address any concerns shared by vendor.

Mid year review of missing invoices and staff concerns. Reviewed staff expectations with vendors.

Report Notes:

Contract amendment was submitted to increase PO to close out vendor contracts for the remainder of the contract. Therapeutic Focus 2025-2026 closeout- \$104,000.00.

TouchMath - ESY Instructional Materials Exceptional Education

On Track: 100%

TouchMath is an evidence-based Math curriculum that will provide support to select students with exceptionalities served in Functional Skills classrooms. It offers strategies that make abstract concepts more concrete, improving engagement and achievement. This resource supports the district's commitment to ensuring 51% of students in grades 3-12 will score proficient on the ELA TCAP by 2030.

Vendor: TouchMath

Term: Ends 05/30/2026

Contract Type: Non-Professional Services

People Served: 615

Amount: \$86,796.00

Department: Office of Academics

Senior Leader: Angela Whitelaw, Ph.D.

Audience: Other

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) The percentage of students with disabilities meeting or exceeding expectations on the Math TCAP Alt. Assessment will increase by 5%.

Teachers need for more picture-supported and student-friendly activities to better meet the needs of learners with significant cognitive disabilities. Participation goal is to decrease those participating in alternate assessment.

Report Notes:

Forty pilot Functional Skills classrooms across all grade bands implemented TouchMath. Teachers reported that students demonstrated academic growth in number recognition and basic operations, noting that the program was accessible to a wide range of learners and provided appropriately leveled instruction. However, implementation challenges were identified, including access and login issues, potentially related to inactive Clever integrations as well as difficulties locating and utilizing instructional materials. Teachers also expressed concerns regarding program structure, pacing, and implementation requirements. Additionally, feedback indicated a need for more picture-supported and student-friendly activities to better meet the needs of learners with significant cognitive disabilities.

University of Tennessee-Knoxville Graduate Certificate Program for DECHS 2023 - 2026

On Track: 100%

The expected outcome for The University of TN - Knoxville Graduate Certificate Program in Special Education is to increase the number of certificated special education teachers who are qualified to teach students with Extensive Support Needs (ESN) and Low Incidence Disabilities. The Department of Exceptional Education (DEE) will collaborate with Human Resources to ensure candidates who successfully complete the program are retained by MSCS DEE.

Vendor: University of TN- Knoxville Graduate
Certificate Program for EDD 2023 - 2026; 2024 -
0277

Amount: \$136,602.00

Term: 10/01/2023– 12/31/2026

Department: Office of Academics

Contract Type: Professional Services

Senior Leader: Angela Whitelaw, Ph.D.

People Served: 30

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) MSCS will employ 80% of the teachers enrolled in the University of TN - Knoxville Graduate Certificate Program in special education teaching positions after completing the program.

Meet with candidates and have semester check ins.

University of Virginia (Darden School Foundation) - Professional Services Agreement (PD and Strategic Leadership to iZone Schools)

On Track: 100%

UVA-PLE's leadership development increases the capacity of district and school teams to create the conditions for change, redesign systems to better serve historically marginalized students, and generate their ability to advance lasting transformation. The cohort partnership will guide principals focus on further leveraging strengths to build on success, addressing gaps in implementation, innovating to promote change, strengthening action and learning plans. UVA-PLE is designed to build leadership and organizational capacity in turnaround leadership competencies in CSI leadership from the world-renowned Executive Education program.

Vendor: The Darden School Foundation

Term: 10/01/2025– 03/31/2026

Contract Type: Professional Services

Amount: \$74,500.00

Department: Office of Academics

Senior Leader: Angela Whitelaw, Ph.D.

Audience: CSI School leaders

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) Increase and/or maintain an overall Insight Survey Index of 8.0 for school leaders

89.4% of the school leaders received at least an overall Insight Survey of 8.0

Vantage Learning, L.L.C. - First Amendment (My Access Writing Software FSY 2025-2026)

On Track: 100%

Vantage Learning, L.L.C., will provide My Access student licenses for 6th through 10th-grade students in 21 SUPE Schools. The online platform allows for real-time scoring and precise feedback that empowers students to immediately learn from errors and refine their writing. This online writing platform will also directly inform teachers' personalized instruction and targeted interventions to improve writing outcomes. The 21 SUPE Schools that will receive the services are: American Way, B.T. Washington, Caldwell-Guthrie, Chickasaw, Douglass K-8, Fairley High, Geeter K-8, Hamilton High, Hamilton K-8, Kingsbury High, Kingsbury Middle, Manassas High, Melrose High, Mitchell High, Oakhaven Middle, Raleigh Egypt Middle, Riverview K-8, Sheffield High, Sherwood Middle, Treadwell Middle, and Wooddale High.

Vendor: Vantage Learning, L.L.C.

Term: 07/31/2025– 03/30/2026

Contract Type: Software

Amount: \$328,000.00

Department: Office of Academics

Senior Leader: Angela Whitelaw, Ph.D.

Audience: All middle and high schools (district-managed)

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) To increase the overall TCAP writing scores for each school

Student Writing Proficiency

The MY Access! platform was implemented successfully across participating schools. Final TCAP/EOC data are pending and will be used to evaluate the impact on student writing proficiency.

2) To maintain uninterrupted access to MY Access to increase practice time.

Student Access to Writing Platform

Students maintained uninterrupted access to MY Access! throughout the contract period, providing opportunities for ongoing writing practice, immediate feedback, and revision.

3) To increase teachers' utilization of My Access data and instructional resources to support writing instruction and to improve writing scores.

Teacher Use of Instructional Data

Teachers utilized MY Access! data and instructional resources to support writing instruction and monitor student progress throughout implementation. Final effectiveness measures will be evaluated upon receipt of state assessment results.

Implementation Metrics

1) To implement MY Access Writing software with fidelity.

Software Implementation

Implementation was completed successfully, and all contracted software, integrations, and support services were delivered without issue.

2) To provide ongoing vendor-led professional development support as outlined in the contract

Professional Learning and Vendor Support

Professional learning, implementation services, and ongoing vendor support were provided as outlined in the contract, with no significant implementation concerns identified.

Report Notes:

Implementation of the contract was completed successfully, and all contractual deliverables were provided as expected. The district is awaiting the release of TCAP/EOC results to evaluate the impact on student achievement and writing proficiency.

Vantage Learning, L.L.C.- Subscription, CiteSmart Plagiarism Detection, WriteVue Data Analytic, PLC 360

On Track: 100%

This contract renews the district's subscription with Vantage Learning, LLC for the MY Access! online writing platform, including CiteSmart Plagiarism Detection, WriteVue Data Analytics, and PLC 360. The software provides students with immediate, adaptive feedback to improve writing proficiency while equipping educators with data and instructional resources to monitor progress, inform instruction, and support intervention. The contract also includes professional learning, implementation services, and technical support to ensure effective districtwide use of the platform in support of academic achievement and literacy goals.

Vendor: Vantage Learning, L.L.C.

Term: 08/04/2025– 03/30/2026

Contract Type: Software

People Served: 20,400

Amount: \$138,695.00

Department: Office of Academics

Senior Leader: Angela Whitelaw, Ph.D.

Audience: Students; Teachers/Staff; School Administration; Central Office

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) Increase the percentage of students demonstrating proficiency on district writing assessments through the use of the MY Access! writing platform.

Student writing proficiency increased during implementation of the MY Access! platform. The percentage of students scoring at the Proficient level (scores 4–6) increased from 21% on Benchmark 1 to 34% on Benchmark 5, demonstrating measurable improvement in district writing performance.

2) Increase student writing performance as measured by growth across benchmark writing assessments administered through the MY Access! platform.

Students demonstrated measurable growth across benchmark writing assessments administered through the MY Access! platform. A total of 27,833 students participated, with an overall 15% growth from Benchmark 1 to Benchmark 5, including growth across all four regions of the district

3) Improve student performance across the writing domains of Focus, Content Development, Organization, Language Usage, and Grammar.

Students demonstrated overall improvement in writing performance through continued use of the MY Access! platform. Growth was reflected across benchmark assessments and supports the platform's

effectiveness in strengthening writing skills across the targeted writing domains of Focus, Content Development, Organization, Language Usage, and Grammar

Implementation Metrics

1) Provide and maintain uninterrupted access to MY Access!, CiteSmart, WriteVue Data Analytics, and PLC 360 for all licensed users throughout the contract period.

Licensed users maintained access to MY Access!, CiteSmart Plagiarism Detection, WriteVue Data Analytics, and related platform resources throughout the implementation period, supporting benchmark assessments, instructional planning, and ongoing writing instruction

2) Deliver professional learning, implementation support, and technical assistance according to the implementation plan and contract timeline.

Professional learning, implementation support, and technical assistance were provided as outlined in the implementation plan, enabling successful districtwide implementation and continued use of the platform to support writing instruction and data-informed decision making.

Report Notes:

During the contract period, 27,833 students participated in benchmark writing assessments through the MY Access! platform. Students demonstrated 15% overall growth, and the percentage of students performing at the Proficient level increased from 21% to 34%. These results demonstrate meaningful progress in student writing achievement and support continued implementation of the platform.



OFFICE OF BUSINESS OPERATIONS

806 Technologies, Inc-Title1 Crate SY2025-26

On Track: 100%

806 Technologies, Inc. offers a digitized platform that is user friendly and enables district and other users for Charter and Non-Public/Private schools and Neglected & Delinquent facilities to upload, access, and maintain required ESSA documentation to ensure evidence is accessible for district, state, and/or federal Monitoring.

Vendor: 806 Technologies, Inc

Term: 07/31/2025– 08/31/2026

Contract Type: Software

People Served: 560

Amount: \$125,000.00

Department: Office of Business Operations

Senior Leader: Tito Langston

Audience: All MSCS schools (charter and non-charter)

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) By June 2026, at least 95% of district and non-district users will upload compliance documents to Title1Crate.

At least 95% of district and non-district user locations have uploaded compliance documents. In addition, CRATE system capabilities are being used to their full potential and are very well organized as outlined in the final audit report.

AT&T Enterprises, LLC F/K/A "AT&T Corporation_ Telecommunication Services_Piggyback State of Tennessee Contract_ RFP31701-03391

On Track: 100%

This contract is for POTS lines. These are for elevators, fire panels, and alarm panels.

Vendor: AT&T Enterprises, LLC F/K/A "AT&T Corporation"

Amount: \$624,664.80

Term: 07/01/2026– 01/28/2026

Department: Office of Business Operations

Contract Type: Non-Professional Services

Senior Leader: Tito Langston

People Served: 130,000

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) AT&T continued to provide and support telecommunications services for district elevator lines, fire alarm panels, and security/alarm systems throughout the reporting period. No district-wide service interruptions impacting life safety systems were reported. Service requests were addressed in accordance with contract requirements, helping ensure critical communication circuits remained operational across district facilities.

AT&T continued to provide and support telecommunications services for district elevator lines, fire alarm panels, and security/alarm systems throughout the reporting period. No district-wide service interruptions impacting life safety systems were reported. Service requests were addressed in accordance with contract requirements, helping ensure critical communication circuits remained operational across district facilities.

BRINK'S, INC. - Armored Car Pick Up Services (Services Agreement)

On Track: 100%

Brinks, Inc. will provide armor pickup services district-wide for the safe transport of money collected by each school daily. The State of Tennessee requires that money collected must be deposited within three days. This service will allow the District to comply with state law and reduce the risk of exposure by providing a safe and secure process for transporting cash with a secure transportation service.

Vendor: Brinks, Inc.

Term: 07/01/2025– 06/30/2026

Contract Type: Professional Services

People Served: 113,000

Amount: \$753,268.34

Department: Office of Business Operations

Senior Leader: Tito Langston

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) By June 30, 2026, all schools will have a safe and secure method for transporting cash from the school location to the bank for deposit within three business days as required by Tennessee School Accounting Manual.

100% of schools have a safe and secure method for transporting cash from the school location to the bank for deposit within three business days as required by Tennessee School Accounting Manual.

Implementation Metrics

1) The Office of School Compliance track and monitor daily activities through the Brinks 24/SEVEN case management data dashboard to ensure vendor accuracy. Missed service and/or discrepancies are logged and submitted through the Brinks 24/SEVEN portal for resolve throughout the school year.

Missed service and/or discrepancies were logged and submitted through the Brinks 24/SEVEN portal for resolve throughout the school year.

Biometric Automated Time and Attendance

On Track: 100%

Biometric time clock system for employees.

Vendor: Andrews Technology HMS, Inc.

Term: 06/02/2025– 06/30/2028

Contract Type: Non-Professional Services

People Served: 1,700

Amount: \$1,159,400.00

Department: Office of Business Operations

Senior Leader: Tito Langston

Audience: All MSCS schools (charter and non-charter)

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) Provide a biometric timekeeping system to track employees time and leave in order to process payroll accurately

100% of designated employees are currently using this time and leave system.

Implementation Metrics

1) Meeting with vendor to implement time keeping system for the District along with District and Nutrition Service IT department

System is 100% operational as of May 2026.

City of Memphis (Release and Settlement Agreement)

On Track: 100%

This Agreement of Settlement and Compromise is intended to resolve all claims and contentions between the Parties concerning the creation of a municipal school district in the City which are or could be alleged in the Pending Litigation. The Municipal School District Board of Education agrees to pay the Shelby County Board of Education per calendar year for twelve {12} years with the first payment paid by November 1, 2014 and the remaining payments by November 1 of each year following. The parties agree that if any of the twelve (12) payments are not received by the Shelby County Board of Education by November 1 of each year commencing on November 1, 2014, the buildings and property described in numbered Paragraph 5 of the Agreement shall revert to the Shelby County Board of Education in accordance with the provisions set forth in the Deed.

Vendor: City of Memphis

Term: 01/30/2015– 02/15/2030

Contract Type: Unknown Contract Type

People Served: 40,185

Amount: \$33,800,000.00

Department: Office of Business Operations

Senior Leader: Tito Langston

Audience: Students; Teachers/Staff; School Administration

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) Municipal school districts will be allowed to educate students within their boundaries.

No funds were received in Q4

Clarke Power Services, Inc. - CNC Truck Engines Replacement

On Track: 100%

The purpose of this contract was to fix four trucks to ensure grocery delivery were made in a timely fashion.

Vendor: Clarke Power Services, Inc.

Amount: \$168,798.30

Term: 11/17/2025– 11/03/2026

Department: Office of Business Operations

Contract Type: Non-Professional Services

Senior Leader: Tito Langston

People Served: 110,000

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) The metric will assess engine performance following replacement, measure reductions in vehicle downtime, evaluate the quality and durability of repairs, and analyze overall operational impact. This approach ensures consistent, high-quality maintenance outcomes while supporting reliability, efficiency, and cost-effective fleet operations.

All four trucks have been serviced and are complete.

Implementation Metrics

1) The implementation metric will track adherence to the engine replacement process, completion timelines, labor efficiency, parts availability, and compliance with safety and quality standards to ensure CNC truck engine replacements are executed consistently, efficiently, and according to established maintenance procedures.

All four trucks have been serviced and are complete.

Clarke Power Services, Inc. 2nd Renewal - Preventative Maintenance and Repair for Units 2026=2027SY

On Track: 100%

The Preventive Maintenance and Repair of Refrigeration Units contract provides scheduled maintenance, inspections, diagnostics, and repair services for refrigeration units installed on Nutrition Services refrigerated delivery trucks. The purpose of the contract is to ensure refrigeration equipment operates reliably and maintains required temperatures for the safe transportation of perishable food products. Services include preventive maintenance performed according to the manufacturer's recommended service intervals, emergency and corrective repairs, refrigerant system inspections, replacement of worn or defective components, performance testing, and verification that units maintain proper operating temperatures before vehicles are placed into service. The contractor is responsible for documenting all maintenance and repair activities, identifying potential equipment issues before failures occur, and minimizing vehicle downtime. The objective of this contract is to maximize refrigeration unit reliability, protect food safety and USDA compliance, reduce emergency breakdowns, extend equipment life, and ensure refrigerated trucks remain available to support the timely delivery of meals and food products to schools throughout the district.

Vendor: Clarke Power Services, Inc.

Amount: \$72,589.93

Term: 06/01/2026– 05/01/2027

Department: Office of Business Operations

Contract Type: Non-Professional Services

Senior Leader: Tito Langston

People Served: 110,000

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) Performance Goal: Maintain 98% or greater operational availability for all critical warehouse and fleet equipment through preventive maintenance and timely repairs. Measurement Frequency: Monthly Success Indicator: At least 98% equipment uptime, with no more than 2% unplanned downtime due to maintenance-related failures. Expected Outcome: Increased equipment reliability, reduced operational disruptions, improved productivity, and uninterrupted support for school meal distribution.

contract is going well no issues

Implementation Metrics

1) Metric: Percentage of scheduled preventive maintenance activities completed on time. Performance Goal: Complete 95% or greater of all scheduled preventive maintenance inspections and services within the required timeframe. Measurement Frequency: Monthly Success Indicator: Maintenance schedules are consistently followed, equipment issues are identified early, and corrective repairs are reduced. Expected Outcome: Improved equipment reliability, reduced emergency repairs, increased operational efficiency, and extended asset life.

implementation is going well with data tracking

ENA Services, LLC - (IT Network Upgrade Equipment for 10 Pilot Locations)

On Track: 100%

IT Network Upgrade Equipment for 10 Pilot Locations. This was the start of the Network refresh of all of the hardwired and wireless equipment. This upgrade will include the Data Center at Avery & nine schools.

Vendor: Education Network of America (ENA) Services, LLC

Term: 07/01/2024– 06/30/2026

Contract Type: Non-Professional Services

People Served: 130,000

Amount: \$2,373,278.00

Department: Office of Business Operations

Senior Leader: Tito Langston

Audience: All MSCS schools (charter and non-charter)

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) Replace outdated Network Equipment.

Outdated network equipment was successfully replaced at the designated pilot locations. The upgraded infrastructure improved network reliability, performance, and supportability while providing a standardized technology platform for district operations.

2) System availability is monitored and maintained.

System availability was maintained following the network equipment upgrade. The upgraded infrastructure provided improved reliability, performance, and operational stability across the pilot locations, supporting uninterrupted district operations.

ENA Services, LLC - Master Purchase Agreement

On Track: 100%

Master Purchase Agreement for Education Network of America Services. This is for all services we use for Voice, WAN, Internet.

Vendor: Education Network of America

Term: 07/01/2024– 06/30/2026

Contract Type: Purchase

People Served: 130,000

Amount: \$27,971,240.00

Department: Office of Business Operations

Senior Leader: Tito Langston

Audience: All MSCS schools (charter and non-charter)

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) Education Network of America Master Purchase Agreement

The ENA Master Purchase Agreement continued to provide the district with access to network, telecommunications, and technology services required to support daily instructional and operational needs. The agreement enabled efficient procurement and delivery of approved technology solutions throughout the reporting period.

2) System availability is monitored and maintained.

System availability was monitored and maintained throughout the reporting period. Network, internet, voice, and related technology services remained operational and supported daily instructional, administrative, and business functions across the district.

3) Memphis Light Gas and Water outages, vandalism, car accidents, fire and fiber cuts are some examples.

No significant outages attributable to ENA services occurred during the reporting period. Any service interruptions caused by external factors such as utility outages, fiber cuts, weather events, vandalism, or other circumstances outside district control were addressed through established support and escalation processes to minimize operational impact.

Education Logistics, Inc (EDULOG)- Bus Routing Software 2025-2026

On Track: 100%

Bus routing software is used to ensure that eligible students are routed for transportation to and from school. This is an effective bus routing software solution that can track students, buses, and driver management.

Vendor: Education Logistics, Inc.

Term: 06/18/2026– 06/17/2027

Contract Type: Software

Amount: \$212,928.44

Department: Office of Business Operations

Senior Leader: Tito Langston

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) 100% of known bell times and boundaries updated in Edulog system for new school year.

100% of know bell times and boundaries were updated in the Edulog system to the beginning of the new school year.

2) Edulog WebQuery pointed to new school year map to ensure stakeholders are able to identify bus stop locations.

Edulog WebQuery was pointed to the new school year map for access by stakeholders two weeks prior to the beginning of the school year.

Education Network of America (ENA) Services, LLC- Voice, WAN, Internet Amendment Piggyback

On Track: 100%

This contract is to provide voice services, internet services, virtual private network, virtual private cloud, and trust compute. The district needs internet and voice services to function properly.

Vendor: Education Network of America (ENA)
Services, LLC- Voice, WAN, Internet Amendment
Piggyback Nashville Metro Nashville (FY 23-26)

Amount: \$2,424,818.64

Term: 07/01/2024– 06/30/2026

Department: Office of Business Operations

Contract Type: Non-Professional Services

Senior Leader: Tito Langston

People Served: 110,000

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) This contract provides voice service, internet service, virtual private network, virtual private cloud and trust compute services to the district. Monthly and weekly reports from Educational Network of America, monitor connectivity at all district managed locations. Internal resources and equipment maintained. Provide critical resources to the district for daily operations. Maintain 99 percent of system uptime.

ENA continued to provide voice, WAN, internet, VPN, and cloud connectivity services supporting district operations. Network monitoring and service management activities helped maintain connectivity across district locations, supporting instructional, administrative, and operational technology services.

2) Service disruptions out of district control.

ENA continued to monitor and respond to service-related issues in coordination with district staff and service providers. Any connectivity interruptions were tracked and addressed to minimize impact on instructional, administrative, and operational services.

Federal Equipment Dealers, Inc.-Walk-In Freezer Coolers

On Track: 100%

Installation of walk-in freezers.

Vendor: Federal Equipment Dealers, Inc.

Amount: \$415,976.00

Term: 10/30/2025– 11/03/2026

Department: Office of Business Operations

Contract Type: Non-Professional Services

Senior Leader: Tito Langston

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) Vendor completed all Installations of walk-in freezers and coolers by June 30, 2026.

All walk in units were installed in a timely manner, with each unit completed by the required deadline.

First Student, Inc. - Transportation Services - 2025-2026

On Track: 100%

Provide pupil transportation services for general education and special education home to school routes, field trips, athletic trips activities and specialized services.

Vendor: First Student, Inc.

Amount: \$187,151,200.80

Term: 08/01/2026– 08/01/2030

Department: Office of Business Operations

Contract Type: Transportation

Senior Leader: Tito Langston

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) 90% on time performance.

The school year ended with a 91.1% on time performance rate.

2) 95% of hazard requests reviewed within 10 days of receipt.

100% of hazard requests were reviewed within 10 days of receipt.

General Moving Company, Inc.-Moving Services for Warehouse and Fulfillment-2025-2026

On Track: 100%

The vendor supports the Inventory Control department with removing obsolete items from schools and District offices

Vendor: General Moving Company, Inc.

Term: 07/20/2026– 06/30/2027

Contract Type: Professional Services

People Served: 150,000

Amount: \$30,000.00

Department: Office of Business Operations

Senior Leader: Tito Langston

Audience: All MSCS schools (charter and non-charter); All district-managed schools; All Charter Schools; All elementary schools (district-managed); All middle schools (district-managed); All high schools (district-managed); All middle and high schools (district-managed); A single school or a select number of schools, not grouped above; Other

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) This vendor assists with the logistical movement of District assets to ensure timelines are met in an efficient manner.

Servies have been rendered each time the contract has been used. Renewing for next FY.

Insight Public Sector Inc - Solarwinds Software IT Department

On Track: 100%

Provide real-time monitoring and alerting for district network, server, and critical IT infrastructure systems.

Vendor: Insight Public Sector Inc

Amount: \$77,204.77

Term: 11/19/2025– 09/03/2026

Department: Office of Business Operations

Contract Type: Software

Senior Leader: Tito Langston

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) Identify and notify IT staff of infrastructure performance issues and outages before they significantly impact district operations.

SolarWinds continued to provide real-time monitoring and alerting for district network, server, and infrastructure systems. Automated alerts helped IT staff proactively identify and respond to performance issues, outages, and system health concerns before they significantly impacted district operations.

KEV Group Inc.- SchoolFunds Online Software Fees- FY 25-26

On Track: 100%

KEV Group, Inc. is a software and web-based solutions for school level accounting, online payment processing, and tracking of student obligations and other related services. KEV Group, Inc is used to strengthen the daily fiscal operations within all Memphis-Shelby County Schools to ensure accuracy and fiscal compliance as mandated by the State of Tennessee and the Local Board of Education.

Vendor: KEV Group

Term: 07/01/2025– 06/30/2026

Contract Type: Software

People Served: 110,000

Amount: \$128,553.90

Department: Office of Business Operations

Senior Leader: Tito Langston

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) By June 30, 2026, increase the overall student participation for electronic payments (cashless) online by 20%.

Increased the overall student participation for electronic payments (cashless) online by 23.49%.

Implementation Metrics

1) The Office of School Compliance will continue to train School Financial Secretaries on how to set up and create QR codes to effectively manage school-related payments through School Funds Online (SFO).

The Office of School Compliance successfully trained 152 School Financial Secretaries on how to set up and create QR codes to effectively manage school-related payments through School Funds Online (SFO).

Mansfield Contract 2nd year Renewal

On Track: 100%

Piggyback off City of Memphis contract# 42542. Contract renewal for the purchase of fuel for district vehicles and buses.

Vendor: Mansfield Oil Company of Gainesville

Amount: \$4,000,000.00

Term: 10/31/2025– 04/30/2028

Department: Office of Business Operations

Contract Type: Purchase

Senior Leader: Tito Langston

People Served: 120,000

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) The contract will provide 100% of the fuel needed for MSCS vehicles and First Student buses.

This contract provided 100% of the fuel needed for MSCS vehicles and First Student buses.

Microsoft Unified- Microsoft Enterprise Services Work Order (2025-2028)

On Track: 100%

Provide technical guidance and escalation support to improve reliability, security, and performance of Microsoft enterprise platforms.

Vendor: Microsoft Corporation

Term: 10/30/2025– 11/03/2028

Contract Type: Non-Professional Services

People Served: 130,000

Amount: \$494,682.20

Department: Office of Business Operations

Senior Leader: Tito Langston

Audience: All MSCS schools (charter and non-charter)

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) Provide centralized Microsoft enterprise support services for critical district technology platforms, including Microsoft 365, Azure, Entra ID, Teams, Intune, and security services.

Microsoft Unified Support continued to provide enterprise-level technical support, escalation management, and advisory services for the district's Microsoft environment, including Microsoft 365, Azure, Entra ID, Teams, Intune, and security-related platforms. Support services assisted district IT staff in maintaining system availability, resolving technical issues, and implementing Microsoft best practices.

PowerSchool - Allovue Budget Software - 2024-2026

On Track: 100%

The PowerSchool Budget Software will provide efficiencies through system integration and data outputs to seamlessly support school and district leaders through the budget process. In addition, it will help the district gain efficiencies in the budget process by organizing the collection of data as well as providing in depth calculations.

Vendor: PowerSchool - Allovue Budget Software -
2024-2026

Amount: \$986,850.00

Term: 07/01/2024– 05/31/2026

Department: Office of Business Operations

Contract Type: Software

Senior Leader: Tito Langston

People Served: 300

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) Preparation and process will decrease by 30 days.

Adopted budget approved by the Board May 2026, one month earlier than historical trend.

SHI - KnowBe4 Renewal FY 2025-2026

On Track: 100%

Provide cybersecurity awareness training to district employees to improve security knowledge and reduce human-related security risks.

Vendor: SHI

Amount: \$84,300.00

Term: 10/31/2025– 10/23/2026

Department: Office of Business Operations

Contract Type: Non-Professional Services

Senior Leader: Tito Langston

People Served: 130,000

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) Provide cybersecurity awareness training to district employees to improve security knowledge and reduce human-related security risks.

KnowBe4 continued to provide cybersecurity awareness training to district employees throughout the reporting period. Training campaigns helped increase employee awareness of cybersecurity threats, improve security practices, and reduce human-related cybersecurity risks across the district.

State Systems Inc. Cleaning Ventahoods - SY2026

On Track: 100%

To provide cleaning services to ventahoods as preventative maintenance.

Vendor: State Systems, Inc.

Amount: \$65,000.00

Term: 03/06/2026– 03/05/2027

Department: Office of Business Operations

Contract Type: Non-Professional Services

Senior Leader: Tito Langston

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) Provide deep cleaning services for ventahoods located in kitchen. To prevent fires and remove excessive heat from kitchen.

All ventahoods scheduled for deep cleaning in SY2026 were completed.

Todd A/C & Refrigeration (CNC Repairs for Walk-In Freezers, Coolers, and Reach-In Cooler)

On Track: 91.7%

CNC Repairs for Walk-In Freezers, Coolers, and Reach-In Coolers.

Vendor: Todd A/C & Refrigeration

Amount: \$150,000.00

Term: 10/30/2025– 11/03/2026

Department: Office of Business Operations

Contract Type: Non-Professional Services

Senior Leader: Tito Langston

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	2	3	3	

Outcome Metrics

1) Vendor will provide repairs to walk-ins, reach-ins, and coolers as needed.

Todd Refrigeration repair services for industrial walk in freezer and cooler, also services smaller walk in freezer/coolers on CNC campus. Current on going repairs has continued to keep these units operational. Remaining budget amount is around 30,000 requested an additional 50,000 dollars to ensure any unexpected equipment failures will be addressed until the contract is established. Current contract expires November 3 2026

Watkins Uiberall, PLLC-Internal School Funds Annual Audit -SY 25-26

On Track: 100%

The Tennessee Code Annotated Sections 49-2-110 and 112 states the local board of education shall conduct an annual audit to be made of the accounts and records of all schools under its jurisdiction that receive and disburse funds.

Vendor: Business Operations

Amount: \$105,000.00

Term: 07/01/2025– 06/30/2026

Department: Office of Business Operations

Contract Type: Professional Services

Senior Leader: Tito Langston

People Served: 113,000

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) By June 2026, the Memphis-Shelby County Schools District will be in compliance with the Tennessee Code annotated (TCA) Section 49-2-110 and 112 which states the local board of education shall conduct an annual audit to be made of the accounts and records of all schools under its jurisdiction that receive and disburse funds.

The MSCS Internal School Funds Audit was completed and published by Watkins Uiberall on December 31, 2025, and was distributed on January 23, 2026, demonstrating full compliance with TCA §§ 49-2-110 and 49-2-112.

Wind River Environmental -Cafeteria Grease Traps

On Track: 100%

To provide grease trap cleaning services for CNC kitchens.

Vendor: Wind River Environmental

Amount: \$85,000.00

Term: 10/01/2025– 03/31/2026

Department: Office of Business Operations

Contract Type: Non-Professional Services

Senior Leader: Tito Langston

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) To provide grease trap cleaning services for CNC kitchens.

Regular grease trap cleaning prevents fats, oils, grease and food waste from clogging plumbing and sewer systems. This is still ongoing contract expires September 24, 2026.



OFFICE OF FACILITIES

A2H NEW FRAYSER DESIGN

On Track: 100%

This contract is for architectural design services for the new Frayser High School. It includes engineering services such as fire protection, mechanical, electrical, mechanical, plumbing designs. Includes design development, and Code approved construction documents.

Vendor: A2H, Inc.

Term: 05/02/2024– 10/01/2026

Contract Type: Professional Services

People Served: 1,200

Amount: \$2,381,300.00

Department: Office of Facility Services

Senior Leader: Michelle Stuart

Audience: All high schools (district-managed)

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) A code approved state of the art architectural designed high school that meets all Code having jurisdiction.

The A2H design team has advanced development of a state-of-the-art high school design that aligns with applicable building, life-safety, accessibility,

A2H, Inc.- New Frayser HS Design Services - 2021/2022

On Track: 100%

Contractor will provide design and bid services for new school, new athletic field, and additional design services for school buildings.

Vendor: A2H, Inc

Term: 05/13/2022– 12/31/2027

Contract Type: Professional Services

People Served: 1,000

Amount: \$39,984,953.23

Department: Office of Facility Services

Senior Leader: Michelle Stuart

Audience: New Frayser HS

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) The new Frayser High School will be built.

Progress continues toward the development and construction of the new Frayser Trezevant Community High School targeted opening in 2027

Implementation Metrics

1) A2H is working and submitting invoices for payment, last partial payment was dated 7/10/2024.

A2H continues to actively perform design services in accordance with the project scope and schedule. Invoices are being submitted regularly for completed work, and payment processing remains ongoing

APS Facility Maintenance- Athletic Competition Field Prep-2025-2026

On Track: 100%

Athletic Field services four locations

Vendor: APS Facility Maintenance

Amount: \$99,317.16

Term: 10/01/2025– 10/09/2026

Department: Office of Facility Services

Contract Type: Non-Professional Services

Senior Leader: Michelle Stuart

People Served: 50,000

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) Enhance athletic fields and grounds for District Competition

Metric has been fully realized and exceeded.

2) Safety enhancements for our Student Athletes

Metric has been fully realized and exceeded.

Implementation Metrics

1) Schedule of services. Proactive treatment measures

Metric has been fully realized and exceeded.

Berry & Son Landscaping, Inc.

On Track: 100%

Grounds Maintenance Lawn Services Zone 4

Vendor: Berry & Son Landscaping

Term: 04/30/2025– 03/01/2026

Contract Type: Facilities Services

People Served: 120,000

Amount: \$1,381,657.20

Department: Office of Facility Services

Senior Leader: Michelle Stuart

Audience: All MSCS schools (charter and non-charter)

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) Provide esthetically please safe exterior grounds and landscape for district facilities

Metric has been fully realized and exceeded.

Implementation Metrics

1) Monthly schedules

Metric has been fully realized and exceeded.

Report Notes:

This Company is excellent for our district schools' students and teacher environments. very high-quality company. A true asset to the district.

Bob Ladd and Associates Inc - Athletic Field Striping

On Track: 100%

Athletic Field services 16 locations

Vendor: Bob Ladd and Associates Inc

Amount: \$484,400.00

Term: 06/25/2025– 06/30/2026

Department: Office of Facility Services

Contract Type: Non-Professional Services

Senior Leader: Michelle Stuart

People Served: 50,000

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) Service and enhance all district Competition fields

Metric has been fully realized and exceeded.

2) Enhance safety for our student athletes

Metric has been fully realized and exceeded.

Implementation Metrics

1) Schedules and Calendar

Metric has been fully realized and exceeded.

Report Notes:

Company has been excellent throughout the entire contract period.

CBRE | HEERY - New East Region HS Project Management

Not Rated:

CBRE will provide construction management services for the new east region high school.
ON HOLD.

Vendor: CBRE

Term: 05/01/2023– 06/30/2027

Contract Type: Construction

People Served: 2,100

Amount: \$2,740,335.00

Department: Office of Facility Services

Senior Leader: Michelle Stuart

Audience: All high schools (district-managed)

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score					

Outcome Metrics

1) CBRE will perform construction management services to include coordination of planning and construction of the new east region high school, facility.

No services were performed or received for this contract and no funds were spent for this contract during the reporting period. Status on this contract will remain unrated until services are performed or contract funds are spent.

Report Notes:

No services were performed or received for this contract and no funds were spent for this contract during the reporting period. Status on this contract will remain unrated until services are performed or contract funds are spent.

Carrier - Sherwood MS Chiller- 2025-2026

On Track: 100%

Upgrade and/or replacement of the existing HVAC systems, or specific components of the systems.

Vendor: Carrier Corporation

Amount: \$1,399,457.50

Term: 07/15/2025– 07/15/2026

Department: Office of Facility Services

Contract Type: Construction

Senior Leader: Michelle Stuart

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) Students and staff will have a comfortable, conditioned building daily. The school will not have to close early due to heat, and heat-related health problems will not result from hot conditions in these schools.

Chiller is operable and cooling. Project is in close-out stage.

Clarke Power

On Track: 100%

This contract is used to conduct annual inspections and repairs of the generators.

Vendor: Clarke Power Services, Inc.

Amount: \$228,613.00

Term: 10/30/2025– 11/30/2026

Department: Office of Facility Services

Contract Type: Non-Professional Services

Senior Leader: Michelle Stuart

People Served: 110,000

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) To help reduce workorders and to be able to assist our department as needed

Reduction in unplanned downtime or increase in uptime percentage.

2) Help create a comfortable environment for students and teachers

Reduction in unplanned downtime or increase in uptime percentage.

3) This service allow repair inspections to the generator services

Create a functionable generator for when there are unexpected power outages

Implementation Metrics

1) Work orders are reviewed daily.

Review inspections reports to determine if replacements are needed

2) weekly and monthly review and inspection reports

Review incoming inspections

Districtwide Indoor & Outdoor Bleachers Preventative Maintenance Services

On Track: 100%

The National Fire Protection Association requires that bleachers and seats be inspected annually. Indoor bleachers and seats are regulated by national, state, and local codes that apply to their design, construction, and use. The contract provides districtwide indoor & outdoor bleacher and seats preventative maintenance.

Vendor: Bleachers and Seats

Amount: \$86,300.00

Department: Office of Facility Services

Contract Type: Facilities Services

Senior Leader: Michelle Stuart

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) Obtain 100% National Fire Prevention Association compliance through preventative maintenance inspections.

Inspections are on task to completion

Ewing Kessler, Inc. Daikin Chiller Preventative Maintenance Services 2025-2026

Not Rated:

To provide pm services for HVAC equipment (Chillers)

Vendor: Business Operations

Amount: \$306,477.00

Term: 12/05/2025– 12/31/2026

Department: Office of Facility Services

Contract Type: Non-Professional Services

Senior Leader: Michelle Stuart

People Served: 120,000

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score					

Outcome Metrics

1) to ensure unites are operating according

Contract is in progress

Ewing Kessler, Inc. Energy Management / Building Automation System

On Track: 100%

This contract allows the vendor to monitor the Energy Management System. This contract allows the vendor and make repairs to servers as needed. The use of energy efficient building automation and control functions saves building costs, preserves energy .

Vendor: EWING/KESSLER

Amount: \$2,607,148.00

Term: 02/16/2023– 10/31/2027

Department: Office of Facility Services

Contract Type: Professional Services

Senior Leader: Michelle Stuart

People Served: 120,000

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) To help reduce workorders and to be able to assist our department as needed

Visibility into school level systems allows us to be proactive

2) Help create a comfortable environment for students and teachers

Tracking HVAC controls to determine if schools are online and units are working correctly

Flintco, LLC - CMAR Services for New East Region High School - 2023/2024

Not Rated:

Flintco will build the new east region high school per Code approved design documents. ON HOLD.

Vendor: Flintco

Term: 05/16/2023– 06/01/2026

Contract Type: Construction

People Served: 2,100

Amount: \$10,261,202.63

Department: Office of Facility Services

Senior Leader: Michelle Stuart

Audience: All high schools (district-managed)

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score					

Outcome Metrics

1) Flintco will construct the new east region high school per State approved design documents and to meet Code compliance.

No services were performed or received for this contract and no funds were spent for this contract during the reporting period. Status on this contract will remain unrated until services are performed or contract funds are spent.

Report Notes:

No services were performed or received for this contract and no funds were spent for this contract during the reporting period. Status on this contract will remain unrated until services are performed or contract funds are spent.

HES Final Year- (Custodial Services Renewal-HES Final Year)

On Track: 100%

Provide safe clean esthetically sound learning environments for all district students.

Vendor: HES Facilities Management

Amount: \$8,342,404.16

Term: 12/04/2025– 12/31/2026

Department: Office of Facility Services

Contract Type: Non-Professional Services

Senior Leader: Michelle Stuart

People Served: 35,000

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) Provide high quality custodial cleaning services for Zone 4 schools admin buildings and stadiums

Metric has been fully realized and exceeded.

Implementation Metrics

1) Provide full description of daily weekly and other chronological goals.

Metric has been fully realized and exceeded.

Report Notes:

This Company is excellent for our district schools' students and teacher environments. very high-quality company. A true asset to the district.

Idlewild ES Gymnasium Sewer Repair

On Track: 100%

This construction contract and award recommendation is for the Idlewild ES Gymnasium Sewer Repair project. The total amount includes a base bid of \$90,800.00 and an owner's contingency of \$9,080.00.

Vendor: Gold Standard Construction, LLC

Amount: \$99,880.00

Term: 03/01/2025– 02/28/2026

Department: Office of Facility Services

Contract Type: Construction

Senior Leader: Michelle Stuart

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) Bathrooms will be operable after completion of the project.

Bathrooms are operable and project is completed.

Integrity Mechanical Solutions, LLC Trane Chiller PM Services 2025-2026

On Track: 100%

Chiller preventive maintenance to services the chillers to ensure they are working properly.

Vendor: Business Operations

Amount: \$92,850.00

Term: 12/08/2025– 12/31/2026

Department: Office of Facility Services

Contract Type: Non-Professional Services

Senior Leader: Michelle Stuart

People Served: 120,000

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) preventive maintenance to the chiller to ensure they are operating properly and decrease the likely of the unit breaking down

Services are provided as needed and vendor is reporting as needed

Johnson Control Fire Protection - Fire alarm testing inspection Renewal 1 2025-0237

On Track: 100%

This contract allows for the District Fire Alarm system to be in compliance with the NAFP for Fire and life Safety

Vendor: Johnson Controls, Inc.

Amount: \$443,843.00

Term: 10/30/2025– 12/05/2026

Department: Office of Facility Services

Contract Type: Non-Professional Services

Senior Leader: Michelle Stuart

People Served: 120,000

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) To help reduce workorders and to be able to assist our department as needed

tracking workorders and the inspections reports

2) Help create a comfortable environment for students and teachers

Keeping the fire alarm system in compliance with the NFPA rules

Implementation Metrics

1) Work orders are reviewed daily.

report any issues with fire alarm system

Ladd's Golf and Turf, LLC- Athletic Competition Field Prep-2025-2026

On Track: 100%

Athletic field lining services. All competition and practice fields.

Vendor: Ladd's Golf and Turf, LLC

Amount: \$379,300.00

Term: 10/01/2025– 11/01/2026

Department: Office of Facility Services

Contract Type: Non-Professional Services

Senior Leader: Michelle Stuart

People Served: 50,000

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score		3	3	3	3

Outcome Metrics

1) Provide appropriate field lining for competition events

Metric has been fully realized and exceeded.

Implementation Metrics

1) Schedule of games and events

Metric has been fully realized and exceeded.

Report Notes:

Excellent quality and professionalism. All events have taken place as scheduled. Great Job.

Lucas Business Solutions Alternative Schools Move from New Comer's @ Wooddale to Gordon

On Track: 100%

Contract is for the deconstruction, moving, and reconstruction of furniture used by the Alternative Schools Dept. They are relocating from Newcomer Academy to Gordon, and the furniture is Lucas furniture and can only be moved by them or the warranty is voided.

Vendor: Lucas Business Solutions

Amount: \$59,902.00

Term: 01/16/2026– 12/31/2026

Department: Office of Facility Services

Contract Type: Non-Professional Services

Senior Leader: Michelle Stuart

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) Alternative Schools furniture is 100% relocated and set up at Gordon.

Alternative Schools furniture is 100% relocated and set up at Gordon. Invoices are paid. Contract is complete.

MEMPHIS ACADEMY OF SCIENCE AND ENGINEERING (MASE) LEASE RENEWAL AMENDMENT NO2

On Track: 100%

Real estate lease renewal for former NW Prep building at 1266 Poplar Ave, Memphis, TN 38104 to MASE.

Vendor: Memphis Academy of Science and Engineering

Term: 07/31/2025– 06/30/2026

Contract Type: Real Estate

Amount: \$295,247.00

Department: Office of Facility Services

Senior Leader: Michelle Stuart

Audience: Students; Teachers/Staff; School Administration

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) Monthly lease payments received.

All lease payments have been received.

Magnificent Grounds LLC - Grounds Maintenance (Zone 3) - SY 24-25

On Track: 93.3%

Grounds Maintenance Lawn Services Zone 3

Vendor: Magnificent Grounds LLC

Amount: \$1,177,255.20

Term: 04/30/2025– 03/01/2026

Department: Office of Facility Services

Contract Type: Facilities Services

Senior Leader: Michelle Stuart

People Served: 120,000

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	2	3	3	3	3

Outcome Metrics

1) Provide esthetically pleasing exterior grounds and landscaping contributing to safe learning environments

Metric has been fully realized and exceeded in most cases.

Implementation Metrics

1) Schedule and Calendar

Metric has been fully realized and exceeded in most cases.

Report Notes:

Vendor is a very committed and dedicated partner. Always willing to jump in and support the districts needs in emergency circumstances. Provide quality outcomes.

Martin & White (A. Maceo Gym HVAC)

On Track: 100%

Upgrade and/or replacement of the existing HVAC systems, or specific components of the systems.

Vendor: Martin & White Mechanical Contractors

Amount: \$840,769.00

Term: 07/15/2025– 07/15/2026

Department: Office of Facility Services

Contract Type: Construction

Senior Leader: Michelle Stuart

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) Students and staff will have a comfortable, conditioned building daily. The school will not have to close early due to heat, and heat-related health problems will not result from hot conditions in these schools.

Air is operable and cooling. Project is in close-out stage.

Morgan & Thornburg, Inc. (Woodale HS Gym HVAC)

On Track: 100%

The existing (4) air handlers that serve the gymnasium have exceeded the life expectancy and parts are no longer manufactured to support the units. The project involves removing and replacing those units with new energy efficient units and controls.

Vendor: Morgan & Thornburg, Inc.

Term: 06/30/2025– 07/01/2026

Contract Type: Construction

People Served: 754

Amount: \$665,900.00

Department: Office of Facility Services

Senior Leader: Michelle Stuart

Audience: Students; Teachers/Staff; School Administration; Central Office; Parents; Shelby County Board of Education; Shelby County & Memphis Community; MSCS Buildings & Grounds

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) Replacement of the existing Gymnasium air handling units will restore the space with a comfortable environment conducive to physical activity and learning.

All (4) new air handling units have been installed.

National Filter Solution- Districtwide Filter Services- 2025-2026

On Track: 100%

To help reduce workorders and to be able to assist our department as needed

Vendor: National Filter Solutions

Amount: \$932,937.00

Term: 10/01/2025– 08/28/2026

Department: Office of Facility Services

Contract Type: Non-Professional Services

Senior Leader: Michelle Stuart

People Served: 120,000

Audience: Students; Teachers/Staff; School Administration; Central Office; Parents; Shelby County Board of Education; Shelby County & Memphis Community; MSCS Buildings & Grounds

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) To help reduce workorders and to be able to assist our department as needed

used to extend the life of the HVAC equipment and to help the units operate as expected.

2) Help create a comfortable environment for students and teachers

Reduce the number of HVAC units due to filter issues

Implementation Metrics

1) Assign workorders as needed

Create a working schedule for the vendor service

ParCou - Custodial Services Renewal

On Track: 86.7%

Provide safe clean esthetically sound learning environments for all district students

Vendor: ParCou LLC

Amount: \$9,249,811.11

Term: 12/04/2025– 12/31/2026

Department: Office of Facility Services

Contract Type: Non-Professional Services

Senior Leader: Michelle Stuart

People Served: 35,000

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	2	3	3	2	3

Outcome Metrics

1) Provide high quality custodial cleaning services for Zone 3 schools admin buildings and stadiums

Metric has been fully realized and exceeded in some cases.

Implementation Metrics

1) Provide full description of daily weekly and other chronological goals.

Metric has been fully realized and exceeded in most cases.

Report Notes:

Vendor is a solid partner. Employees are great but their management process and improvements need to be reviewed for better quality assurance and employee morale.

Renaissance Group - New East Region HS

Not Rated:

Design services include programming and design services for the new east region high school including mechanical, plumbing, fire protection and electrical engineering services. ON HOLD.

Vendor: Renaissance Architects

Amount: \$5,527,500.00

Term: 06/08/2023– 05/01/2026

Department: Office of Facility Services

Contract Type: Construction

Senior Leader: Michelle Stuart

People Served: 2,100

Audience: All high schools (district-managed)

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score					

Outcome Metrics

1) The overall goal of the design architect firm is to complete Code approved construction documents so the district can occupy the new east region high school for the start of school year 2027-2028.

No services were performed or received for this contract and no funds were spent for this contract during the reporting period. Status on this contract will remain unrated until services are performed or contract funds are spent.

Report Notes:

No services were performed or received for this contract and no funds were spent for this contract during the reporting period. Status on this contract will remain unrated until services are performed or contract funds are spent.

Republic Services Inc. - Waste Management Services Zone 2 - 2025-2028

On Track: 100%

The purpose of this contract is to provide comprehensive garbage and trash removal services for all District facilities, ensuring clean, sanitary, and healthy conditions at school campuses, food service locations.

Vendor: Republic Services Inc

Amount: \$1,764,996.48

Term: 07/01/2025– 06/30/2028

Department: Office of Facility Services

Contract Type: Facilities Services

Senior Leader: Michelle Stuart

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) District must maintain sanitary and safe conditions throughout all District facilities in accordance with applicable local, state, and federal health and safety regulations, standards, and guidelines.

The contractor has demonstrated exceptional performance as a District partner, maintaining high service levels and consistently exceeding contractual goals and expectations.

Report Notes:

Vendor is a very committed and dedicated partner. Always willing to jump in and support the districts needs in emergency circumstances. Provide quality outcomes.

Republic Services Inc. - Waste Management Services Zone 4 - 2025-2028

On Track: 100%

The purpose of this contract is to provide comprehensive garbage and trash removal services for all District facilities, ensuring clean, sanitary, and healthy conditions at school campuses, food service locations.

Vendor: Republic Services Inc.

Amount: \$1,361,880.00

Term: 07/01/2025– 06/30/2028

Department: Office of Facility Services

Contract Type: Facilities Services

Senior Leader: Michelle Stuart

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) District must maintain sanitary and safe conditions throughout all District facilities in accordance with applicable local, state, and federal health and safety regulations, standards, and guidelines.

The contractor has demonstrated exceptional performance as a District partner, maintaining high service levels and consistently exceeding contractual goals and expectations.

Report Notes:

Vendor is a very committed and dedicated partner. Always willing to jump in and support the districts needs in emergency circumstances. Provide quality outcomes.

Rotolo Consultants, Inc. - Grounds Maintenance (Zone 2) - SY 24-25

On Track: 86.7%

Grounds Maintenance Lawn Services Zone 1 & 2

Vendor: Rotolo Consultants, Inc.

Amount: \$996,728.10

Term: 04/30/2025– 03/01/2026

Department: Office of Facility Services

Contract Type: Facilities Services

Senior Leader: Michelle Stuart

People Served: 120,000

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	2	3	2	3	3

Outcome Metrics

1) Provide Esthetically pleasing grounds and landscape that contribute to a safe clean learning environment.

Metric has been fully realized in some cases.

Implementation Metrics

1) Schedule and Calendar

Metric has been fully realized and exceeded in most cases.

Report Notes:

Vendor is a solid partner. Employees are great but their management process and improvements need to be reviewed for better quality assurance.

STATE SYSTEMS INC. FIRE ALARM UPGRADES - GERMANTOWN HIGH SCHOOL SY 2024-2025

On Track: 100%

The existing fire alarm system is in need of replacement due to age and frequent failures. Parts are no longer available to adequately support the existing system,

Vendor: State Systems Inc.

Amount: \$986,775.00

Term: 04/16/2025– 04/30/2026

Department: Office of Facility Services

Contract Type: Facilities Services

Senior Leader: Michelle Stuart

People Served: 1,780

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) Replacing the existing fire alarm system will restore life safety measures and upgrade the facility to today's Code requirements. Once the new fire alarm system is installed and tested satisfactory by Code, fire watch services can cease, saving the district those monthly fees.

New system is in place , waiting on close-out documents.

Implementation Metrics

1) Bi-weekly progress meetings will monitor the progress of the project to make sure milestones are being achieved.

Currently, waiting on close-out documents to fully close the project.

ServiceMaster Clean (Custodial Services Renewal - Final Year)

On Track: 100%

Provide safe clean esthetically sound learning environments for all district students

Vendor: ServiceMaster Clean

Amount: \$10,576,651.45

Term: 12/05/2025– 12/31/2026

Department: Office of Facility Services

Contract Type: Non-Professional Services

Senior Leader: Michelle Stuart

People Served: 35,000

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) Provide high quality custodial cleaning services for Zone 2 schools admin buildings and stadiums

Metric has been fully realized and exceeded.

Implementation Metrics

1) Provide full description of daily weekly and other chronological goals.

Metric has been fully realized and exceeded.

Report Notes:

Vendor is a very committed and dedicated partner. Always willing to jump in and support the districts needs in emergency circumstances. Provide quality outcomes.

State Systems Sprinklers FY26

On Track: 100%

This contract allows for the District sprinkler system to be in compliance with the NAFP for Fire and life Safety

Vendor: State Systems, Inc.

Amount: \$261,450.00

Term: 10/30/2025– 11/30/2026

Department: Office of Facility Services

Contract Type: Non-Professional Services

Senior Leader: Michelle Stuart

People Served: 120,000

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) To help reduce workorders and to be able to assist our department as needed

tracking workorder and inspections

2) Help create a comforatble environment for students and teachers

repairs from the inspections reports to ensure compliance with NFPA

Implementation Metrics

1) Work orders are reviewed daily.

Tracking working orders to determine if a replacement is needed

TWF Builders - CMAR New Frayser HS

On Track: 100%

Contract is for architect design services for the new Frayser Community High School including engineering services. The facility will be constructed to meet today's Code requirements.

Vendor: A2H, Inc.

Term: 09/26/2023– 08/22/2026

Contract Type: Construction

Amount: \$85,000,000.00

Department: Office of Facility Services

Senior Leader: Michelle Stuart

Audience: MSCS Buildings & Grounds

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) Architect shall design a Code compliant facility to meet the needs of the district.

TWF Builders continues to support the development of a code-compliant facility designed to meet the needs of the District.

United Elevator

On Track: 100%

The contract is used for preventive maintenance and allows us be in compliance with ADA requirements for state and federal laws.

Vendor: United Elevator Services, LLC

Amount: \$217,313.00

Term: 10/30/2025– 11/30/2026

Department: Office of Facility Services

Contract Type: Non-Professional Services

Senior Leader: Michelle Stuart

People Served: 120,000

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) To help reduce workorders and to be able to assist our department as needed

To be in compliance with the ADA requirement

2) Help create a comforatble environment for students and teachers

working elevators for the disabled students

Implementation Metrics

1) Work orders are reviewed daily.

inspection reports are review and repairs are made according

Veasley Paving Services, Inc. - Cordova MS Civil and Paving Project-24-25

On Track: 100%

This project is for the road and storm drain works at Cordova Middle School. With a better civil and paving system, students, staff as well as the community will have a better road network to service their daily activities.

Vendor: Veasley's Paving Services, Inc.

Amount: \$702,519.02

Term: 03/15/2025– 03/15/2026

Department: Office of Facility Services

Contract Type: Construction

Senior Leader: Michelle Stuart

People Served: 730

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) With a better civil and paving system, students, staff as well as the community will have a better road network to service their daily activities and will contribute to a comfortable safe learning and teaching environment for the students and staff.

Paving works was completed way before the deadline and the students, the staff and the community are benefiting from this.

Implementation Metrics

1) Progress monitoring which consists of regular site visits, walkthroughs and meeting will ensure that the works are carried out accordingly as planned.

Project completed.

VuCon-Cordova HS Civil and Paving Project-24-25

On Track: 100%

This project is for the road and storm drain works at Cordova High School. With a better civil and paving system, students, staff as well as the community will have a better road network to service their daily activities.

Vendor: VuCon

Amount: \$2,016,139.00

Term: 03/15/2025– 03/15/2026

Department: Office of Facility Services

Contract Type: Construction

Senior Leader: Michelle Stuart

People Served: 2,350

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) With a better civil and paving system, students, staff as well as the community will have a better road network to service their daily activities and will contribute to a comfortable safe learning and teaching environment for the students and staff.

Paving project has been completed and the students, the staff and the community are benefiting from this.

Implementation Metrics

1) Progress monitoring which consists of regular site visits, walkthroughs and meeting will ensure that the works are carried out accordingly as planned.

PROJECT COMPLETED.

VuCon-Overton HS Civil and Paving Project-24-25

On Track: 100%

The asphalt parking lots and drives that serve the school are in need of replacement due to numerous potholes that pose a safety risk to both vehicular and pedestrian traffic.

Vendor: VuCon

Term: 02/15/2025– 03/15/2026

Contract Type: Construction

People Served: 1,605

Amount: \$715,950.00

Department: Office of Facility Services

Senior Leader: Michelle Stuart

Audience: All MSCS schools (charter and non-charter)

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) Replacing the asphalt surfaces on the parking lots and drive around the perimeter of Overton High School will restore safety to both vehicular and pedestrian traffic.

This project is 100% complete.

2) Safety will be enhanced and vehicular damage and accidents will be reduced as a result of installing new asphalt pavement.

This project is 100% complete.

VuCon-Ridgeway HS Civil and Paving Project-24-25

On Track: 100%

The asphalt parking lots and drives that serve the school are in need of replacement due to numerous potholes that pose a safety risk to both vehicular and pedestrian traffic.

Vendor: VuCon

Term: 01/03/2025– 03/15/2026

Contract Type: Construction

People Served: 905

Amount: \$904,650.00

Department: Office of Facility Services

Senior Leader: Michelle Stuart

Audience: All MSCS schools (charter and non-charter)

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) Replacing the asphalt surfaces on the parking lots and drive around the perimeter of Ridgeway High School will restore safety to both vehicular and pedestrian traffic.

The project is 100% complete.

2) Safety will be enhanced and vehicular damage and accidents will be reduced as a result of installing new asphalt pavement.

The project is 100% complete.



OFFICE OF GENERAL COUNSEL

Classic Collision, LLC DBA Classic Collision Bartlett -Collision Repair Services

On Track: 100%

Provides collision repair services for district & 3rd party vehicles.

Vendor: Classic Collision, LLC

Amount: \$175,000.00

Term: 07/01/2025– 06/30/2026

Department: Office of General Counsel

Contract Type: Non-Professional Services

Senior Leader: Justin Bailey, Esq.

People Served: 500

Audience: Central Office

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) All vehicle repairs are completed within 6 weeks.

This has been completed as of 6/30/2026.

Council of the Great City Schools- Professional Services-2026

On Track: 93.3%

Provide professional services, e.g., coaching support to the District's governing team, and other District staff as needed, including leadership training, professional development, strategic planning and various other related services.

Vendor: Council of the Great City Schools

Amount: \$80,000.00

Term: 12/08/2025– 12/31/2027

Department: Office of General Counsel

Contract Type: Professional Services

Senior Leader: Justin Bailey, Esq.

People Served: 9

Audience: Shelby County Board of Education

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	2	3	3	3	3

Outcome Metrics

1) Time Use Evaluation Improve from an estimated percentage of 0% in 2/1/2026 to at least 50% by 12/31/2027

This work has not started.

2) Effective Monitoring Evaluation Improve from an estimated percentage of 0% in 2/1/2026 to at least 80% by 12/31/2027

This work has not started.

3) Quarterly Self Evaluation Improve from an estimated score of 0/100 in 2/1/2026 to at least 80/100 by 12/31/2027

This work has not started.

Gowan Public Strategy - Consulting Contract (2026/27)_ Policy and Legislative Planning Dept.

On Track: 100%

Gowan Public Strategies (GPS) provides government relations and public affairs services focused on public education policy and advocacy in Tennessee. GPS supports the District through legislative and administrative advocacy at the state level, helping the District effectively engage with government officials, agencies, and policymakers. Services provided by GPS include, but are not limited to: Monitoring and tracking state legislation and policy developments affecting public education; Representing and advancing the District's interests throughout the legislative and regulatory process; Identifying and pursuing legislative and policy opportunities that align with and support the District's strategic priorities; Monitoring actions, rulemaking, and policy decisions of the Tennessee State Board of Education and other relevant state agencies; Providing timely analysis, updates, and communication regarding legislative, regulatory, and governmental activities impacting the District; and Facilitating effective engagement and relationship-building between the District and state and local governmental entities. Through these services, GPS helps ensure that the District remains informed, engaged, and well-positioned to advance its educational priorities and interests before policymakers and regulatory bodies.

Vendor: Gowan Public Strategy

Term: 03/02/2026– 03/01/2027

Contract Type: Consulting

People Served: 114,000

Amount: \$60,000.00

Department: Office of General Counsel

Senior Leader: Justin Bailey, Esq.

Audience: All MSCS schools (charter and non-charter)

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) Gowan Public Strategy successfully coordinated and sustained weekly legislative briefings, ensuring staff remained informed on key state policy developments.

Gowan Public Strategies monitored and tracked state legislation and policy developments affecting the district and conducted ongoing meetings and briefings to keep the district informed.

2) Gowan Public Strategy provided legislative services that resulted in passage of several district legislative priorities. For example, • PC812 – expands Voluntary Pre-K (VPK) priority placement to include children of district employees, regardless of family income. • PC852- allows electronic participation in school board meetings without a quorum of members being physically present at the location of the meeting when

inclement weather or a natural disaster makes the physical presence of a quorum of members impractical or unsafe. • PC867 - clarifies that educators with temporary permits are not "licensed" or "certificated" personnel, therefore are not entitled to specific protections. • PC1032 - directs the Office of Research and Education Accountability (OREA) to research the criteria of other states and national expert recommendations to determine the most accurate and inclusive definition for identifying economically disadvantaged students. • Request for Policy Report on Funding School Security Officers (SSOs) directed to OREA

Gowan Public Strategies (GPS) was instrumental in advancing the District's legislative and policy priorities through its advocacy efforts before the Tennessee General Assembly and state agencies. GPS successfully supported the passage of several bills that furthered the District's interests and identified strategic legislative and policy opportunities that aligned with and advanced the District's goals. Through proactive monitoring, relationship-building, and issue advocacy, GPS helped position the District to effectively influence policy outcomes and respond to emerging legislative and regulatory developments affecting public education in Tennessee.

Wolters Kluwer-Auditing Software - SCS Internal Audit Department

On Track: 93.3%

Assist internal auditors with efficiently maintaining audit work papers for 150 schools through automation. Automation of work papers will assist internal auditors in timely completion of annual school audit for each school mandated by state law.

Vendor: Wolters Kluwer-Auditing Software

Amount: \$184,770.00

Term: 09/29/2021– 10/01/2026

Department: Office of General Counsel

Contract Type: Consulting

Senior Leader: Justin Bailey, Esq.

People Served: 160

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	2

Outcome Metrics

1) Complete 100% of school audits by September 30.

On track to complete 100% of school audits by September 30

The background features a complex, abstract design. The top half is dominated by a blue-toned image that appears to be a data visualization or a technical diagram, possibly a circuit board or a network map, with various lines, dots, and shapes. This blue area is partially obscured by a large, solid orange diagonal shape that cuts across the upper left. Below the orange shape, the text 'OFFICE OF RESEARCH, EVALUATION, ACCOUNTABILITY, AND DATA STRATEGY' is written in white, bold, sans-serif capital letters. The bottom half of the image consists of a solid light gray area on the left and a solid white area on the right, separated by a vertical line.

OFFICE OF RESEARCH, EVALUATION, ACCOUNTABILITY, AND DATA STRATEGY

ACT, Inc. (FY 2025-2026)

On Track: 100%

PreACT testing is being provided to students in grades 8, 9, and 10 at district managed schools for the 2025-2026 school year. The PreACT assessments provide students with an opportunity to practice taking a test similar to the ACT. In addition, PreACT results can be used by teachers to inform instruction and prepare students for taking the ACT.

Vendor: ACT, Inc.

Term: 08/28/2025– 06/30/2026

Contract Type: Non-Professional Services

People Served: 19,700

Amount: \$345,835.00

Department: Office of Research, Evaluation, Accountability, and Data Strategy

Senior Leader: Williams "Bill" White, II

Audience: All middle schools (district-managed);
All high schools (district-managed)

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) On average, students' predicted ACT Composite score based on PreACT results will increase by at least 0.5 points from one year to the next. For example, the average predicted ACT Composite score for current 8th graders based on their 8th grade PreACT will increase at least 0.5 points based on their 9th grade PreACT results the following year. For 10th graders, on average, their 11th grade ACT Composite score will be at least 0.5 points higher than the Composite score predicted by their 10th grade PreACT.

The relationship between school year 2025-2026 PreACT results and 2026-2027 outcomes are not available yet. However, the degree to which 2025-2026 actual PreACT and ACT results outpaced 2024-2025 predictions are available. On average, 2025-2026 10th graders' PreACT Composite scores were slightly lower (-0.1) than predicted by their 9th grade PreACT 8/9 scores. In contrast, 2025-2026 ACT Composite scores were slightly higher (+0.1) than predicted by students' PreACT 10 scores in 2024-2025. Therefore, even though ACT scores were trending in a positive direction, neither 2025-2026 PreACT or ACT Composite scores met the goal of exceeding predicted performance by 0.5.

Implementation Metrics

1) 90% of eligible grade 8, 9, and 10 students will complete the PreACT.

79.7% of grades 8-10 students participated in the PreACT 8/9 or PreACT 10 assessment during the 2025-2026 school year.

PowerSchool Group, LLC

On Track: 100%

This contract is for PowerSchool SIS, a student information system that manages student, school, and staff data to support school operations and fulfill district and state reporting requirements.

Vendor: PowerSchool Group, LLC

Term: 06/30/2025– 06/30/2026

Contract Type: Professional Services

Amount: \$2,399,542.58

Department: Office of Research, Evaluation,
Accountability, and Data Strategy

Senior Leader: Williams "Bill" White, II

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) Unscheduled downtime for all systems included in the PowerSchool Main Services Agreement (MSA) will be no more than 0.1% of the total hours (24/7) from July 1, 2025 to June 30, 2026

down time was a minumim

2) 100% of data elements required to be in district core student information systems will be available in PowerSchool SIS.

All data elements were available

3) 100% of state reporting required to be obtained from district core student information systems will function appropriately for meeting each state reporting deadline.

State deadlines were met

PowerSchool Group, LLC (Districtwide Formative Assessment SY25-26)

On Track: 100%

PowerSchool provides the Performance Matters assessment system which includes customized standards-based interim assessments and an item bank that can be used by school personnel to create additional assessments. Performance Matters assessments are used to measure students' mastery of Tennessee curriculum standards and to inform instruction.

Vendor: PowerSchool Group, LLC

Term: 07/01/2025– 06/30/2028

Contract Type: Software

People Served: 58,500

Amount: \$859,152.78

Department: Office of Research, Evaluation,
Accountability, and Data Strategy

Senior Leader: Williams "Bill" White, II

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) Correlation between Performance Matters and TCAP results as a measure of the accuracy of standards mastery data being received from Performance Matters

All correlations between Performance Matters test scores and TCAP scores were positive, indicating that higher scores on Performance Matters assessments were associated with higher scores on TCAP. The strongest correlations of .70 and higher were observed for grades 3-8 ELA tests, math grades 3-7 tests, and grade 6 social studies tests.

Implementation Metrics

1) Percent of students participating in Performance Matters assessments

The overall Performance Matters participation rate for the 2025-2026 school year was 92.2%, and the participation rate for the final spring window was 92.6%.

Shelby Gayle Roberts - Professional Services Agreement (Consultant for Data Strategy) 2026

On Track: 80.0%

Consultant will develop and coordinate the successful completion of all large-scale data collection projects for the Department of Research, Evaluation, Accountability, and Data Strategy (READS), reporting results and recommendations to District leadership. Consultant will also (a) lead and coordinate project task deadlines and schedules among all resources attached to READS projects across divisions and cross-functional teams, identifying areas where projects require additional input, and coordinating with support providers to ensure on-time execution of project milestones and deliverables; (b) perform complex data analysis and statistics related to the development and implementation of district and initiative Key Performance Indicators; and (c) aid in the development and reporting of Key Performance Indicators in conjunction with District stakeholders and leadership.

Vendor: Shelby Gayle Roberts
Term: 01/01/2026– 06/30/2026

Amount: \$72,000.00
Department: Office of Research, Evaluation,
Accountability, and Data Strategy
Senior Leader: Williams "Bill" White, II

Contract Type: Employment

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	1	3	3	3	2

Outcome Metrics

1) Create 20 day report datasets for Enrollment, Attendance, and Behavior, with sample reports for each.

20 day report data views have been completed for Enrollment and Attendance (67% of total planned data) and sample reports are drafted. Contractor cancelled contract early to take a permanent position elsewhere.

2) Coordinate all district Business System Reviews with reporting Officers.

100% of Business Systems Reviews schedule to date were completed successfully.



OFFICE OF SAFETY & SECURITY

System Integrations, Inc. - Weapons Detection System - 2023-2027

On Track: 100%

This contract is for the service and maintenance of the Evolv Weapons Detection Scanners. We have a total of 24 Evolv systems and all are under the agreement. They are distributed between Middle and High Schools.

Vendor: System Integrations, Inc. - Weapons
Detection System - 2023-2027

Term: 06/28/2023– 06/30/2027

Contract Type: Software

People Served: 20,000

Amount: \$2,339,902.32

Department: Office of Safety & Security

Senior Leader: Carolyn Jackson

Audience: All high schools (district-managed)

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) When system errors occur, Vendor is contacted for service and responds.

20 service calls to vendor

YMCA of Memphis-Enhancing School Capacity to Address Youth Violence

On Track: 100%

The YMCA is a community-based organization that will provide 5 schools with additional resources to decrease youth violence.

Vendor: YMCA of Memphis & the Mid-South

Term: 07/31/2025– 07/31/2026

Contract Type: Professional Services

People Served: 2,000

Amount: \$215,040.00

Department: Office of Safety & Security

Senior Leader: Carolyn Jackson

Audience: Caldwell-Guthrie K-8, Grandview Heights Middle, Central High, Raleigh-Egypt Middle, and Sherwood Middle

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) To provide a quarterly report on the number of student referrals, number of student sessions, and improvement on behavior and school engagement.

Total number of referrals during the 4th quarter: 4

Total number of student sessions during the 4th quarter: 443



OFFICE OF SCHOOL SUPPORT

7 Mindsets Academy - Social Emotional Learning (SEL) Curriculum - SY 25-26

On Track: 100%

This contract is to provide continued access to the 7 Mindsets social-emotional learning framework, including instructional resources, professional learning, coaching, and implementation support. The services are designed to strengthen school culture, support student well-being, and promote consistent SEL implementation across the district.

Vendor: 7 Mindsets Academy, LLC

Amount: \$389,000.00

Term: 08/28/2025– 08/31/2026

Department: Office of School Support

Contract Type: Software

Senior Leader: Shuanta Broadway McDaniel, Ph.D.

People Served: 110,000

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) 100% of schools will be oriented on 7 Mindsets by end of fall semester 2025.

100% of traditional schools were oriented on 7 Mindsets by December 2025.

Implementation Metrics

1) 100% of schools (traditional) will implement 7 Mindsets with fidelity.

94% of traditional schools implemented 7 Mindsets with fidelity.

Comprehensive Medical Staffing - Supplemental Nursing Final Renewal Agreement (FSY 25-26)

Not Rated:

Provide supplemental nursing services for students who require nursing services according to their IEP or 504 plan.

Vendor: Comprehensive Medical Staffing

Amount: \$188,888.89

Term: 08/18/2025– 07/31/2026

Department: Office of School Support

Contract Type: Professional Services

Senior Leader: Shuanta Broadway McDaniel, Ph.D.

Audience: All MSCS schools (charter and non-charter); All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score					

Outcome Metrics

1) The vendor will provide 2-3 nurses per week, indicating staffing adequacy and its impact on nursing service needs to ensure effective and efficient nursing care for students with chronic health conditions and emergency care.

No services were performed or received for this contract and no funds were spent for this contract during the reporting period. Status on this contract will remain unrated until services are performed or contract funds are spent.

Report Notes:

No services were performed or received for this contract and no funds were spent for this contract during the reporting period. Status on this contract will remain unrated until services are performed or contract funds are spent.

Delta T Group, Inc. - Supplemental Nursing Final Renewal Agreement (FSY 25-26)

On Track: 100%

Provide supplemental nursing services for students who require nursing services according to their IEP or 504 plan

Vendor: Delta T Group, Inc.

Amount: \$188,888.89

Term: 08/17/2025– 07/31/2026

Department: Office of School Support

Contract Type: Professional Services

Senior Leader: Shuanta Broadway McDaniel, Ph.D.

Audience: All MSCS schools (charter and non-charter)

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) The vendor will provide 2-3 nurses per week, indicating staffing adequacy and its impact on nursing service needs to ensure effective and efficient nursing care for students with chronic health conditions and emergency care.

The vendor provided 2-3 nurses weekly.

Report Notes:

The agency provided 2-3 nurses each week to assist with nursing procedures throughout the school year.

Jaykay Medical Staffing - Supplemental Nursing Final Renewal Agreement (FSY 25-26)

Not Rated:

Provide supplemental nursing services for students who require nursing services according to their IEP or 504 plan

Vendor: Jaykay Medical Staffing

Amount: \$188,888.89

Term: 08/17/2025– 07/31/2026

Department: Office of School Support

Contract Type: Professional Services

Senior Leader: Shuanta Broadway McDaniel, Ph.D.

Audience: All MSCS schools (charter and non-charter)

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score					

Outcome Metrics

1) The vendor will provide 2-3 nurses per week, indicating staffing adequacy and its impact on nursing service needs to ensure effective and efficient nursing care for students with chronic health conditions and emergency care.

No services were performed or received for this contract and no funds were spent for this contract during the reporting period. Status on this contract will remain unrated until services are performed or contract funds are spent.

Report Notes:

No services were performed or received for this contract and no funds were spent for this contract during the reporting period. Status on this contract will remain unrated until services are performed or contract funds are spent.

Medical Edge Recruitment, LLC - Supplemental Nursing Final Renewal Agreement (FSY 25-26)

Off Track: 46.7%

Provide supplemental nursing services for students who require nursing services according to their IEP or 504 plan.

Vendor: Medical Edge Recruitment, LLC

Term: 08/19/2025– 07/31/2026

Contract Type: Professional Services

Amount: \$188,888.89

Department: Office of School Support

Senior Leader: Shuanta Broadway McDaniel, Ph.D.

Audience: All MSCS schools (charter and non-charter)

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	1	3	1	1	1

Outcome Metrics

1) The vendor will provide 2-3 nurses per week, indicating staffing adequacy and its impact on nursing service needs to ensure effective and efficient nursing care for students with chronic health conditions and emergency care.

The vendor was not able to provide nurses this school year.

Report Notes:

The agency never provided any nurses for the duration of the school year. We will not be filling out a rubric for services not rendered.

Methodist Community Care Associates-Employee Onsite Medical Services

On Track: 100%

Contract provides Onsite Medical Services to its employees and dependents to include but not limited to primary care and pharmaceutical services for generic, non-class IV drugs at two established sites with the cost of the Onsite Medical Services includes Flicker Street Clinic and Hacks Cross Clinic. This is a one year extension.

Vendor: Methodist Community Care Associates

Amount: \$2,091,537.00

Term: 01/01/2026– 12/31/2026

Department: Office of School Support

Contract Type: Professional Services

Senior Leader: Shuanta Broadway McDaniel, Ph.D.

People Served: 15,000

Audience: Teachers/Staff; School Administration;
Central Office

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) Increase utilization by 10% by June 30, 2026.

Q4 Patient Utilization: 2673

Total Patient Utilization: 11,189

Implementation Metrics

1) Participate 100% in District scheduled events.

32 total events for 25-26 with over 1111 participants

Public Consulting Group EDPlan for Nursing DECHS 2023-2024

On Track: 100%

This contract provides an electronic data management solution tailored to the needs of school health staff (e.g. APRNs RNs, and LPNs,) EDPlan is a web-based health service management and documentation system, allowing users to enter and view pertinent student health information and encounters to enable the District to recoup state funding from Medicaid reimbursement

Vendor: PCG Public Consulting Group ED Plan for Nursing DECHS

Amount: \$559,062.00

Term: 09/19/2023– 09/30/2027

Department: Office of School Support

Contract Type: Software

Senior Leader: Shuanta Broadway McDaniel, Ph.D.

People Served: 110,000

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) 75% of acute (sudden) and chronic (long term) illnesses and conditions will be documented and monitored in the electronic platform.

100% of acute and chronic illnesses and conditions were documented and monitored.

RCM Health Care Services - 30 Full-Time Employee (FTE) Registered Nurses

On Track: 100%

Collaborate with external health care providers to assist with health services and procedures to improve experiences for students with chronic health conditions,

Vendor: RCM Health Care Services

Amount: \$2,139,728.00

Term: 07/28/2025– 07/31/2026

Department: Office of School Support

Contract Type: Professional Services

Senior Leader: Shuanta Broadway McDaniel, Ph.D.

Audience: All MSCS schools (charter and non-charter)

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) The vendor will maintain 90% of the 30FTE school nurses and 2 FTE liaison nurses indicating staffing adequacy and its impact on nursing service needs to ensure effective and efficient nursing care for students with chronic health conditions and emergency care.

The vendor maintained 90% and 1 FTE liaison.

Report Notes:

The agency maintained 90% of staff during the school year.

Real Nurses, LLC - RN nurse staff

On Track: 100%

Provide supplemental nursing services for students who require nursing services according to their IEP or 504 plan

Vendor: Real Nurses, LLC

Term: 08/18/2025– 07/31/2026

Contract Type: Professional Services

Amount: \$188,888.89

Department: Office of School Support

Senior Leader: Shuanta Broadway McDaniel, Ph.D.

Audience: All MSCS schools (charter and non-charter)

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) The vendor will provide 2-3 nurses per week, indicating staffing adequacy and its impact on nursing service needs to ensure effective and efficient nursing care for students with chronic health conditions and emergency care.

The vendor provided 2-3 nurses weekly.

Report Notes:

The agency provided 2-3 nurses per week for the entire school year.

The Rose Group, Inc. dba Suwannee Medical Personnel - Supplemental Nurses Final Renewal Agreement (FSY 25-26)

On Track: 100%

Provide supplemental nursing services for students who require nursing services according to their IEP or 504 plan

Vendor: The Rose Group, Inc. dba Suwannee
Medical Personnel

Amount: \$188,888.89

Term: 08/18/2025– 07/31/2026

Department: Office of School Support

Contract Type: Professional Services

Senior Leader: Shuanta Broadway McDaniel, Ph.D.

Audience: All MSCS schools (charter and non-charter)

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) The vendor will provide 2-3 nurses per week, indicating staffing adequacy and its impact on nursing service needs to ensure effective and efficient nursing care for students with chronic health conditions and emergency care.

The vendor provided 2-3 nurses weekly.

Report Notes:

The agency provided nurses each week throughout the school year.

University of Memphis Smart Center- SMASHA Project Aware Grant

On Track: 100%

This partnership with the University of Memphis Smart Centers through the Project Aware Grant. The SMART Center will provide Teletherapy to students who are referred for tier 3 mental health therapy with parents' consent.

Vendor: University of Memphis Smart Center -
SAMHSA Project Aware Grant

Amount: \$300,000.00

Term: 08/31/2023– 08/31/2026

Department: Office of School Support

Contract Type: Professional Services

Senior Leader: Shuanta Broadway McDaniel, Ph.D.

People Served: 10

Audience: All district-managed schools

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) UofM will provide services for MSCS students who need additional support for telehealth services through the family wellness center at no cost to the student or family.

The service delivery model was revised from telehealth to in-person, school-based services, and the agreement objectives were achieved.

Worldwide Travel Staffing, LTD - Final Renewal Agreement (FSY 25-26)

On Track: 100%

Provide supplemental nursing services for students who require nursing services according to their IEP or 504 plan

Vendor: Worldwide Travel Staffing, LTD

Term: 08/25/2025– 07/31/2026

Contract Type: Professional Services

Amount: \$188,888.89

Department: Office of School Support

Senior Leader: Shuanta Broadway McDaniel, Ph.D.

Audience: All MSCS schools (charter and non-charter)

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) The vendor will provide 2-3 nurses per week, indicating staffing adequacy and its impact on nursing service needs to ensure effective and efficient nursing care for students with chronic health conditions and emergency care.

The vendor provided 2-3 nurses weekly.

Report Notes:

The agency provided nurse each week during the 3rd and 4th quarter of the school year.

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**OFFICE OF STRATEGIC
COMMUNICATIONS**

Blackboard, Inc. - Mass Communication Platform -(2022-0968)

On Track: 93.3%

Communications mass messaging tool used to communicate with district staff, families and stakeholders

Vendor: Blackboard, Inc.

Term: 07/01/2026– 06/30/2027

Contract Type: Software

People Served: 300,000

Amount: \$279,450.00

Department: Office of Strategic Communications

Senior Leader: Terrica Cleaborn-Thornton

Audience: All MSCS schools (charter and non-charter); All district-managed schools; All Charter Schools; All elementary schools (district-managed); All middle schools (district-managed); All high schools (district-managed); All middle and high schools (district-managed); A single school or a select number of schools, not grouped above; Other

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	2	3	3

Outcome Metrics

1) The district will use blackboard for 100% of all mass communications

The district used blackboard for 100% of all mass communications

Let's Talk

On Track: 100%

This customer service solution is an online tool that provides more equitable access to answers 24 hours a day, seven days a week from a computer, tablet, or smartphone with constituents.

Vendor: K12 Insight, LLC

Term: 03/01/2026– 01/31/2027

Contract Type: Software

People Served: 110,000

Amount: \$180,000.00

Department: Office of Strategic Communications

Senior Leader: Terrica Cleaborn-Thornton

Audience: Students; Teachers/Staff; Parents;
Shelby County & Memphis Community

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) Maintain an overall wait time (average time to respond in the Let's Talk! platform) for responses to submitted dialogues from constituents to be less than 48 hours or 2 business days.

The Q4 average response time to constituents who submitted dialogues 0.1 of 1 business day (approximately 48 minutes).

2) Maintain the number of constituents supported in the Let's Talk platform (# constituents with responses to questions/total # of constituents with questions) as 100%.

During Q4, it maintained a 100% response rate on the Let's Talk! platform. A total of 1,086 responses were provided to 1,086 constituents across chatbot engagements and dialogue submissions (1,086 answered questions / 1,086 questions submitted), resulting in a 100% answer rate.

3) Maintain the customer experience score in the Let's Talk! platform to 8.0 or above.

The Q4 Let's Talk! platform customer experience score is 9.1, exceeding the target of 8.0 or above. This score is calculated based on feedback from constituents who complete a feedback form (highest possible score of 10) reflecting their customer service experience with the platform or the response received to their question. Disclaimer: Some constituents who provided lower ratings indicated dissatisfaction with the answer received, even in cases where the response was accurate and aligned with district policy.

Implementation Metrics

1) By end of SY 2025-26, maintain the overall wait time (average time to respond in the Let's Talk! platform) as 1 business day or less (industry standard is two business days).

The Q4 average response time for constituents who submitted dialogues through the Let's Talk! platform is 1.1 business days, approximately 7.7 hours (based on an 8-hour business day).

2) By end of SY 2025-26, maintain the 100% response rate to constituents for chatbot engagements and dialogue submissions.

During the 2025-26 school year, a total of 3,042 responses were provided to 3,042 customers for chatbot engagements and dialogue submissions through the Let's Talk! platform (3,042 answered questions / 3,042 total questions), resulting in a 100% response rate.

Report Notes:

The chatbot data needs to be included with the dialogue responses in some way to provide an accurate snapshot of customer engagement with the Let's Talk platform.



OFFICE OF REGIONAL SUPERINTENDENTS

Edmentum - Study Island Subscription and License Agreement (FSY 2025-2026)

On Track: 100%

Study Island has provided a unique, web-based, standards mastery program that combines highly specific and dynamic content with real-time reporting to create a customized assessment, diagnostic, and instructional program based on the state of Tennessee's standards. By creating an interactive and flexible instructional platform, Study Island provides engaging, ongoing practice and remediation to help students meet their required standards in all major content areas. Study Island will be used in Comprehensive Support and Improvement (CSI) schools as a resource to support standards mastery for all students, additional practice with TN standard aligned tasks, and as a tool to help inform teachers in planning based on student progress reports.

Vendor: Study Island

Term: 06/25/2025– 06/30/2026

Contract Type: Software

Amount: \$123,165.00

Department: Regional Superintendents

Senior Leader: Debra Fox-Stanford

Audience: All elementary schools (district-managed); All middle and high schools (district-managed)

Area	Timeline	Budget	Quality of Deliverables	Stakeholder Communication	Risk Management
Score	3	3	3	3	3

Outcome Metrics

1) 100% of CSI schools utilized the platform

79.4% of CSI utilized the platform on a consistent basis

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