Service Insights Agreement

INTRODUCTION

This Service Insights Agreement is made and entered into this X day of month, year (“Effective Date”) between the Central Texas Food Bank (hereinafter referred to as “Food Bank”) located at 6500 Metropolis Dr. Austin, TX 78744, and Agency Name(hereinafter referred to as “Partner”) located at address.

**Whereas,** the Partner is a Partner Agency of the Food Bank in accordance with an active Partner Agency Agreement;

**Whereas,** the Partner is collecting electronic intake data through Oasis Insight within the Central Texas Food Bank network account;

**Whereas,** the Food Bank wishes to streamline intake processes for clients across partners and programs within the Food Bank network;

**Whereas,** the Food Bank is implementing an initiative called the Service Insights Initiative to collect standardized electronic intake across the network to both streamline intake processes for clients across partners and programs and to support the network with resources and capacity efforts using data insights;

Now, therefore, in consideration of the mutual promises, requirements, undertakings and considerations set forth in this Agreement, the Food Bank and Partner agree as follows:

PURPOSE

The purpose of this agreement is to outline the commitments by the Partner and the Food Bank around the use of Oasis Insight and implementation of Service Insights.

THE FOOD BANK AGREES TO:

* Provide the Partner with access to an Oasis Insight Pro-Level license free of charge to the Partner.
* Support the Partner with virtual or onsite support, training, technical assistance to adopt Oasis Insight.
* Serve as the network administrator of Oasis Insights for the Partner, trouble-shooting technical issues with Oasis Insight or elevating issues directly to Simon Solutions, the makers of Oasis Insights, as needed.
* Collect all monthly required client data through direct Oasis Insight access/download.
* Abide by CTFB Data Privacy Requirements per the Partner Data Sharing Agreement.

THE Partner AGREEs TO:

* Adopt Oasis Insight for client intake for the following programs (check all that apply):
  + Food Pantry
  + HOPE
  + FFFF
  + CSFP
  + CACFP
  + SFSP
  + Mobile Pantry
* Collect client release of information from any person whose intake and assistance records are stored in Oasis Insight.
* Do their best in collecting all Service Insights Core Demographics fields
  + Clients can refuse to provide non-eligibility related data without affecting their ability to receive food or participate in other CTFB programs.
* Abide by CTFB Data Privacy Requirements per the Partner Data Sharing Agreement.
* Partner agrees to enter intake data into Oasis Insight within 72 hours after distribution and prior to the CTFB monthly reporting deadline.

SIGNATURES

Both parties agree to the terms and conditions outlined in this Service Insights Agreement between the Food Bank and Partner. Any changes to this agreement must be submitted formally in writing.

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*CTFB Representative:*

*Title:*

*Organization: Central Texas Food Bank*

*Date:*

*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*Partner Representative:*

*Title:*

*Organization:*

*Date:*