

CrowdComfort and Stillwater Public Schools

Memorandum of Understanding (MOU)

For Discussion Purposes Only. This portion of the document represents a non-binding discussion framework and does not constitute a legally binding commitment by either party.

The purpose of this MOU is to provide a comprehensive document to summarize:

- CrowdComfort’s Understanding of Stillwater Public Schools’s Needs
- CrowdComfort’s Proposed Solution
 - Strategic Consulting
 - Software Modules
 - Onboarding, Implementation, Training & Support Services
 - Launch Program
- Why CrowdComfort is Uniquely Qualified to Support Stillwater Public Schools’s Needs
 - CrowdComfort & Stillwater Public Schools Key Agreement Terms
 - MOU Execution & Next Steps

CrowdComfort’s Understanding of Stillwater Public Schools’s Needs

Overview – Stillwater Public Schools is facing custodial and operational challenges driven largely by budget constraints. The district is short roughly 30 custodians—an 18.5% reduction in staffing—which makes it difficult to meet APPA cleaning standards across buildings, grounds, and stadium facilities. With head custodians and day porters stretched thin, consistent cleaning quality across the portfolio is not realistic, and individual cleaning tasks are not currently tracked, creating limited transparency and accountability regarding the work being completed. Maintaining service excellence with reduced staffing has become increasingly difficult, prompting the district’s interest in deployment of a solution that can provide clearer operational visibility and support data-driven staffing decisions. Phase 1 data will inform pricing and packaging for a potential district wide expansion in April of 2026 at 1,000,000 sq ft with 16 buildings, 50 users, and 2 dashboards with an annual cost of \$35,280 and a one time implementation fee of \$10,759.

CrowdComfort’s Proposed Solution

CrowdComfort will partner with Stillwater Public Schools with their Cleaning Maps and RapidQA solutions, which digitally validates everyday cleaning operations tasks and activities. This solution will provide the following benefits to the district:

- Real-time Transparency:
 - Granular real time data of the cleaning status in their buildings by location,

- Historical data on cleaning completion by team and location in buildings,
- Ability to measure in-the-moment quality of cleaning of particular areas,
- Performance data for each custodian.
- **Cleaning Quality Improvement:** The Custodial Compliance Officer will have the ability to conduct digitized quality assurance checks for better tracking and training of cleaning quality.
- **Custodial Recognition:** CrowdComfort analytics dashboards will provide on-going performance tracking to identify, recognize and retain top performers and identify training opportunities to up-level teams.

CrowdComfort proposes a Program that will include:

A. Strategic Consulting:

- Lead Stillwater Public Schools in a process to articulate business and operational goals at multiple levels in the organization for the program
- Guide a process to define and quantify baseline data for performance benchmarking
- Design the tracking, monitoring, and reporting structure to inform Stillwater Public Schools about the status of the ongoing goals and KPIs throughout the program
- Recommendation report for potential savings and quality improvement using CrowdComfort software and solutions across the district.

B. Software Modules:

Based on Stillwater Public Schools's needs for visibility into custodial services, performance, and accountability CrowdComfort recommends the following modules for the Pilot Program:

- **Cleaning Maps** Provides an independent validation layer to drive accountability and transparency across custodial operations. Custodial staff leverages the CrowdComfort app to validate their work by scanning a QR code to provide text, pictures, timestamps, and location data. This data is compiled into the analytics dashboard for the management team that highlights purpose-built visualizations showing real-time and historic analysis around janitorial performance, route optimization, and resource utilization.
- **Quality Assurance (Cleaning)** – In alignment with the district's cleaning standards, provides managers with the ability to rate the quality of cleaning for a specific space or building as well as provide feedback on improvements. This data is compiled into the analytics dashboard for management teams to review cleaning quality data by location and team member, identify top performers, determine training opportunities, and track improvements in cleaning quality.

C. IT Strategy, Devices, System Integration, and Services

The Program will include the following from Technology Services:

User Provisioning: Users will be provisioned for the mobile application and analytics dashboard based on role, management level and customer. CrowdComfort will work with Stillwater Public Schools to identify and map all users for a solution by these criteria. To provision users, Stillwater Public Schools will provide email addresses for each user to set up user profiles. If there is a district wide expansion native google SSO will be used.

Information Security: CrowdComfort will work with the Stillwater Public Schools IT Department to identify additional Information Security requirements, which is currently out of scope for Phase one of the project. CrowdComfort can support this in future engagements and expansions.

Training & Support Services: The Program will include the following training engagements, support services and solution implementation:

- One (1) on-site and three (3) virtual onboarding sessions in the first sixty (60) days to assist with installation, training, education, and support.
- Access to digital training materials that are specifically created for use at Customer's facilities for CrowdComfort services.
- Up to five (5) virtual meetings per quarter for training, onboarding and/or strategic support.
- Access to 24/7 Customer Support via chat, email, or phone number.
- Access to the analytics dashboard for up to two (2) users.
- Quarterly reports that include performance against KPIs, analytical insights, performance analysis, and cost savings opportunities.
- Customer Success recommendation report for district-wide engagement.

E. Implementation Support

As part of the Launch Program, the CrowdComfort team will configure the following:

- Digitization of the floor plans and annotation of precise locations.
- Design and printing of specific QR codes for the site.
- User provisioning by role for both mobile app and analytics dashboard.
- Configuration of automation rules based on room type, building, location and end users to reflect the scope of work.

All the above will be done by CrowdComfort team members based on feedback and needs from the Stillwater Public Schools.

Why CrowdComfort is Uniquely Qualified to Meet Stillwater Public Schools's Needs

CrowdComfort has proven success in driving optimal outcomes, operational efficiency, and cleaning performance in education environments. With our Cleaning Maps solution and cleaning validation program, CrowdComfort will drive improved performance and outcomes for Stillwater Public Schools in the following ways:

- **Real-time Visibility and Compliance:** With Cleaning Maps, you gain real-time visibility into cleaning activities across your facilities by type, location and team member. Our solution enables you to validate cleaning tasks, monitor compliance with industry regulations and standards, and quickly identify areas that require attention. *Industry peers typically realize 34% improvement in cleaning compliance.*
- **Improved Staffing and Resource Allocation:** With CrowdComfort's real-time data, managers can allocate resources most efficiently to ensure the meeting of quality and productivity standards across the portfolio. *Industry peers realize improved efficiencies with 5-10% cost savings.*
- **Enhanced Cleaning Quality for Occupants:** With the cleaning validation program your management team and team members will set a higher standard for cleaning performance and be able to identify training opportunities for up level staff and teams quickly. *Industry peers typically realize a 24% increase in cleaning quality performance.*

CrowdComfort & Stillwater Public Schools

BINDING PROVISIONS FOR THE MEMORANDUM OF UNDERSTANDING

This Memorandum of Understanding (this “**MOU**”) is entered into as of the date of the last signature below (the “**Effective Date**”), between CrowdComfort, Inc., a Delaware corporation with its principal business address at 68 Harrison Ave Ste 605 PMB 451742 Boston, MA 021111-1929 (“**CrowdComfort**”) and Stillwater Public Schools, with its principal place of business at 314 S Lewis Street, Stillwater OK 74074 (“**Customer**”). This Agreement governs Customer’s access to and use of the CrowdComfort proprietary, mobile application and on-line portal (collectively, the “**Application**”, and such access to and use of the Application, the “**Services**”).

- A. Subscription and Application access.** CrowdComfort will make the Services available to Customer pursuant to this MOU and then-current version of any supporting technical documentation provided to Customer by CrowdComfort or available on CrowdComfort’s website (“**Documentation**”). The Services are provided on a subscription basis for the applicable subscription term. CrowdComfort hereby grants to Customer a non-exclusive, non-transferable, worldwide right during the subscription term to access and use the Services solely for Customer’s internal business purposes and pursuant to the documentation.

- B. Project Location(s):** Stillwater Public Schools, Stillwater OK

- C. Number of Buildings:** 2 school buildings
 - **Stillwater Middle School** - 2200 S Sangre Road, Stillwater OK 74074
 - **Highland Park Elementary School** - 400 S Drury St, Stillwater OK 74074

- D. Strategic Consulting**
 - CrowdComfort will provide up to 20 hours of strategic consulting at no additional cost. Includes data analysis and recommendations from Customer Success and Operations.

- E. CrowdComfort Applications:** Cleaning Maps & Quality Assurance
 - Number of mobile app users:
 - 15 - 13 custodians, 2 QA managers
 - Number of Customer end-users for analytics dashboard:
 - 2
 - User Provisioning. Customer will be responsible for providing CrowdComfort with the email addresses of the users who require access to the mobile app and analytics dashboard. CrowdComfort will be responsible for provisioning users for the mobile app and analytics dashboard.
 - Installation, Training, Education, and Support Services. Specific training and onboarding is as follows:
 - i. Pre-onsite | implementation deliverables:
 - 1. Digitization of the floor plans and annotation of precise locations.

2. Design and printing of specific QR codes for the site.
3. User provisioning by role for both mobile app and analytics dashboard.
4. Configuration of automation rules based on room type, building, location and user.
5. Configuration of schedules and routes for custodial staff.

ii. Training/Education

1. Customer shall receive access to CrowdComfort's Knowledge Base Portal which may include implementation information, customer deliverable lists, training materials or other Documentation.
2. One (1) on-site and three (3) virtual onboarding sessions within the first sixty (60) days of executing this MOU: *no additional charge to the customer.*
3. Up to five (5) virtual meetings per quarter for training, onboarding, and/or support services *at no additional cost to the customer.*
4. CrowdComfort shall develop and provide Customer with access to digital training materials specifically created for use at Customer's facilities for CrowdComfort services *at no additional cost to the customer.*

iii. Support Services.

1. Access to 24/7 Customer Support *at no additional cost to the Customer.*
2. Quarterly reports that include performance against KPIs, analytical insights, performance analysis, and cost savings opportunities.

F. Customer Responsibilities:

- Attend scheduled meetings prior to the onsite launch.
- Provide to CrowdComfort accurate floor plans of all spaces upon execution of this MOU. If needed, CrowdComfort will work with Stillwater Public Schools to update floor plans as necessary.
- Provide to CrowdComfort the email addresses of the users who require access to the mobile app and analytics dashboard.
- Participate in future phase planning meetings.
- Provide custodians with appropriate devices for deployment and ongoing monitoring.

G. Fees:

- Annual Subscription Fee: \$9,500

H. Purchase Orders

- Customer acknowledges that timely issuance of a PO is necessary for CrowdComfort to invoice and receive payment within the terms of the MOU.

I. Subscription Term

- The Term of the Annual Subscription shall begin on the effective date CrowdComfort and shall continue for an initial term of twelve (12) months (“**Initial**

Term”).

J. Renewal

- Upon expiration of the Initial Term, the term of this MOU shall renew for successive one (1) year terms unless either party gives written notice of non-renewal at least thirty (30) days prior to the end of the Initial term or the then-current Renewal term.
- CPI + 3% fee increase per Renewal term.

K. Payment

- Software Subscription fees are due Net 30 days from the Effective Date or then-current Renewal date.

L. Suspension / Termination

- Suspension for delinquent account. CrowdComfort reserves the right to suspend Customer’s access to and/or use of the Services if any payment is due but unpaid, but only after CrowdComfort has provided Customer at least one (1) delinquency notice, and at least thirty (30) days have passed since the transmission of the first notice.
- Termination for Cause. Either party may terminate this MOU upon written notice to the other party if the other party materially breaches any provisions of this MOU and fails to cure such breach within thirty (30) days after receiving written notice of such breach.

MOU Execution & Next Steps

Upon execution of this MOU, CrowdComfort and Stillwater Public Schools will schedule a kickoff call to discuss logistics for a January 2026 pilot implementation and launch.

CROWDCOMFORT, INC.

Stillwater Public Schools

DocuSigned by:

 By: _____
CC6BE4375358456...
 Date Signed: 12/22/2025

By: _____
 Date Signed:

Name: B. Eric Graham
 Title: Chief Executive Officer
 68 Harrison Ave PMB 451742
 Boston, MA 02111-1929

Name: Roberta Douglas
 Title: Board President
 314 S Lewis St
 Stillwater OK 74074

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Phone: 405-707-5587

CUSTOMER ACCOUNTS PAYABLE

Email: