

## RFP 23-73611: Individualized Education Plan/Individualized Learning Plan Management System RFP

### Attachment E: Business Proposal Template Indiana Department of Administration (IDOA)

**Instructions:** Please provide answers in the shaded areas to all questions. Reference all attachments in the shaded area.

#### *Business Proposal*

**2.3.1 General** - Please introduce or summarize any information the Respondent deems relevant or important to the State's successful acquisition of the products and/or services requested in this RFP.

PowerSchool Special Programs solution will help educators better serve students with special needs by improving communication and accessibility through an intuitive platform. Indiana educators will efficiently meet compliance requirements with a secure, configurable special programs management product. Special Programs is a customizable, off-the-shelf SaaS solution that includes modules supporting your specific needs, including English Language Learners, Digital Signature, state and regional reporting, Case Management, and Service Capture.

To provide IDOE with best-in-class support and services for this project, PowerSchool has formed strategic partnerships with companies who can further extend our knowledge and ability to meet IDOE where you are at right now. Subcontractor information is summarized below, and provided in detail in [appendix F](#).

- **Resultant**—Established in 2008 as a modern consulting firm that believes solutions are more valuable, transformative, and meaningful when reached together. Resultant is headquartered in Indianapolis and serves as a true partner by solving problems with clients, rather than for them. Resultant has extensive experience with education data, including data specific to IDOE and your educators.
- **Fairbanks LLC**—With significant local and national experience, Fairbanks is dedicated to providing exceptional client services, program administration, and consulting projects for Centers for Medicare and Medicaid Services programs. Fairbanks provides state and local experience to assure program integrity and compliance with various rules, regulations, and guidance that apply to Medicaid programs. The company was founded in Illinois in 2004; together, principals in the company have over 90 years of public sector management and consulting experience with over 60 years of combined experience related to Medicaid billing.
- **Brite Systems, Inc.**—An Indianapolis company dedicated to providing clients

with the most modern technology through developing new and innovative solutions for high-quality products that meet client needs.

- **MSF&W Consulting, Inc.**—An information systems consulting firm founded in Springfield, Illinois, 30 years ago--specializing in developing innovative technology solutions for complex business problems. MSF&W has extensive experience with education-focused data including data related to Special Education, Early Childhood, Childhood Nutrition, Educator Licensure, College and Career Technical Education, the Illinois Longitudinal Data System, the Illinois State Board of Education Data Warehouse, and more.
- **VESPA Group**—An Indianapolis-based technology consulting firm that support a variety of public and private sector organizations through an elite network of professionals. Vespa has current experience with Indiana state-level agencies. Recent projects include the following:
  - Orchestrated data synchronization and developed operational reporting dashboards to support COVID contact tracing efforts; successfully integrating multiple systems and developing reporting data models to support 1000+ contact tracers, 90+ local health jurisdictions, and other key stakeholders.
  - Currently designing and developing dashboards for various disease states for the Indiana Department of Corrections. These reports are used by doctors and healthcare providers to increase situational awareness and increase the quality of care for individuals incarcerated in the Indiana prison system.
  - Currently providing five data analysts to support the various reporting and analytics needs of multiple State Medicaid providers.

With more than 30 years of experience is serving educators throughout the United States, along with our strategic partnerships, PowerSchool is in an ideal position to not only meet your project requirements, but also adjust to changing needs and goals well into the future.

**2.3.2 Respondent's Company Structure** - Please include in this section the legal form of the Respondent's business organization, the state in which formed (accompanied by a certificate of authority), the types of business ventures in which the organization is involved, and a chart of the organization. If the organization includes more than one (1) product division, the division responsible for the development and marketing of the requested products and/or services in the United States must be described in more detail than other components of the organization. Please enter your response below and indicate if any attachments are included.

PowerSchool Holdings, Inc. became a public company on July 28, 2021. The company's stock lists on the New York Stock Exchange (NYSE) as PWSC. We do

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business as PowerSchool Group LLC. Our business organization was formed in Delaware; see [appendix B](#) for documentation. PowerSchool is dedicated to the education field, with our primary focus on supporting PreK-12 education agencies with our software and services, both throughout the United States and internationally. See [appendix C](#) for organization charts for PowerSchool.

**2.3.3 Respondent's Diversity, Equity and Inclusion Information** - With the Cabinet appointment of a Chief Equity, Inclusion and Opportunity Officer, on February 1, 2021, the State of Indiana sought to highlight the importance of this issue to the state. Please share leadership plans or efforts to measure and prioritize diversity, equity, and inclusion. Also, what is the demographic compositions of Respondents' Executive Staff and Board Members, if applicable.

The following section conveys PowerSchool's efforts for supporting affirmative action, equal employment opportunity, and supplier diversity.

**Affirmative Action**

The Company maintains the appropriate affirmative action plan documents and requirements to remain compliant with applicable affirmative action programs related to federal contracts including Vietnam Era Veterans' Readjustment Assistance Act (VEVRAA), Affirmative Action and People with Disabilities, and Executive Order 11246. It is important to the Company to maintain high standards of compliance coupled with regular auditing processes to seek continuous improvement.

**Equal Employment Opportunity Policy**

PowerSchool is an equal opportunity employer and makes employment decisions on the basis of merit. We want to have the best available talent in every job. Company policy prohibits unlawful discrimination based on race, color, creed, gender, religion, marital status, sexual orientation, registered domestic partner status, age, national origin or ancestry, physical or mental disability, and medical condition including genetic characteristics, genetic information, or any other consideration made unlawful by federal, state, or local laws. It also prohibits unlawful discrimination based on the perception that anyone has any of those characteristics or is associated with a person who has or is perceived as having any of those characteristics. All such discrimination is unlawful.

PowerSchool is committed to compliance with all applicable laws providing equal employment opportunities. This commitment applies to all persons involved in the Company operations and prohibits unlawful discrimination by any Company employee, including supervisors and coworkers. To comply with applicable laws ensuring equal employment opportunities to qualified individuals with a disability, the Company will make reasonable accommodations for the known physical or mental limitations of an otherwise qualified individual with a disability who is an

applicant or an employee unless undue hardship on the Company would result. Any applicant or employee who requires an accommodation in order to perform the essential functions of the job should contact their Supervisor or a Talent Team Representative and request such an accommodation. The individual with the disability should specify what accommodation he or she needs to perform the job. PowerSchool then will conduct an assessment to identify the barriers that interfere with the equal opportunity of the applicant or employee to perform his or her job. PowerSchool will identify possible accommodations, if any, that will help eliminate the limitation. If the accommodation is reasonable and will not impose an undue hardship on the Company PowerSchool will make the accommodation.

If you believe you have been subjected to any form of unlawful discrimination, submit a written complaint to your Supervisor or the Talent Team Representative. Your complaint should be specific and should include the names of the individuals involved and the names of any witnesses. If you need assistance with your complaint, or if you prefer to make a complaint in person contact the Talent Team Representative. PowerSchool will immediately undertake an effective, thorough, and objective investigation and attempt to resolve the situation. If the Company determines that unlawful discrimination has occurred, effective remedial action will be taken commensurate with the severity of the offense. Appropriate action also will be taken to deter any future discrimination. The Company will not retaliate against you for filing a complaint and will not knowingly permit retaliation by management, employees, or your coworkers.

The Company maintains a policy of non-discrimination for all employees and applicants in every facet of its operation. The Company will maintain employment procedures with respect to hiring, employee treatment, training, compensation, promotions, benefits, disciplinary action, termination and all other conditions of employment, administered solely on the basis of each individual's job qualifications and without regard to race, color, religion, age, sex, marital status, citizenship status, sexual orientation, national origin, disability, pregnancy and related medical conditions, genetic information, or disabled or Vietnam-era veteran status. The Company is also committed to maintaining all of its personnel policies in accordance with the letter and spirit of the provisions of Title VII of the Civil Rights Act of 1964, the Americans with Disabilities Act, and any other applicable federal, state and local laws, including providing equal employment opportunity and reasonable accommodation without undue hardship to qualified applicants or employees with disabilities and providing disabled applicants, employees, and business visitors with access to the company's facilities in accordance with applicable legal standards.

Fulfillment of the Company's equal employment opportunity pledge is the ongoing responsibility of all employees. Consequently, the full cooperation and support of all



employees is essential in these endeavors.

PowerSchool's Mission Statement of Fusion is the power to create energy and connectivity. At PowerSchool, we unite with curiosity and passion, to celebrate, support and encourage a diverse and inclusive workforce. PowerSchool promotes Employee Resource Groups (ERGs). ERGs are employee-led groups formed around common interests, common bonds, or similar backgrounds, such as gender, ethnicity, or religious affiliation with a common goal, acting together for a specific purpose. PowerSchool aims to foster a positive environment by supporting the diversity of our workforce, and creating inclusive groups that can continue to support, and advocate for, employees from a multitude of backgrounds. Some examples of PowerSchool's ERGs are Black Community, LGBTQ PRIDE, and Women in Technology. In addition, PowerSchool strategically partners with MBE/WBE organizations to assist with training and implementation projects when required to add specific value or expertise.

**2.3.4 Company Financial Information** - This section must include documents to demonstrate the Respondent's financial stability. Examples of acceptable documents include most recent Dunn & Bradstreet Business Report (preferred) or audited financial statements for the two (2) most recently completed fiscal years. If neither of these can be provided, explain why, and include an income statement and balance sheet, for each of the two most recently completed fiscal years.

If the documents being provided by the Respondent are those of a parent or holding company, additional information should be provided for the entity/organization directly responding to this RFP. That additional information **should explain the business relationship between the entities and demonstrate the financial stability of the entity/organization which is directly responding to this RFP.**

PowerSchool became a public company in 2021, and the statements available to the public are included in this section. If additional, non-public information is required, we can provide that confidential information upon receipt of a signed non-disclosure agreement for your purchasing representative. For more insights into PowerSchool's financial strength now and going forward, please see our public-facing website: <https://investors.powerschool.com/financials/sec-filings/default.aspx>

**2.3.5 Integrity of Company Structure and Financial Reporting** - This section must include a statement indicating that the CEO and/or CFO, of the responding entity/organization, has taken personal responsibility for the thoroughness and correctness of any/all financial information supplied with this proposal. The areas of interest to the State in considering corporate responsibility include the

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following items: separation of audit functions from corporate boards and board members, if any, the manner in which the organization assures board integrity, and the separation of audit functions and consulting services. The State will consider the information offered in this section to determine the responsibility of the Respondent under IC 5-22-16-1(d).

Eric Shander, PowerSchool CFO, takes professional responsibility for the thoroughness and correctness of any/all financial information supplied with this proposal.

Additionally, the Board of Directors of PowerSchool (the "Company") sets high standards for the Company's employees, officers, and directors. Implicit in this philosophy is the importance of sound corporate governance. It is the duty of the Board of Directors to serve as a prudent fiduciary for shareholders and to oversee the management of the Company's business. To fulfill its responsibilities and to discharge its duty, the Board of Directors follows the procedures and standards that are set forth in these guidelines. These guidelines are subject to modification from time to time as the Board of Directors deems appropriate in the best interests of the Company or as required by applicable laws and regulations. See [appendix E](#) for our Corporate Governance Guidelines and Code of Ethics.

**2.3.6 Contract Terms/Clauses** - Please provide the requested information in RFP Section 2.3.6. Additional rows may be added if necessary. Please provide edits to existing contract clauses and additional contract language to RFP Attachments B, B1, B2, and B3 with **tracked changes** in addition to responding to Section 2.3.6 of your **Attachment E** Business Proposal and Section 5.0 of your **Attachment J** Attestation Form. Please submit these edits via MS Word Document.

Contract Term Identifier and Header	Suggested Language Change	Rationale for suggested change
[See Statement of Understanding, <a href="#">appendix D</a> ]		

**2.3.7 References** - Reference information is captured on **Attachment H** Respondent should complete the reference information portion of the **Attachment H** which includes the name, address, and telephone number of the client facility and the name, title, and phone/fax numbers of a person who may be contacted for further information if the State elects to do so. The rest of **Attachment H** should be completed by the reference and **emailed DIRECTLY** to the State. The State should receive three (3) **Attachment Hs** from clients for whom the Respondent has provided products and/or services that are the same or similar to those products and/or services requested in this RFP. **Attachment H** should be submitted to

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[idoareferences@idoa.in.gov](mailto:idoareferences@idoa.in.gov). **Attachment H** is due on the date listed in Section 1.24 of the RFP. Please provide the customer information for each reference.

<b>Customer 1</b>	
Legal Name of Company or Governmental Entity	Alabama State Department of Education
Company Mailing Address	50 North Ripley Street
Company City, State, Zip	Montgomery, AL 36104
Company Website Address	<a href="https://www.alabamaachieves.org/">https://www.alabamaachieves.org/</a>
Contact Person	Stacy Royster
Contact Title	Program Coordinator for the Statewide Student Information System PowerSchool
Company Telephone Number	(334) 694-4972
Company Fax Number	
Contact E-mail	<a href="mailto:Stacy.royster@alsde.edu">Stacy.royster@alsde.edu</a>
Industry of Company	Education
<b>Customer 2</b>	
Legal Name of Company or Governmental Entity	Chicago Public Schools
Company Mailing Address	42 W Madison St., 2 <sup>nd</sup> Floor
Company City, State, Zip	Chicago, IL 60602
Company Website Address	<a href="https://www.cps.edu/">https://www.cps.edu/</a>
Contact Person	Mary Ellen Scott
Contact Title	Program Manager SIS SSM
Company Telephone Number	(773) 553-5573
Company Fax Number	
Contact E-mail	<a href="mailto:mescott@cps.k12.il.us">mescott@cps.k12.il.us</a>
Industry of Company	Education
<b>Customer 3</b>	
Legal Name of Company or Governmental Entity	Baltimore County Public Schools
Company Mailing Address	6901 N. Charles St., Building E
Company City, State, Zip	Towson, Maryland 21204
Company Website Address	<a href="https://www.bcps.org/">https://www.bcps.org/</a>
Contact Person	Tom Barrow
Contact Title	Specialist, Programmer Analyst II
Company Telephone Number	(443) 809-4130
Company Fax Number	
Contact E-mail	<a href="mailto:tbarrow@bcps.org">tbarrow@bcps.org</a>
Industry of Company	Education

**2.3.8 Registration to do Business** – Per RFP 2.3.8, Respondents providing the products and/or services required by this RFP must be registered to do business by the Indiana Secretary of State. The Secretary of State contact information may be found in Section 1.18 of the RFP. This process must be concluded prior to contract negotiations with the State. It is the successful Respondent’s responsibility to complete the required registration with the Secretary of State. Please indicate the status of registration, if applicable. Please clearly state if you are registered and if not provide an explanation.

PowerSchool Group LLC is registered.

**2.3.9 Authorizing Document** - Respondent personnel signing the Executive Summary of the proposal must be legally authorized by the organization to commit the organization contractually. This section shall contain proof of such authority. A copy of corporate bylaws or a corporate resolution adopted by the board of directors indicating this authority will fulfill this requirement. Please enter your response below and indicate if any attachments are included.

See [appendix A](#) in this document for authorizing documentation.

**2.3.10 Diversity Subcontractor Agreements -**

- a. Per RFP Section 1.21, Minority & Women’s Business Enterprises (MBE/WBE), and 1.22 Indiana Veteran Owned Small Business Subcontractor (IVOSB), explain process followed to engage with potential MBE, WBE and IVOSB owned, Indiana certified businesses listed on Division of Supplier Diversity site. List the businesses invited to discuss the opportunity for potential partnership.

- MBE: Brite Systems, Inc.
- WBE: MSF&W Consulting, Inc.
- IVOSB: VESPA Group

- b. If not proposing each MBE, WBE or IVOSB subcontractor partnership, explain the rationale for declining to do so. Complete this for each category not proposed.

N/A

**2.3.11 Evidence of Financial Responsibility**

Removed.

**2.3.12 General Information** - Each Respondent must enter your company's general information including contact information.

<b>Business Information</b>	
Legal Name of Company	PowerSchool Holdings LLC (d.b.a., PowerSchool Group LLC)
Contact Name	Catherine Lawless
Contact Title	Senior Account Representative, Strategic Sales
Contact E-mail Address	<a href="mailto:Catherine.Lawless@powerschool.com">Catherine.Lawless@powerschool.com</a>
Company Mailing Address	150 Parkshore Dr.
Company City, State, Zip	Folsom, CA 95630
Company Telephone Number	(916) 288-1725
Company Fax Number	(916) 596-0950
Company Website Address	<a href="http://www.powerschool.com">www.powerschool.com</a>
Federal Tax Identification Number (FTIN)	47-4674631
Number of Employees (company)	3,000
Years of Experience	30
Number of U.S. Offices	2
Year Indiana Office Established (if applicable)	N/A
Parent Company (if applicable)	N/A
Revenues (\$MM, previous year)	(2022 is not available at this time) 2021: \$558.6M
Revenues (\$MM, 2 years prior)	2020: \$434.8M 2019: \$364.9M
% Of Revenue from Indiana customers	2.1%

- a. Does your Company have a formal disaster recovery plan? Please provide a yes/no response. If no, please provide an explanation of any alternative solution your company has to offer. If yes, please note and include as an attachment.

PowerSchool independently verifies its security posture and business continuity framework to internationally recognized standards for an information security management system (ISMS) and has been accredited with ISO 27001:2013 certification. As part of our ISO 27001:2013 compliance, a formal business continuity and disaster recovery (BCDR) plan exists and is tested annually. Upon award of a contract, PowerSchool will work with IDOE to define a formal disaster recovery plan specific to IDOE which includes named contacts for both PowerSchool and IDOE key personnel to work together to review the situation, coordinate the gathering of information, and determine if a disaster will be declared or not.

- b. What is your company's technology and process for securing any State information that is maintained within your company?

PowerSchool fully appreciates the importance of protecting personally identifiable information (PII) and other sensitive IDOE data and has resources dedicated to overseeing data security practices to help PowerSchool adhere to policies that aim to protect sensitive data. To minimize risk and exposure to customers' data, PowerSchool receives annual SOC 2 Type 2 examinations on our controls relevant to security, availability, and confidentiality and we have a dedicated Security Operations Center (SOC) that provides 24x7 monitoring of security operations and incidents on an organizational and technical level. PowerSchool also independently verifies its security posture and business continuity framework to internationally recognized standards for an information security management system (ISMS) and has been accredited with ISO 27001:2013 certification. As part of our ISO 27001:2013 and SOC 2 Type 2 compliance, PowerSchool supports the most critical processes of managing student, class, and school data, and we are committed to the highest standards of protection for such data. Our PowerSchool Hosting deployment leverages a multi-layered security approach across operational layers to ensure your IDOE data is 100% secure. Data center facilities utilized comply with a variety of IT security and privacy standards including CSA STAR, ISO/IEC 27018, SOC 1, SOC 2, SOC 3, PCI DSS Level 1 and many others. They provide multiple challenge points and employ an extensive series of security protocols throughout all data center areas. The data centers are in nondescript facilities that are located within the Continental US and ensures data residency boundaries remain within the Continental US. Physical access is strictly controlled at the data center perimeter, building ingress points, and individual data center floors by professional security officers utilizing video surveillance and other electronic means such as Biometric Access Control systems. All web-based access to the PowerSchool Special Programs platform is secured using the latest version of Transport Layer Security (TLS) for encryption of data in transit. Prior to web traffic (HTTPS) accessing the data center environments, enterprise systems at the perimeter edge network are utilized to protect, prevent, and mitigate against several types of denial-of-service (DoS) attacks, IP Spoofing, Port Scanning, and other malicious activities. Within our data center environments, internal and external network segments isolate internal servers from the public Internet and are protected by multiple levels of Intrusion Detection Systems (IDS) and Intrusion Prevention Systems (IPS) technologies as well as an extensive set of security groups to filter and monitor network traffic for malicious activities, unauthorized intrusion attempts, and policy violations. For systems protection, all servers incorporate managed Endpoint Detection and Response using Next-Gen Antivirus technology for protection and mitigation against malware, viruses, and other malicious activities such as Ransomware. Additionally, all systems and data storage volumes are configured with AES-256 data at rest encryption. And finally, access to critical systems for



maintenance and back-end administration are controlled and managed by a formal access provisioning process that utilizes an automated password and session management solution that provides secure access control, auditing, alerting and recording for any privileged account used by PowerSchool Hosting Operations staff to access PowerSchool Hosting systems.

**2.3.13 Experience Serving State Governments** - Please provide a brief description of your company's experience in serving state governments and/or quasi-governmental accounts.

25+ Years of Innovation. PowerSchool has a successful history of leading the education technology industry. Established in 1997, our commitment to providing educators the best tools to help students succeed has fueled our passion to unite educational technology into one easy-to-use solution. During our long history of innovation, we have made significant investments in the development of our solutions to eliminate traditional technology silos. The results have streamlined administrative processes and informed classroom instruction with comprehensive data.

PowerSchool provides software solutions and services to the following state-level education agencies (this also includes provinces and territories);

- Alabama Department of Education
- Alaska Department of Education & Early Development
- American Samoa Department of Education
- Arkansas Department of Education
- Bermuda Ministry of Education
- California Department of Education
- DC Office of the State Superintendent of Education
- Delaware Department of Education
- Guam Department of Education
- Hawaii Department of Education
- Indiana Department of Education
- Louisiana Department of Education
- Maryland State Department of Education
- Michigan State Department of Education
- Nevada Division of Welfare and Supportive Services
- New Hampshire Department of Education
- New Mexico Public Education Department
- Newfoundland-Labrador Department of Education
- North Carolina Department of Public Instruction
- North Dakota Department of Public Instruction
- North Dakota Department of Education
- Nova Scotia Department of Education

- South Carolina Department of Education
- Texas Education Authority
- US and British Virgin Islands Departments of Education
- Vermont Agency of Education
- Virginia Department of Education
- West Virginia Department of Education
- Wisconsin Department of Public Instruction

We reach more than 14,000 school and district organizations in more than 90 countries and territories, so as to support 45 million students with our software and services. We are committed to supporting educators at every level—state, regional, district, and school.

**2.3.14 Experience Serving Similar Clients** - Please describe your company’s experience in serving customers of a similar size to the State with similar scope. Please provide specific clients and detailed examples.

Over the last two decades we have transitioned some of the largest, most complex Educational Systems in North America to PowerSchool Special Programs including the education agencies listed below.

- |                                                       |      |            |
|-------------------------------------------------------|------|------------|
| • Chicago Public Schools, IL:                         | 392K | since 2007 |
| • Baltimore County Public Schools, MD:                | 112K | since 2005 |
| • North Dakota Department of Public Instruction:      | 108K | since 2007 |
| • Anne Arundel County Public Schools, MD:             | 80K  | since 2005 |
| • Linn Benton Lincoln Education Service District, OR: | 80K  | since 2008 |
| • Howard County Public Schools, MD:                   | 53K  | since 2007 |
| • Anchorage Public Schools, AK:                       | 48K  | since 2011 |
| • Province of Nova Scotia, Canada                     | 119K | since 2011 |
| • York Region District School Board, Canada           | 122K | since 2013 |
| • Savannah Chatham Public Schools, GA                 | 38K  | since 2007 |

Each one of these implementations represents a complex transition from what an Educational System was using to manage Special Programs, to what they are using today: PowerSchool. Each solution was configured to specifically solve for challenges unique to that customer, and results are evident in the longevity of our partnerships. Education in the 21st century is an ever evolving, ever changing landscape and as such, technology must be flexible, scalable, and able to support change at a rapid pace. PowerSchool is that technology.

**2.3.15 Payment**

Removed.

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N/A

**2.3.16 Extending Pricing to Other Governmental Bodies** – Indicate your willingness to extend prices of awarded products and/or services to other governmental bodies per RFP section 2.3.17. Please include details on any marketing or active solicitation activities your company will undertake to encourage use of the contract.

PowerSchool does not typically agree to cooperative purchasing options, the disclosure of the pricing of any other customer, and/or guarantee a pricing model that will equate to any other PowerSchool customer.

**2.3.17 Cloud Terms** – Additional Terms and Conditions related to Cloud-based systems the State expects to execute with the successful Respondent(s) are provided in Attachment B1, B2, and B3. Depending on your proposed System, you could be required to agree to one or more of the following sets of Additional Terms and Conditions: Attachment B1 – IOT Additional Terms and Conditions - Infrastructure as a Service Engagements (IaaS), Attachment B2 – IOT Additional Terms and Conditions - Platform as a Service Engagements (PaaS), Attachment B3 – IOT Additional Terms and Conditions - Software as a Service Engagements (SaaS).

Please indicate in your response below which of these sets of Additional Terms and Conditions you believe applies to your proposed system. Review these Additional Terms and Conditions and indicate acceptance and / or any redlined edits, **via Tracked Changes** in MS Word. It is the State’s strong desire to not deviate from the Additional Terms and Conditions that are provided in these attachments and as such the State reserves the right to reject any and all requested changes. Any or all portions of this RFP and any or all portions of your response may be incorporated as part of the final contract.

In addition to your response below, Respondents are also required to review and respond to the questions included in **Attachment M** Cloud Questionnaire and **Attachment F2**, Resource Usage Template.

In relation to the terms set out in the Customer RFP (including, without limitation, any terms, warranties, and policies set out in Attachments B1, B2, and B3 of the Customer RFP as well as any terms, provisions, conditions, or clauses identified as “mandatory” in the Customer RFP), PowerSchool has confirmed compliance as required by the terms of the Customer RFP. Any such assent is, for the avoidance of doubt, subject at all times to this Statement of Understanding and the PowerSchool Main Services Agreement.

Please see our Statement of Understanding in [appendix D](#) of this document, which includes our exceptions. We have also provided a redlined version of Attachment B—Sample Contract.

# Appendices

The following section includes additional documentation requested by the RFP for Attachment E.

- [Appendix A](#): Authorizing Document
- [Appendix B](#): Business Organization Formation Documentation
- [Appendix C](#): PowerSchool Organization Chart
- [Appendix D](#): PowerSchool Statement of Understanding
- [Appendix E](#): Integrity of Company Structure and Financial Reporting Documentation
- [Appendix F](#): Additional Information About Partnerships

## Appendix A: Authorizing Document (Per 2.3.9)

**POWERSCHOOL GROUP LLC  
ACCELASCHOOL LLC  
INFOSNAP LLC  
AH SERVICES, LLC  
INTERACTIVE ACHIEVEMENT, LLC  
POWERSCHOOL SPECIAL EDUCATION LLC  
HAIKU LEARNING, INC.  
SRB EDUCATION SOLUTIONS US LLC  
CHALKABLE, INC.  
SPIRAL UNIVERSE, INC.  
SUNGARD PUBLIC SECTOR LLC  
PEOPLEADMIN, INC.  
SEARCHSOFT SOLUTIONS, INC.  
NETCHEMIA, LLC  
ESCHOOL SOLUTIONS, LLC  
TEACHER MATCH, LLC  
PERFORMANCE MATTERS LLC  
SCHOLOGY, INC.**

**JOINT UNANIMOUS WRITTEN CONSENT  
IN LIEU OF A SPECIAL MEETING  
OF THE BOARD OF DIRECTORS AND BOARD OF MANAGERS**

The undersigned, constituting all of the members of the Board of Directors or the Board of Managers (each, the “Board”), as applicable, of each of PowerSchool Group LLC, a Delaware limited liability company (“PowerSchool Group”), AccelaSchool LLC, a Pennsylvania limited liability company (“AccelaSchool”), Infosnap LLC, a Delaware limited liability company (“Infosnap”), AH Services, LLC, a Texas limited liability company (“AH Services”), Interactive Achievement, LLC, a Delaware limited liability company (“Interactive Achievement”), PowerSchool Special Education LLC, a Virginia limited liability company (“PowerSchool Special Ed”), Haiku Learning, Inc., a Delaware corporation (“Haiku”), SRB Education Solutions US LLC, an Arizona limited liability company (“SRB”), Chalkable, Inc., a Delaware corporation (“Chalkable”), Spiral Universe, Inc., a Delaware corporation (“Spiral Universe”), SunGard Public Sector LLC, a Delaware limited liability company (“SunGard”), PeopleAdmin, Inc., a Delaware corporation (“PeopleAdmin”), Searchsoft Solutions, Inc., an Indiana corporation (“SearchSoft”), Netchemia, LLC, a Delaware limited liability company (“Netchemia”), eSchool Solutions, LLC, a Delaware limited liability company (“eSchool”), Teacher Match, LLC, Delaware limited liability company



("Teacher Match"), Performance Matters LLC, a Utah limited liability company ("Performance Matters"), and Schoology, Inc., a Delaware corporation ("Schoology", and together with PowerSchool Group, AccelaSchool, Infosnap, AH Services, Interactive Achievement, PowerSchool Special Ed, Haiku, SRB, Chalkable, Spiral Universe, SunGard, PeopleAdmin, SearchSoft, Netchemia, eSchool, Teacher Match, Performance Matters, and Schoology, the "Companies"), in lieu of holding a special meeting of the Board of each of the Companies (collectively, the "Boards"), hereby take the following actions and adopt the following resolutions by unanimous written consent, dated as of April 8, 2020, pursuant to Section 141(f) of the General Corporation Law of the State of Delaware, Section 18-404(d) of the Limited Liability Company Act of the State of Delaware, the laws of the Commonwealth of Pennsylvania, Section 101.358(b) of the Texas Business Organizations Code, Section 13.1-1024(l) of the Virginia Limited Liability Company Act, the Arizona Revised Statutes and the Operating Agreement of SRB, Section 23-1-34-2 of the Indiana Business Corporation Law, and Section 48-3a-407 of the Utah Revised Uniform Limited Liability Company Act, as applicable:

**1. REMOVAL AND APPOINTMENT OF OFFICERS**

WHEREAS, the Boards deem it advisable and in the best interest of the Companies to (i) remove Gregg Clevenger as the Chief Financial Officer, Treasurer, and Secretary of the Companies, and (ii) appoint Eric Shander as the Chief Financial Officer, Treasurer, and Secretary of the Companies.

NOW, THEREFORE, BE IT RESOLVED, that Gregg Clevenger be, and he hereby is, removed as the Chief Financial Officer, Treasurer, and Secretary of the Companies;

FURTHER RESOLVED, that Eric Shander be, and he hereby is, appointed as the Chief Financial Officer, Treasurer, and Secretary of the Companies, and Mr. Shander shall serve in such capacities of the Companies until his respective successors have been duly qualified and appointed or until his earlier death, resignation or removal;

FURTHER RESOLVED, that following the foregoing removals and appointments, the persons listed below be, and hereby are, affirmed as the officers of the Companies (constituting all of the officers of the Companies, the "Authorized Officers") in the capacities set forth opposite their respective names until their respective successors have been duly qualified and appointed or until their respective earlier death, resignation or removal:

Hardeep Gulati

Chief Executive Officer

Eric Shander	Chief Financial Officer, Treasurer and Secretary
Philip Radmilovic	Vice President, Controller, Assistant Treasurer and Assistant Secretary

FURTHER RESOLVED, that any of the Authorized Officers be, and each hereby is, authorized and empowered to take any such further actions on behalf of each Company, as applicable, including, without limitation, to arrange for and enter into contractual agreements relating to the commercial affairs and products and services of each Company and to sign and otherwise execute and deliver all such contractual agreements and related documents, including, but not limited to, any requests for proposal, memoranda of understanding, letters of intent, license agreements, distribution agreements, subcontracts, and ISV master agreements, in the name and on behalf of such Company which shall in such Authorized Officer's sole discretion be deemed necessary, proper or advisable in order to perform such Company's obligations.

The actions taken by this consent shall have the same force and effect as if taken at a special meeting of the Boards, duly called and constituted, pursuant to the applicable by-laws, limited liability company agreements, or operating agreements of the Companies, and the laws of the Commonwealth of Pennsylvania, the State of Delaware, the State of Texas, the Commonwealth of Virginia, the State of Arizona, the State of Indiana, and the State of Utah.

This consent may be executed in two or more counterparts, each of which shall be deemed an original and together constitute one and the same consent.

\* \* \* \* \*

IN WITNESS WHEREOF, the undersigned, constituting all of the members of the Board of PowerSchool Group, have executed this consent as of the date first above written.



\_\_\_\_\_  
Brian N. Sheth

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Betty Hung

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Marc V. Teillon

\_\_\_\_\_  
Nicolas Stahl

\_\_\_\_\_  
Bobby Le Blanc

\_\_\_\_\_  
Laurence Goldberg

\_\_\_\_\_  
Hardeep Gulati

*(PowerSchool and its subsidiaries – Joint Board consent  
regarding removal and appointment of officer)*

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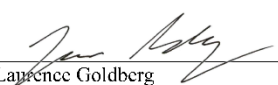
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Laurence Goldberg  
  
\_\_\_\_\_  
Hardeep Gulati

*(PowerSchool and its subsidiaries – Joint Board consent  
regarding removal and appointment of officer)*

IN WITNESS WHEREOF, the undersigned, constituting all of the members of the Boards of AccelaSchool, Infosnap, AH Services, Interactive Achievement, PowerSchool Special Ed, Haiku, SRB, Chalkable, Spiral Universe, SunGard, PeopleAdmin, SearchSoft, Netchemia, eSchool, Teacher Match, Performance Matters, and Schoology, have executed this consent as of the date first above written.



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Hardeep Gulati

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Eric Shander

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Philip Radmilovic

*(PowerSchool and its subsidiaries – Joint Board consent  
regarding removal and appointment of officer)*

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\_\_\_\_\_  
Hardeep Gulati

\_\_\_\_\_  
*Eric Shander*  
Eric Shander


\_\_\_\_\_  
Philip Radmilovic

*(PowerSchool and its subsidiaries - Joint Board consent  
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\_\_\_\_\_  
Hardeep Gulati

\_\_\_\_\_  
Eric Shander

DocuSigned by:  
  
\_\_\_\_\_  
Philip Radmilovic

*(PowerSchool and its subsidiaries Joint Board consent  
regarding removal and appointment of officer)*



Appendix B: Business Organization Formation Documentation (Per 2.3.2)

*Delaware*

PAGE 1

*The First State*

I, JEFFREY W. BULLOCK, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY THE ATTACHED IS A TRUE AND CORRECT COPY OF THE RESTATED CERTIFICATE OF "POWERSCHOOL LLC", CHANGING ITS NAME FROM "POWERSCHOOL LLC" TO "POWERSCHOOL GROUP LLC", FILED IN THIS OFFICE ON THE SECOND DAY OF JULY, A.D. 2015, AT 1:11 O'CLOCK P.M.

5776803 8100

151005477

You may verify this certificate online  
at [corp.delaware.gov/authver.shtml](http://corp.delaware.gov/authver.shtml)



Jeffrey W. Bullock, Secretary of State  
AUTHENTICATION: 2524188

DATE: 07-02-15

**AMENDED AND RESTATED CERTIFICATE OF FORMATION  
OF  
POWERSCHOOL LLC**


This Amended and Restated Certificate of Formation of PowerSchool LLC (the "Company"), dated July 2, 2015, has been duly executed and is being filed in accordance with §18-208 of the Delaware Limited Liability Company Act, to amend and restate the original Certificate of Formation of the Company, which was filed on June 30, 2015 with the Secretary of State of the State of Delaware (the "Certificate") to form a limited liability company under the Delaware Limited Liability Company Act.

The Certificate is hereby amended and restated in its entirety to read as follows:

**FIRST:** The name of the Company is: PowerSchool Group LLC

**SECOND:** The address of the registered office of the Company in Delaware is 1209 Orange Street, Wilmington, County of New Castle, DE 19801, and its registered agent at such address is The Corporation Trust Company.

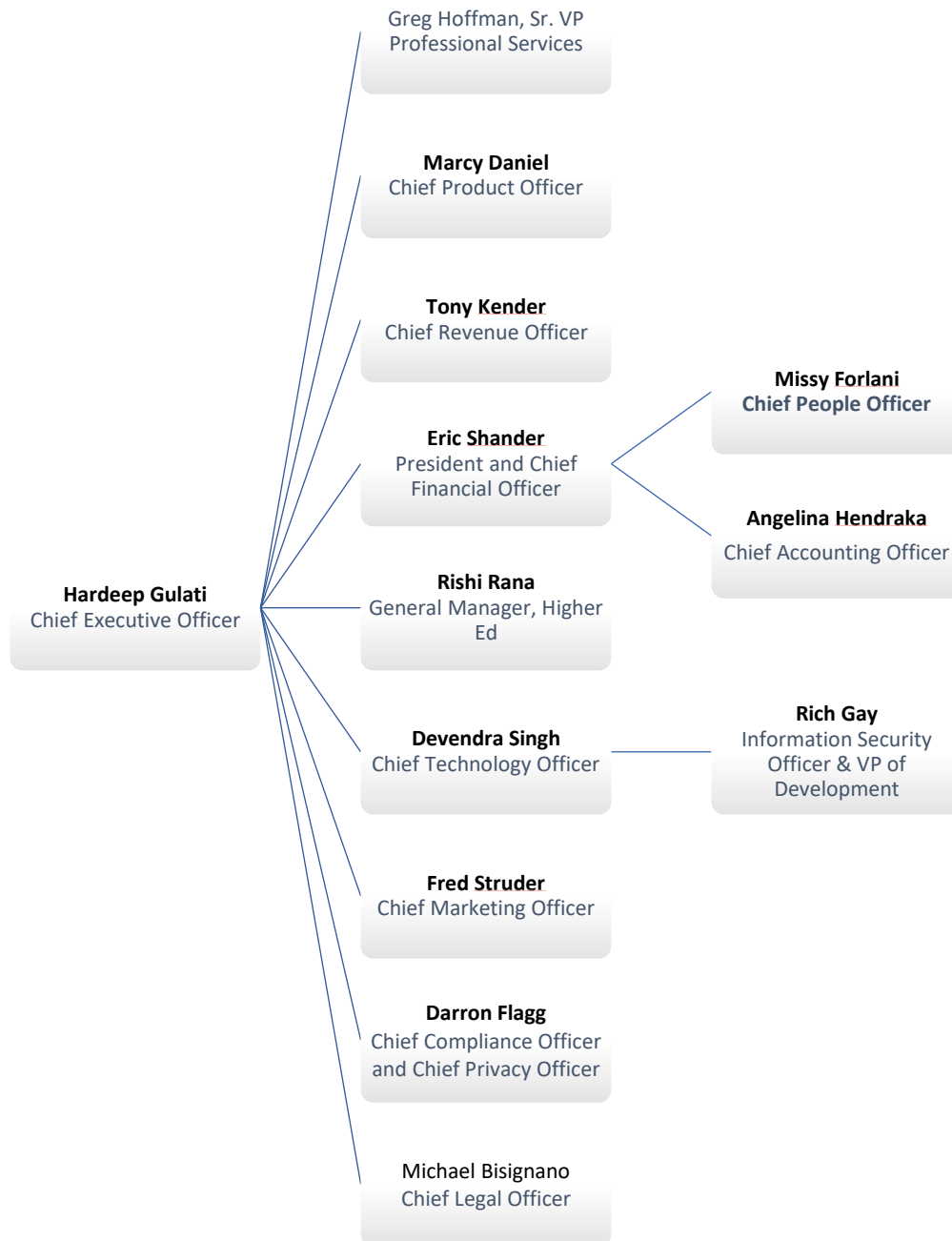
**IN WITNESS WHEREOF**, the undersigned has executed this Amended and Restated Certificate of Formation as of the date first above written.

  
\_\_\_\_\_  
Morgan D. McDevitt  
Authorized Person

DB1/ 83950911.1

## Appendix C: PowerSchool Organization Chart (Per 2.3.2)

The following organization chart represents our senior leaders.



The following organization chart is more specific to Special Programs and the services IDOE will receive from PowerSchool for this project.



## Appendix D: PowerSchool Statement of Understanding (Per 2.3.17)

### STATEMENT OF UNDERSTANDING

PowerSchool Group LLC (“PowerSchool”) welcomes the opportunity to respond to this Request for Proposal/Information dated January 27, 2023 entitled RFP 23-73611 IEP-ILP Management System (“Customer RFP”). PowerSchool’s responses to the Customer RFP have been prepared in accordance with PowerSchool’s understanding of the requirements of Indiana Department of Education (“Customer”) based on the information provided in the Customer RFP.

This proposal contains confidential information of PowerSchool. Such information is not generally available to the public and disclosure would cause substantial harm to PowerSchool. In consideration of receipt of this response document, Customer agrees not to reproduce or make this information available in any manner to persons outside the group directly responsible for the evaluation of its contents or as otherwise required and/or allowed by law.

All information contained in this proposal represents PowerSchool’s best estimates. PowerSchool submits this proposal based on the understanding and condition that the Customer and PowerSchool will have the opportunity to mutually discuss, clarify, and agree upon the specific scope of services, deliverables, pricing, schedules, responsibilities allocation, assumptions, and definitive contract terms (including legal terms and conditions) applicable to the services described in this RFP prior to finalizing the agreement between the parties.

In relation to the terms set out in the Customer RFP (including, without limitation, any terms, warranties and policies set out in Attachments B1, B2, and B3 of the Customer RFP as well as any terms, provisions, conditions, or clauses identified as “mandatory” in the Customer RFP), PowerSchool has confirmed compliance as required by the terms of the Customer RFP. Any such assent is, for the avoidance of doubt, subject at all times to this Statement of Understanding and the PowerSchool Main Services Agreement.

PowerSchool is providing unique software products and services to the Customer, and as such, PowerSchool proposes that any resulting agreement entered into for said products and services should be governed by the terms and conditions of PowerSchool’s Main Services Agreement (the “PowerSchool Agreement”) which is included in this response to the Customer RFP and can also be found at here:

[https://www.powerschool.com/MSA\\_Feb2022/](https://www.powerschool.com/MSA_Feb2022/) as well as with any accompanying schedules and policies applicable to the offering under which PowerSchool proposes to do business with Customer if awarded this contract. Except as otherwise expressly provided in a final, definitive written agreement by and between the parties, any other terms or conditions, whether express or implied, including, without limitation to, the terms and conditions provided in the Customer RFP, PowerSchool’s response thereto, or **RFP #:23-73611 Individualized Education Program (IEP), Individualized Learning Plan (ILP) Management System**

any other written or oral communications, are specifically rejected by PowerSchool. PowerSchool's preferred Data Privacy Agreement is included in this Response to Customer RFP as Exhibit C to the PowerSchool Agreement. Additionally, PowerSchool is a signatory of the Student Privacy Pledge.

As Customer and PowerSchool have an existing contractual relationship, PowerSchool is confident that a similar agreement can be reached between the parties with limited additional negotiations and proposes any agreement resulting from Customer RFP be based on the existing terms between the parties. PowerSchool has every confidence that in the instant case, in the event negotiation is necessary, all terms and conditions can be quickly negotiated to the satisfaction of both parties.

PowerSchool proposes that Customer consider that because the PowerSchool Agreement has been drafted specifically for use with PowerSchool products and services, it is better suited to operate as the Customer's agreement with PowerSchool, rather than the Customer's standard agreement. PowerSchool is willing to negotiate modifications and/or additions (either from Customer's RFP or to address any other Customer concerns) to its standard agreement(s) and any schedules and policies, after discussions and negotiation with Customer.

In addition to the PowerSchool Agreement, and without limiting its right to negotiate other provisions to which PowerSchool takes exception, PowerSchool specifically addresses the following terms:

PowerSchool proposes limiting the indemnification to the extent that losses and/or damages incurred by the Customer are caused by a claim that PowerSchool has infringed upon the intellectual property of another in providing PowerSchool's products or services to the Customer, as this is typically the primary concern for most of PowerSchool's customers utilizing PowerSchool's products and services. Additionally, the PowerSchool Agreement more fully sets forth PowerSchool's proposed Limitation of Liability and Indemnification terms.

PowerSchool reserves the right to recover losses resulting from any delay, amendment, modification, breach, and/or termination of the Agreement by the Customer, and as such, Customer may not be subject to a provision that limits Customer's ultimate liability under the Agreement.

PowerSchool has an extensive set of security controls aligned to our ISO 27001:2013 compliance to prevent unauthorized intrusion attempts and unauthorized access to the infrastructure under the direct control of PowerSchool, which includes the PowerSchool Hosting environment. PowerSchool also has a dedicated Security Operations Center (SOC) that provides 24x7 monitoring of security operations and incidents. PowerSchool is a publicly traded company, and as such, any material security incidents are disclosed

**RFP #:23-73611 Individualized Education Program (IEP), Individualized Learning Plan (ILP) Management System**

as part of our filing with the U.S. Securities and Exchange Commission (SEC).

PowerSchool's security compliance is assessed by independent third-party auditors. Upon Customer agreeing to an NDA, PowerSchool shall provide access to information regarding PowerSchool's ISO 27001:2103 certification and SOC II Reports. To the extent that PowerSchool discontinues a third-party audit, PowerSchool will adopt or maintain an equivalent industry-recognized security standard. Please note that PowerSchool does not permit Customer security audits. Please note that PowerSchool does not permit inspection of its facilities and/or data centers in connection with Customer RFP or applicable agreement(s) resulting from Customer RFP.

PowerSchool incorporates levels of quality control in software design that are in accordance with good industry practice. Please refer to the PowerSchool Main Services Agreement for information regarding the obligations, rights, and remedies of the parties with respect to the software and services proposed by PowerSchool and the performance of PowerSchool's obligations.

The dates on which the proposed services will be completed depend, in part, upon completion of certain tasks by Customer's employees and the cooperation of Customer and its employees with PowerSchool in the tasks to be performed by PowerSchool in order to successfully complete the services. Given that such variables are beyond PowerSchool's control, PowerSchool cannot guarantee a date for completion of the services.

PowerSchool does not typically agree to cooperative purchasing options, the disclosure of the pricing of any other customer, and/or guarantee a pricing model that will equate to any other PowerSchool customer.

PowerSchool's products and services are based on a model that works best when utilized throughout the entire year, and as a result, PowerSchool does not agree to allow the Customer to terminate this agreement for any reason/at any time. PowerSchool agrees to allow Customer to terminate the agreement for non-appropriation of funds at the annual anniversary of its contract effective date, even if during a multi-year contract.

PowerSchool agrees that Customer may terminate any contract for cause and for cause only, but requests a 30-day cure period. In addition, remedies for breach shall be subject to the limitation of liability clause and other applicable provisions of the PowerSchool Agreement. PowerSchool proposes the following alternative to Customer's termination for cause language:

"Either Party will have the right to terminate this Agreement in whole or in part upon providing thirty (30) days' written notice to the other Party, in the event the other Party

**RFP #:23-73611 Individualized Education Program (IEP), Individualized Learning Plan (ILP) Management System**

materially breaches this Agreement and fails to correct such breach within such thirty (30) day period; provided that PowerSchool will have the right to terminate this Agreement immediately upon providing written notice to Customer if Customer breaches any of its obligations under Section 2 (PowerSchool Offering and Restrictions) or Section 4 (Proprietary Rights) of the PowerSchool Agreement. Customer further acknowledges that, as breach of the provisions of Section 4 may result in irreparable injury to PowerSchool, PowerSchool will have the right to seek equitable relief against any actual or threatened breach thereof, without proving actual damages. In the event the default or breach cannot be cured within the thirty (30) days allotted, PowerSchool shall have a reasonable opportunity to cure said default or breach.”

To the best of PowerSchool’s knowledge or belief as of the date of this submission, PowerSchool is not presently debarred, suspended, proposed for debarment, or declared ineligible for the award of contracts by any governmental agency or any other applicable agency. For current material information, please refer to PowerSchool’s most recent SEC filing(s) available at: <https://investors.powerschool.com/financials/sec-filings/default.aspx>.

From time to time, PowerSchool is involved in disputes, litigation, and other legal actions. On a quarterly basis, PowerSchool evaluates developments in its legal matters that could affect the amount of liability that has been previously accrued, if any, or result in PowerSchool accruing a liability, and the matters and related ranges of possible losses disclosed, and makes adjustments and changes to our disclosures as appropriate. Significant judgment is required to determine both the likelihood of (i) loss and (ii) the estimated amount of such loss related to such legal matters. Until the final resolution of such legal matters, there may be an exposure to loss, and such amounts could be material. For legal proceedings for which there is a reasonable possibility of loss (meaning those losses for which the likelihood is more than remote but less than probable), PowerSchool has determined it does not have material exposure on an aggregate basis at this time. For current material information, please refer to PowerSchool’s most recent SEC filing(s) available at: <https://investors.powerschool.com/financials/sec-filings/default.aspx>.

Please note, PowerSchool’s customer list, including any termination information, is considered confidential information. This policy is based on our desire to respect the privacy and confidentiality of our customers, restrictions outlined in our PowerSchool Agreement, as well as applicable state and local laws preventing said disclosures. For current material information, please refer to PowerSchool’s most recent SEC filing(s) available at: <https://investors.powerschool.com/financials/sec-filings/default.aspx>.

PowerSchool reserves the right to assign, transfer, convey, or otherwise dispose of any resulting Agreement or its rights, title or interest in the Agreement without the Customer’s prior written consent in the event of a sale, merger, acquisition and/or



transfer of control of all or substantially all assets related to the Agreement to ensure that PowerSchool can comply with any and all potential confidentiality terms and/or conditions set forth in said conveyance of PowerSchool.

PowerSchool requires applicable quote(s) and the PowerSchool Agreement be incorporated into any final agreement between PowerSchool and Customer.

PowerSchool conducts criminal background checks of all new employees as part of the hiring process; however, PowerSchool products and services are primarily provided remotely, and employees do not typically work directly on school sites while performing services. Should the performance of services under the Customer RFP require PowerSchool personnel to work directly on school sites, PowerSchool requests to discuss Customer's contractor background verification requirement(s) at that time.

PowerSchool reserves the right to engage personnel on a contingent/contractor basis and may sometimes engage other third parties to provide services to PowerSchool's customers as subcontractors to PowerSchool. In all circumstances where PowerSchool subcontracts services PowerSchool will be responsible for such subcontractors.

The prices proposed are effective for the duration stated in the Quote document included with the submission and/or other applicable terms submitted in the response to Customer RFP. PowerSchool licenses and/or subscriptions are billed annually in advance. PowerSchool is willing to discuss and review a payment schedule that is mutually agreeable at the time of contract negotiation.

Please note that, as PowerSchool cannot foresee what claims may or may not arise in the future, PowerSchool reserves the right to bring claims against the Customer after the conclusion of PowerSchool having rendered all services. The above notwithstanding, PowerSchool will agree to waive and release the Customer from all claims that might arise from the negligence or breach of contract by the Customer in the event that PowerSchool does not initiate said claims within two (2) years after the decommission of the Customer subscriptions of any PowerSchool's licensed products.

Please note that PowerSchool maintains a comprehensive insurance program and can generally meet the listed requirements; however, there may be certain aspects of the insurance clause that would need to be negotiated as part of the final contract. For example, PowerSchool's insurance providers will not agree to provide notice of policy cancellations.

PowerSchool will agree to comply with applicable laws and regulations. To the extent there is a conflict between two or more laws, PowerSchool will determine the most appropriate course of action. PowerSchool is committed to the principles of equal employment opportunity for all persons and has incorporated such commitment into

**RFP #:23-73611 Individualized Education Program (IEP), Individualized Learning Plan (ILP) Management System**

PowerSchool's corporate policies and daily operations.

PowerSchool shall retain all contracts, invoices and statements relating to this agreement for the term specified, however, subject to statutory requirements to the contrary, only the customer may review contracts, invoices, and statements.

Please note that it is not PowerSchool's practice to provide proprietary, trade secret or confidential security information regarding its process(es) and/or security measures as part of Customer's review of contracts, invoices and statements.

Please note that references by PowerSchool to enhancements, improvements, new releases, or other functional and/or technical items that are not available in general release as of the date of this proposal ("Future Functionality") are not a commitment to deliver any material, code, or functionality and should not be relied upon in making purchasing decisions. The development, release, and timing of any PowerSchool feature or functionality described for PowerSchool's products remains at the sole discretion of PowerSchool and is subject to change. Accordingly, PowerSchool does not include in its agreements with customers any commitments or obligations relating to the development or delivery of specific Future Functionality. Future Functionality disclosed here is for information purposes only and may not be incorporated into any contract.

Please note that PowerSchool and its licensors solely and exclusively own all right, title, and interest, including all related Intellectual Property Rights, in and to the PowerSchool Product(s), Services, and Documentation including any derivative works thereof. If PowerSchool modifies any intellectual property for a customer-specific need, or develops any additional materials, methods, processes, concepts or ideas with respect to its products in the course of performance of the contract for the Customer, then all intellectual property rights in such modifications, materials, methods, processes, concepts or ideas will be owned by PowerSchool. This Agreement is not a sale and does not convey to Customer any rights of ownership in or related to the PowerSchool Product(s), Services or Documentation, or the Intellectual Property Rights owned or licensed by PowerSchool. Customer will not accrue any residual rights to the PowerSchool Product(s), including any rights to the Intellectual Property Rights in connection therewith.

Subject to the terms of the PowerSchool Agreement, PowerSchool will warrant that applicable PowerSchool products will operate in substantial conformity with applicable documentation under normal use and circumstances. The PowerSchool Agreement includes complete standard warranty terms. PowerSchool disclaims any warranties/guarantees not expressly granted in the PowerSchool Agreement and/or the resulting agreement by and between PowerSchool and Customer as mutually agreed upon at that time.

Please note that if the prospective agreement with PowerSchool is terminated prematurely due to a force majeure event or other agreed termination right, PowerSchool will be willing, for a fee, to formulate a plan for PowerSchool's provision of transitional services in connection with a disengagement for Customer's benefit. Each party's contractual obligations to the other regarding disengagement services will be expressly set out in the agreement and negotiated in good faith by the parties. However, PowerSchool will not provide disengagement services in the event of termination for Customer's breach or to permit any competitor of PowerSchool, in connection with such transition, to have any access to PowerSchool's software or other confidential information.

PowerSchool's Main Services Agreement and Statement of Understanding, included in this Proposal, set forth PowerSchool's standard terms and conditions. PowerSchool proposes that Customer consider the terms set forth in the Statement of Understanding and Main Services Agreement as proposed terms for any applicable agreement(s) pursuant to Customer RFP. Terms in the Customer's conditions that conflict or are inconsistent with the PowerSchool Main Services Agreement are deemed to be exceptions under this Proposal.

## **MAIN SERVICES AGREEMENT**

February 14, 2022 version

The terms and conditions of this Main Services Agreement (with all attached exhibits and referenced documents and links, the “Main Services Agreement”), and combined with active Quotes and Statements of Work for Professional Services or any other duly executed documents referencing this Main Services Agreement, will constitute the “Agreement,” as may be amended from time to time. The Quotes and SOWs may be collectively referred to as the “Transaction Documents.”

This Agreement is entered into by and between the applicable PowerSchool Contracting Entity (as defined below) (“PowerSchool”) and Customer (as defined below) and governs Customer’s access and use of PowerSchool Offering(s) (as defined below). This Agreement is effective and accepted on the earliest of the following: (i) the date that the last Party directly signs this Main Services Agreement, (ii) the date that the last Party signs the Quote that references this Main Services Agreement, or (iii) the date on which Customer accesses the PowerSchool Offering (the “Effective Date”). Each PowerSchool and Customer is individually referred to as a “Party” and collectively as the “Parties.”

Any other agreements, proposals, purchase orders, representations or understandings, made verbally or in writing, are superseded in their entirety by this Agreement.

Exhibits: Below is a list of exhibits incorporated into this Agreement.

Exhibit A: PowerSchool Support Policy and Service Level Agreement  
[https://www.powerschool.com/Exhibit A-Support-Policy-SLA\\_Feb2022/](https://www.powerschool.com/Exhibit A-Support-Policy-SLA_Feb2022/)

Exhibit B: Professional Services Policy  
[https://www.powerschool.com/Exhibit B-Professional-Services-Policy\\_Feb2022/](https://www.powerschool.com/Exhibit B-Professional-Services-Policy_Feb2022/)

Exhibit C: Data Privacy Agreement  
[https://www.powerschool.com/Exhibit C-Customer-DPA\\_Feb2022/](https://www.powerschool.com/Exhibit C-Customer-DPA_Feb2022/)

Exhibit D: Product Specific Terms  
[https://www.powerschool.com/Exhibit D-Product-Specific-Terms\\_Feb2022/](https://www.powerschool.com/Exhibit D-Product-Specific-Terms_Feb2022/)



## 1. DEFINITIONS.

**1.1. "Account Country"** is the country associated with the Customer account. If Customer has provided a valid tax registration number for Customer's account, then Customer's Account Country is the country associated with such tax registration. If Customer has not provided a valid tax registration, then Customer's Account Country is the country where the Customer billing address is located.

**1.2. "Customer"** means the school, school district, or other entity that purchases one or more of the Services, as identified on the applicable Quote.

**1.3. "Customer Data"** means all data, files, documents and records uploaded to a Subscription Service or transmitted to PowerSchool under this Agreement by or on behalf of the Customer.

**1.4. "De-identified Data"** means information that cannot reasonably be used to infer information about, or otherwise be linked to, a particular individual or User provided that the data processor: (a) takes reasonable measures to ensure that the information cannot be associated with an individual or User; (b) publicly commits to maintain and use the information in de-identified form and not to attempt to re-identify the information, except that the data processor may attempt to re-identify the information solely for the purpose of determining whether its de-identification processes satisfy the requirements of this definition; and (c) contractually obligates any recipients of the information to comply with the terms of this definition.

**1.5. "Documentation"** means user manuals describing the functionality, features and operating characteristics of the applicable PowerSchool Software that are delivered or made available to Customer by PowerSchool or through the Subscription Service, including any updates thereto.

**1.6. "Embedded Applications"** means software applications developed by third parties that resides within PowerSchool's proprietary software as part of the Subscription Services.

**1.7. "Excluded Claims"** means claims or liability arising out of: (a) Customer's Breach of Section 2.4 (Restrictions) or Section 4 (Proprietary Rights); (b) a Party's breach of its obligations in Section 5 (Confidentiality) (including obligations and/or claims relating to Customer Data); or (c) either Party's indemnity obligations under Section 10 (Indemnification).

**1.8. "Intellectual Property Rights"** means any and all, now or hereafter in existence, unpatented inventions, patent applications, patents, design rights, copyrights, Trademarks, mask work rights, know-how, trade secret rights, moral rights, database protection, and all other

intellectual property and proprietary rights, modifications, adaptations, derivatives thereof, and improvements thereto, and forms of protection of a similar nature anywhere in the world.

**1.9. "Licensed Site(s)"** means the internet address of the web-based location for accessing a SaaS Subscription, or for a location of an on-premise implementation under an On-Premise Subscription for any PowerSchool Software listed on a PowerSchool Quote.

**1.10. "PowerSchool Contracting Entity"** means the entity identified in the table below, based on Customer's Account Country.

Account Country	PowerSchool Contracting Entity	Mailing Address
Canada	PowerSchool Canada ULC	PowerSchool Canada ULC 150 Parkshore Drive, Folsom, CA 95630
United States	PowerSchool Group LLC	PowerSchool Group LLC 150 Parkshore Drive, Folsom, CA 95630
Any other country that is not Canada, the United States, or India <sup>1</sup>	PowerSchool Group LLC	PowerSchool Group LLC 150 Parkshore Drive, Folsom, CA 95630

**1.11. "PowerSchool Offering"** means any Subscription Service(s), Licensed Third-Party Software and/or Professional Services provided to Customer or described on a Quote.

**1.12. "PowerSchool Software"** means PowerSchool's proprietary software applications and the associated Embedded Applications, as further described in the applicable Quote, including any and all updates and subsequent versions thereto. PowerSchool Software does not include Third-Party Software.

**1.13. "Professional Services"** means the services that are identified and described on a Quote and/or a Statement of Work, which services may include setup, implementation, configuration, training, education, consulting, customization and other professional services.

**1.14. "Provincial Reporting Code" or "PRC"** means PowerSchool Offering that may be available only to Canadian-based Customers to assist Customer in meeting specific provincial reporting requirements and that is designated as Provincial Reporting Code by PowerSchool.

**1.15. "Quote"** means PowerSchool's standard order form that (i) specifies the PowerSchool Offering and other

<sup>1</sup> PowerSchool Offerings in India are under a different Main Services Agreement.



services provided to Customer; (ii) references this Agreement or the applicable agreement; and (iii) is signed or incorporated to or referenced in a signed agreement by authorized representatives of both Parties. Unless otherwise agreed in writing by the Parties, Customer's issuance of a purchase order is deemed as acceptance of the terms and conditions set forth in the applicable Quote.

**1.16. "State Reporting Code (or SRC)"** means the PowerSchool Offering that may be available to Customer to assist Customer in meeting specific state reporting requirements and that is designated as State Reporting Code by PowerSchool.

**1.17. "Statement of Work" or "SOW"** means a statement of work document that references this Agreement and describes the scope of work to be performed, including, without limitation, any applicable (i) milestones and dependencies, (ii) methodologies, (iii) technical requirements (iv) project responsibilities; and (iii) estimated or actual pricing.

**1.18. "Subscription Services"** means the On-Premise Subscription(s) and SaaS Subscription(s) provided to Customer by PowerSchool.

**1.18.1. "On-Premise Subscription"** mean provision of the PowerSchool Software for installation on servers on Customer's premises for a defined period as identified on the applicable Quote and hosted by Customer or its designated third-party hosting provider, including any accompanying Support Services.

**1.18.2. "SaaS Subscription"** means subscription-based access to certain PowerSchool Software as a cloud-based service provided to Customer pursuant to this Agreement, now or in the future, including any accompanying Support Services.

**1.19. "Subscription Term"** has the meaning set forth in Section 13.2 (Subscription Term).

**1.20. "Support Services"** means maintenance and support for the PowerSchool Software provided under this Agreement, as further defined and described in [Exhibit A \(Support Policy and Service Level Agreement\)](#). PowerSchool will provide the applicable Support Services as part of the Subscription Services subject to the terms of this Agreement.

**1.21. "Term"** has the meaning set forth in Section 13.1 (Agreement Term).

**1.22. "Third-Party Software"** means software products supplied or developed for a particular purpose by someone other than PowerSchool. Third-Party Software does not include Embedded Applications.

**1.22.1. "Licensed Third-Party Software"** means Third-Party Software licensed by PowerSchool bundled with a Subscription Service.

**1.22.2. "Other Third-Party Software"** means Third-Party Software not licensed by PowerSchool.

**1.23. "Trademarks"** means all trademarks, service marks, trade dress, logos, slogans, trade names, business names, fictitious business names, and other source identifiers, including domain names, together with all translations, adaptations, derivations, and combinations thereof, whether registered or unregistered (as the case may be), and including all of the goodwill of the business related to the foregoing.

**1.24. "Transaction Data"** means system usage information of a User(s) who progresses through the applications and functions of a PowerSchool Offering.

**1.25. "User(s)"** means individuals authorized by the Customer to access PowerSchool Software. User(s) will include authorized representatives of the Customer, teachers, students, parents and/or student guardian(s), and applicants as applicable to the respective PowerSchool Software.



## 2. POWERSCHOOL OFFERING AND RESTRICTIONS.

**2.1 SaaS Subscription Services.** If Customer makes all payments on time, PowerSchool will: (a) make the SaaS Subscription available to the Customer and for the contracted quantity at each Licensed Site in conformance with the applicable Documentation; (b) provide applicable PowerSchool standard Support Services for the SaaS Subscription to Customer and Users, and provide upgraded support if purchased, as described in Exhibit A (Support Policy and Service Level Agreement); and (c) host the SaaS Subscription pursuant to the terms of the service level agreement set forth on Exhibit A (Support Policy and Service Level Agreement). Provision of the SaaS Subscription is subject to the terms of the Agreement and the applicable portions of the PowerSchool privacy policy (the “Privacy Policy”) located at <http://www.powerschool.com/privacy> (as may be updated from time to time).

**2.2 On-Premise Subscription.** Where the Customer contracts for an On-Premise Subscription and if Customer makes all payments on time, PowerSchool, during the Subscription Term stated in the Quote, grants the Customer a restricted, personal, non-exclusive, non-transferable, terminable access to use such On-Premise Subscription specified in the applicable Quote, only at the Licensed Sites, not to exceed the maximum quantity identified on the applicable Quote. PowerSchool shall provide applicable PowerSchool standard Support Services for the On-Premise Subscription to Customer and Users and provide upgraded support if purchased, as described in Exhibit A (Support Policy and Service Level Agreement).

**2.3 Professional Services.** PowerSchool will provide Professional Services mutually agreed upon by the Parties via a Statement of Work pursuant to the terms of Exhibit B (Professional Services Policy) and the applicable Transaction Document.

**2.4 Restrictions.** Subscription Service(s) will only be used as expressly authorized by this Agreement and in compliance with all applicable laws and regulations. All rights not expressly granted to Customer herein are expressly reserved by PowerSchool.

**2.4.1** Customer will use the PowerSchool Offering(s) only for the internal purposes of Customer and only for Licensed Sites. Customer shall not exceed the maximum quantity for the Subscription Services as stated in the Quote without additional payment.

**2.4.2** Customer will not, and will not permit Users or third parties to: (a) sell, rent, lease,

license, distribute, provide access to, sublicense, or otherwise make available any Subscription Service to a third party or in a service bureau or outsourcing offering; (b) use any Subscription Service to provide, or incorporate any Subscription Service into, any general purpose data warehousing service for the benefit of a third party; (c) reverse engineer, decompile, disassemble, modify, or otherwise attempt to derive source code or non-public APIs to any PowerSchool Software, except to the extent expressly permitted by applicable law (and then only upon advance written notice to PowerSchool); (d) write or develop any derivative works based upon the PowerSchool Offering; (e) interfere with or disrupt the integrity or performance of any PowerSchool Offering or third-party data contained therein or any systems or networks; (f) use the Subscription Services to build similar or competitive products or services; (g) perform or publish any performance or benchmark tests or analyses relating to the Subscription Services, other than solely for Customer’s internal use; (h) remove or obscure any proprietary or other notices contained in any PowerSchool Offering; or (i) use any robot, spider, data miner, crawler, scraper or other automated means to access or index the PowerSchool Offering. Customer shall not use plugins that are not approved by PowerSchool.

**2.4.3** For any PowerSchool Offering that may include messaging, Customer understands that standard SMS (texting) fees apply to all registered contacts who receive an SMS sent out via PowerSchool’s Offering. PowerSchool is responsible for payment for all SMS sent FROM PowerSchool’s Offering. Customer is responsible for ensuring parents or registered contacts receiving said SMS have opted into PowerSchool’s Offering program. If requested by Customer, PowerSchool may provide Customer with appropriate materials (letter to mail home to parent and best practices) to support the opt-in procedure. However, Customer is solely responsible for obtaining legally required opt-in consents from Customer’s Users, and for compliance with the Telephone Consumer Protection Act (“TCPA”). In no event will PowerSchool be liable for Customer’s use of SMS. PowerSchool will also not be liable for any delays in the delivery or receipt of any SMS messages attributable to Customer’s mobile service operator. Customer represents and warrants that when using any PowerSchool Offering, Customer will comply with all applicable laws and regulations, including the TCPA and privacy laws.

**2.4.4** If unauthorized access to, or use of, the Subscription Services occurs, Customer shall promptly notify PowerSchool. Any attempted sublicense, assignment, or transfer of any rights,



duties, or obligations by Customer in violation of this Agreement will be void.

**2.4.5** Customer shall be prohibited from performing penetration testing against PowerSchool-hosted PowerSchool Offerings, applications, data stores, or systems. Penetration tests, if not performed properly and under the supervision and coordination of the PowerSchool information security team, can have unintended consequences such as corrupting data, unauthorized access to data, and degradation of systems.

**2.4.6** PowerSchool may (or may ask Customer to) suspend or terminate any User's access to the PowerSchool Offering upon notice to Customer if PowerSchool reasonably determines that such User has violated any of the terms of the Agreement.

**2.5 Updates to Subscription Services.** Over the course of the Term, PowerSchool may, in its sole discretion, update or upgrade features, functionality, software, or user types that Customer and Users access pursuant to a Quote; provided that such updates will be at no cost to Customer and will not materially degrade existing features and functionality. Accordingly, PowerSchool reserves the right to update and/or upgrade the PowerSchool Software provided to Customer so that it remains current with the then-current version of the PowerSchool Software available to PowerSchool's customers generally. In addition, PowerSchool may release new features, functionality, software, or user types that are only available under a different pricing model or on a version of PowerSchool Software other than the version Customer currently accesses. In the event Customer desires to purchase any new features, PowerSchool reserves the right, in its sole discretion, to update Customer's account, pricing model, or PowerSchool Software version to facilitate the provision of such new features.

**2.6 End-of-Life Policy.** PowerSchool reserves the right to discontinue a PowerSchool Software as part of its end-of-life (EOL) policy upon providing advanced written notice to Customer consistent with PowerSchool's standard policies and procedures. PowerSchool will use commercially reasonable efforts to transition Customer to a substantially similar PowerSchool Software. If PowerSchool does not have a substantially similar PowerSchool Software, then PowerSchool will credit to Customer any unused portion of the prepaid fee for such PowerSchool Software that is subject to EOL. Such credit can be applied towards the future purchase of a PowerSchool Offering within twelve (12) months of issuance. Unused credits will expire after twelve (12) months of their issuance.

### 3. CUSTOMER DATA

**3.1 Rights in Customer Data.** As between Customer and PowerSchool, Customer is and will remain the sole and exclusive owner of all right, title and interest in and to all Customer Data, including all Intellectual Property Rights relating thereto, subject to the rights and permissions granted in this Section 4 (Proprietary Rights).

**3.2 Consent to Use Customer Data.** Customer hereby grants all such rights and permissions in or relating to Customer Data to PowerSchool, its subcontractors and sub-processors and the PowerSchool personnel as are necessary or useful to provide and perform the Subscription Services and deliver the PowerSchool Offering or to prevent or address service or technical problems under this Agreement. Subject to PowerSchool's rights granted in this Section 3.2 and Sections 5.4 and 5.5 related to compelled disclosure and its rights with respect to Transaction Data and De-Identified Data, PowerSchool will not share, rent or sell the Customer Data with third parties without Customer's express consent and will treat such data as Confidential Information. PowerSchool agrees to execute a data processing agreement or addendum in a form and substance identical or substantially similar to the PowerSchool Data Privacy Agreement ("DPA") set forth on [Exhibit C](#).

#### 3.3 Customer Obligations.

**3.3.1 In General.** Customer will ensure that its use of each PowerSchool Offering and all Customer Data is at all times compliant with this Agreement, Customer's privacy policies, and all applicable local, state, federal and international laws, regulations and conventions, including, without limitation, those related to data privacy and data transfer, international communications, and the exportation of technical or personal data. Customer is solely responsible for the accuracy, content and legality of all Customer Data. Customer represents and warrants that Customer has sufficient rights in the Customer Data to grant the rights granted to PowerSchool in Section 3.2 and that the Customer Data does not infringe or violate the intellectual property, publicity, privacy or other rights of any third party. Customer represents and warrants that Customer has either explicit consent or consent under applicable law to collect Customer Data.

**3.3.2 User ID and Password Protection.** Customer will require that all Users keep user identification ("ID") and password information strictly confidential and not share such information with any unauthorized person. Customer is solely responsible for any and all activities that occur under all Customer accounts.





**3.3.3 Notification.** Customer agrees to notify PowerSchool immediately in writing of any unauthorized use of Customer's accounts, any unauthorized use or distribution of PowerSchool Offering, or any other breach of security of which Customer becomes aware and will take all steps necessary to ensure that such unauthorized use or distribution is terminated.

**3.3.4 Compatible Equipment.** Customer is responsible for obtaining and maintaining an appropriate operating environment with the necessary hardware, operating system software and other items required to use and access PowerSchool Offering. PowerSchool will not be responsible for any incompatibility between PowerSchool Offering and any versions of operating systems, hardware, browsers, or other products not specifically approved in writing by PowerSchool for Customer's use with PowerSchool Offering. Customer grants to PowerSchool a non-exclusive, royalty-free license to use Customer's equipment and software solely for the purpose of enabling PowerSchool to perform its obligations under the Agreement.

**3.4 Data Privacy and Security.** PowerSchool will abide by the terms of the DPA executed with Customer or, if none is executed, by the terms of the DPA set forth on Exhibit D, with respect to the security of the Customer Data within the PowerSchool Offering. The Parties shall comply with said DPA and said DPA shall supplement the terms of this Agreement.

**3.5 Security Training.** Customer agrees to require annual cyber security training for User(s) when reasonably applicable. Customer will also require User(s) to utilize multi-factor authentication to access computer systems with PowerSchool Offering when available within the applicable PowerSchool Offering. Customer agrees to keep a record of such training and PowerSchool may request to see them as part of compliance verification.

**3.6 "Active Match" Activation.** Where the Customer licenses the PowerSchool Naviance product, the Customer hereby expressly grants consent to the functionality branded "ActiveMatch." The college-planning function contained in the Naviance application includes certain features (collectively, "Matching") that allow students to view information from and interact with PowerSchool's higher education Intersect subscribers ("Higher Education Institutions"). Matching is active upon implementation of Naviance. Customer hereby represents and warrants having obtained voluntary informed consent from the student's parent or legal guardian prior to the use of

the Naviance product by Users. Matching may be turned on or off at any time after implementation at the sole discretion and control of Customer. For clarity, no student or Customer information is shared with any Higher Education Institution unless Customer has enabled Matching and the applicable student, via the student's parent or legal guardian, has explicitly opted to send his/her information directly to the Higher Education Institution.

**3.7 Customer-Specific Data Warehouse.** If Customer executes a Quote to purchase a SaaS Subscription using certain PowerSchool's technology that requires the creation of a Customer-specific data warehouse and subject to the terms of an executed DPA between Customer and PowerSchool, Customer hereby acknowledges and agrees that PowerSchool must create a Customer-specific data warehouse of all Customer Data provided to PowerSchool solely for the purpose of providing the service ("Customer-Specific Data Warehouse"), and Customer hereby consents to the creation of such Customer-Specific Data Warehouse. Customer-Specific Data Warehouse will not be aggregated or combined with any data of any other PowerSchool customers.

#### 4. PROPRIETARY RIGHTS

**4.1 PowerSchool Offerings and Software.** PowerSchool and its licensors solely and exclusively own all right, title, and interest, including all related Intellectual Property Rights, in and to the PowerSchool Offering and PowerSchool Software. This Agreement is not a sale and does not convey to Customer any rights of ownership in or related to the PowerSchool Offering or PowerSchool Software, or the Intellectual Property Rights owned or licensed by PowerSchool. Customer will not accrue any residual rights to the PowerSchool Offering, including any rights to the Intellectual Property Rights in connection therewith.

**4.2 Transaction Data.** Notwithstanding anything to the contrary in this Agreement, PowerSchool has the right to collect and use Transaction Data for internal research and to develop, improve, support, and operate its products and services during and after the Term.

**4.3 De-Identified Data.** Notwithstanding anything to the contrary, Customer hereby agrees and acknowledges that PowerSchool shall have the right to process, aggregate and analyze De-Identified Data relating to the provision, use and performance of various aspects of the PowerSchool Offering and related systems and technologies, and PowerSchool will be free (during and after the Term) to: (i) use such De-identified Data to improve and enhance the



PowerSchool Offering and PowerSchool Software and for other development, diagnostic and corrective purposes in connection with the PowerSchool Offering, PowerSchool Software, and other PowerSchool products and services, and (ii) disclose De-identified Data solely in connection with its business, including, without limitation, for training, marketing and promotional efforts.

**4.4 Feedback.** If Customer or any User elects to provide PowerSchool with any suggestions, comments, improvements, enhancement requests, recommendations, corrections, ideas or other feedback relating to the PowerSchool Offering or any other PowerSchool's products or services (collectively, "**Feedback**"), Customer grants to PowerSchool a worldwide, perpetual, irrevocable, royalty-free, and transferable license to use and incorporate into PowerSchool Offering and PowerSchool Software any Feedback (excluding any Customer Confidential Information contained in the Feedback).

**4.5 PowerSchool Trademarks.** PowerSchool exclusively owns all of its Trademarks, including, without limitation, the PowerSchool name, the PowerSchool logo, and other owned brands and product names associated with the PowerSchool Offering. No right or license is granted by this Agreement to their use.

**4.6 Customer Trademarks.** Customer exclusively owns all of its Trademarks, including, without limitation, the Customer name and logo.

**4.7 No Use of Trademarks.** Neither Party nor its affiliates shall use the other Party's Trademarks in any form or substance in any medium or for any purpose without the other Party's prior written consent (which consent can be via e-mail if such e-mail is from an authorized representative of the consenting Party.).

**4.8 Marketing.** Notwithstanding the foregoing Section 4.7 and subject to Customer's trademark usage guidelines, Customer grants PowerSchool a non-exclusive, worldwide, royalty-free right to include Customer's Trademark and other related transactional information (including enrollment count, names of all PowerSchool Offering ordered by Customer, etc., but excluding pricing) in any customer listing appearing on or in any PowerSchool websites, brochures, fliers, presentations, press releases, annual reports and any other marketing materials. Customer may withdraw or terminate the foregoing license at any time by providing PowerSchool with thirty (30) days' prior written notice of its intent to terminate. Such notice of withdrawal or termination must be sent via e-mail to [champions@powerschool.com](mailto:champions@powerschool.com) with a copy to

[legal@powerschool.com](mailto:legal@powerschool.com), and the email subject line must state "Trademark Consent Withdrawal." After such thirty (30) day period, PowerSchool will remove Customer's Trademarks from its website and cease from creating any new marketing material containing the same. Notwithstanding the foregoing, PowerSchool's right to continue to use any marketing materials produced, published, or disseminated prior to such termination will continue until the supply, publication, dissemination and/or use of such materials is exhausted or terminates. If PowerSchool requests, Customer agrees to participate in a case study, press release and/or cooperate with PowerSchool in speaking to the media, and to speak at a future PowerSchool event.

## **5. CONFIDENTIALITY.**

**5.1 Confidential Information.** In connection with this Agreement, each Party (as the "**Disclosing Party**") may disclose or make available Confidential Information to the other Party (as the "**Receiving Party**"). Subject to Section 5.2 (Exclusions), "**Confidential Information**" means non-public information in any form or medium (whether oral, written, electronic or other) that the Disclosing Party considers confidential or proprietary, including information consisting of or relating to the Disclosing Party's technology, trade secrets, know-how, business operations, plans, strategies, customers, suppliers, subcontractors, and pricing, and information with respect to which the Disclosing Party has contractual or other confidentiality obligations, in each case whether or not marked, designated or otherwise identified as "confidential." Without limiting the foregoing, the PowerSchool Offering are the Confidential Information of PowerSchool, and subject to Section 5.5 (Public Records Act), the terms of this Agreement and each Transaction Document are Confidential Information of PowerSchool. For purposes of this Section, Customer Data and any other Customer information or data labeled or identified as confidential at the time of disclosure to PowerSchool are the Confidential Information of Customer. To the extent the Parties executed a non-disclosure agreement prior to the Effective Date (the "**Prior NDA**"), such Prior NDA shall govern the confidential information exchanged by the Parties under the Prior NDA and the confidentiality obligations of this Agreement shall govern the exchange of Confidential Information by the Parties under this Agreement starting on the Effective Date.

**5.2 Exclusions.** Confidential Information does not include and the obligations of this Section 5 will not extend to any information that the Receiving Party can reasonably demonstrate by written or other

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documentary records: (i) is now, or hereafter becomes, publicly known or available through no act or failure to act on the part of the Receiving Party; (ii) is known by the Receiving Party at the time of receiving such information; (iii) is or becomes lawfully available from a third party without restriction; (iv) is hereafter furnished to the Receiving Party by a third party having the legal right to do so and without restriction on disclosure; or (v) is independently developed by the Receiving Party without the aid, , application or use of the Confidential Information.

#### **5.3 Protection of Confidential Information.**

Except as expressly allowed in this Agreement, the Receiving Party shall: (a) keep completely confidential and will not publish or otherwise disclose the Disclosing Party's Confidential Information to any third party except to: (i) its affiliates, employees, consultants, contractors, sub-processors, or agents having a need to know (and only to the extent needed) and who have signed confidentiality agreements with the Receiving Party containing protections not materially less protective of the Confidential Information than those of this Agreement; or (ii) its legal, financial or other professional advisors as reasonably necessary, and (b) use the Disclosing Party's Confidential Information only in connection with the performance of its obligations under this Agreement. The Receiving Party shall protect the proprietary nature of the Confidential Information with no less care than it uses with respect to its own Confidential Information and, in any event, no less than reasonable care. The Receiving Party's obligations under Section 5 (Confidentiality) shall survive the termination or expiration of this Agreement and continue in effect thereafter for a period of five (5) years with respect to Confidential Information that does not qualify as a trade secret under applicable law, and, with respect to Confidential Information that qualifies as a trade secret under applicable law, in perpetuity after the termination or expiration of the Agreement.

**5.4 Compelled Disclosure.** If the Receiving Party is required (by oral question, interrogatories, requests for information or documents, subpoena, civil investigative demand or similar process) by any governmental entity or court order or pursuant to applicable law or rules of a stock exchange to disclose or provide any Confidential Information of the Disclosing Party (including disclosure that is reasonably necessary in prosecuting or defending litigation), the Receiving Party will provide the Disclosing Party with written notice of such request or demand as promptly as practicable under the circumstances so that the Disclosing Party will have

an opportunity to seek an appropriate protective order. The Receiving Party agrees to take, and cause its employees, contractors, and representatives to take, at the Disclosing Party's expense, reasonable steps necessary to help the Disclosing Party seek to obtain confidential treatment by the Receiving Party. Subject to the foregoing, the Receiving Party may thereafter disclose or provide any such Confidential Information, as the case may be, to the extent (and only in such amount) required by such law (as so advised by counsel) or by lawful process or such governmental entity or court order.

**5.5 Public Record Act.** Notwithstanding anything herein to the contrary in Section 5.3 (Protection of Confidential Information), PowerSchool acknowledges that, to the extent Customer is subject to public record acts or freedom of information acts, (a) PowerSchool will reasonably work with Customer to provide appropriate information in response to such requests, to the extent such requested information is not PowerSchool's proprietary information or otherwise exempted from disclosure; and (b) Customer shall provide PowerSchool a reasonable opportunity to object to any such request as permitted under applicable law.

**5.6 Injunctive Relief.** The Receiving Party acknowledges that disclosure of Confidential Information may cause substantial harm for which damages alone may not be a sufficient remedy, and therefore that upon any such disclosure by the Receiving Party, the Disclosing Party will be entitled to seek appropriate equitable relief in addition to whatever other remedies it might have at law.

#### **6. FEES AND PAYMENT.**

**6.1 Fees.** Customer agrees to pay PowerSchool, in accordance with the terms on the PowerSchool Quote and invoice, the fees charged for the PowerSchool Offering and related services and/or other items ordered by Customer, together with any other charges made in accordance with this Agreement, and all applicable sales, use, value-added, or other taxes or duties, however designated, except for taxes based on PowerSchool's net income. Customer agrees to pay for PowerSchool's pre-approved reasonable travel and lodging expenses for Professional Services performed at Customer's premises. All fees set forth in any PowerSchool Quote or invoice will be in United States dollars unless otherwise specified.

**6.2 Enrollment Increases.** Pricing for access to PowerSchool Offering may be a fixed fee or may be based on the quantity and student enrollment count identified in the applicable Quote. If fees are based on quantity or student count and Customer accesses PowerSchool Offering with more than the quantity



identified in the applicable Quote, then PowerSchool may submit an amended or supplemental invoice for the amount of such excess usage, and Customer will pay the fees applicable to the variance in accordance with the terms of the applicable invoice. Any such increase in quantity will be maintained through the end of the then-current term. Such additional fees will be computed by multiplying the then-current per individual license and support fees for the PowerSchool Offering by Customer's additional User count.

**6.3 Payment.** Unless otherwise set forth in the applicable Quote or invoice, Customer shall make all payments by electronic payment, check or wire transfer to such address or account as specified on the invoice or otherwise specified by PowerSchool in writing. PowerSchool may accept credit card payment; provided that credit card payments shall subject Customer to a transaction fee and a \$250,000 transaction limit. Customer will pay a monthly charge of 1.5% (18% annually) on all amounts not paid when due, or, if a lower maximum rate is established by law, then such lower maximum rate.

**6.4 Tax Exempt Status.** If Customer claims tax-exempt status, Customer agrees to provide evidence of such tax exemption to PowerSchool. To the extent that such tax exemption cannot be properly claimed or does not extend to certain taxes or transactions, Customer will be responsible for any and all taxes and assessments that arise from this Agreement and related transactions (except for taxes based upon PowerSchool's net income).

**6.5 Payment Dispute.** If Customer reasonably and in good faith disputes all or any portion of any invoice, Customer shall notify PowerSchool in writing of its objection within twenty (20) days from the date of the applicable invoice, provide a detailed description of the reasons for the objection, and pay the portion of the invoice which is not in dispute. If Customer does not object in a timely manner within this time period, the amount invoiced shall be conclusively deemed correct by the Parties. If the Parties are unable to resolve such payment dispute within thirty (30) days from PowerSchool's receipt of Customer's written objection, each Party shall have the right to seek any remedies it may have under this Agreement, at law or in equity, irrespective of any terms that would limit remedies on account of a dispute. For clarity, any undisputed amounts must be paid in full.

**6.6 No Deductions or Setoffs.** Subject to Customer's right to dispute an invoice under Section 6.5 (Payment Dispute), all amounts payable to PowerSchool under this Agreement shall be paid by Customer to PowerSchool in full without any setoff, recoupment, counterclaim, deduction, debit or withholding for any reason.

## **7. THIRD-PARTY SOFTWARE; EMBEDDED APPLICATIONS.**

**7.1 Licensed Third-Party Software.** Provision of Licensed Third-Party Software may be subject to an additional cost. If PowerSchool provides any Licensed Third-Party Software under this Agreement, PowerSchool shall be responsible for securing the licenses or authorizations required from the applicable third parties to provide such Licensed Third-Party Software to Customer. Sections 6 (Fees and Payment), 7 (Third-Party Software; Embedded Applications), 9 (Disclaimer of Warranties), 10 (Indemnification), and 11 (Limitation of Liability) of this Agreement apply to Licensed Third-Party Software.

**7.2 Other Third-Party Software.** Other Third-Party Software is licensed directly to the Customer pursuant to separate license terms between Customer and a third-party supplier. Other Third-Party Software is not supported by PowerSchool. All support, warranties, and services related to Other Third-Party Software are provided by the supplier of the Other Third-Party Software under such third party's terms and conditions, and not by PowerSchool. PowerSchool will have no obligations or liability regarding any Other Third-Party Software.

**7.3 Embedded Applications.** PowerSchool Offering may contain Embedded Applications. If any additional license terms are identified in [Exhibit D \(Product Specific Terms\)](#), Customer will comply with such conditions with respect to such applications. Certain Embedded Applications may also be subject to "open source" licensing terms. In some cases, the open-source licensing terms may conflict with portions of this Agreement, and to the extent of any such conflict, the open-source licensing terms will govern, but only as to the software components subject to those terms. Notwithstanding the foregoing, Customer acknowledges that if any open-source software component is licensed under terms that permit Customer to modify such component, and if Customer does modify such component, then PowerSchool will not be responsible for any incompatibility due to such modifications.

## **8. WARRANTIES.**

**8.1 Mutual Warranties.** Each Party represents and warrants that: (a) it has the full right, power and authority to enter into this Agreement and perform its obligations hereunder; (b) the individual accepting or executing the Main Services Agreement or a Transaction Document has the authority to bind such Party to the terms and conditions of this Agreement; and (c) when accepted or executed, this Agreement will constitute the legal, valid and binding obligation of each Party.



**8.2 Limited Warranty.** PowerSchool warrants that the PowerSchool Software included in the SaaS Subscription or On-Premise Subscription will operate in substantial conformity with the applicable Documentation under normal use and circumstances. If Customer notifies PowerSchool in writing of a breach of this warranty, PowerSchool will, at its option, either: (a) use commercially reasonable efforts to correct the reported non-conformity, at no charge to Customer, or (b) if PowerSchool determines such remedy to be impracticable, issue Customer a credit or refund of a portion of the fees pre-paid by Customer for the nonconforming Subscription Service that fairly reflects (at PowerSchool's reasonable determination) the diminished value of the non-conforming Subscription Service. The foregoing constitutes Customer's sole and exclusive remedy for any breach of this limited warranty. This warranty will not apply: (i) unless Customer makes a claim within thirty (30) days of the date on which Customer first noticed the non-conformity, or (ii) if the error was caused by misuse, unauthorized modifications, or third-party hardware, software, or services.

**9. DISCLAIMER OF WARRANTIES.** EXCEPT AS EXPRESSLY SET FORTH IN SECTION 8 (WARRANTIES), POWERSCHOOL OFFERING(S), POWERSCHOOL SOFTWARE AND THIRD-PARTY SOFTWARE ARE PROVIDED "AS IS", AND POWERSCHOOL AND ITS LICENSORS EXPRESSLY DISCLAIM ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, TITLE, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT. POWERSCHOOL DOES NOT WARRANT THAT THE FUNCTIONALITY CONTAINED IN THE POWERSCHOOL OFFERING WILL MEET CUSTOMER'S REQUIREMENTS, OR THAT THE OPERATION OF THE POWERSCHOOL OFFERING WILL BE UNINTERRUPTED OR ERROR-FREE, OR THAT DEFECTS IN THE POWERSCHOOL OFFERING(S) WILL BE CORRECTED. NO ORAL OR WRITTEN INFORMATION OR ADVICE GIVEN BY POWERSCHOOL OR A POWERSCHOOL REPRESENTATIVE WILL CREATE A WARRANTY OR IN ANY WAY INCREASE THE SCOPE OF ANY WARRANTY. POWERSCHOOL DOES NOT MAKE ANY WARRANTIES AND SHALL HAVE NO OBLIGATIONS WITH RESPECT TO THIRD-PARTY SOFTWARE. CUSTOMER MAY HAVE OTHER STATUTORY RIGHTS, BUT THE

DURATION OF STATUTORILY REQUIRED WARRANTIES, IF ANY, SHALL BE LIMITED TO THE SHORTEST PERIOD PERMITTED BY LAW. THE ABOVE EXCLUSIONS APPLY TO THE FULLEST EXTENT ALLOWED BY APPLICABLE LAW.

## **10. INDEMNIFICATION.**

**10.1 Intellectual Property Indemnification by PowerSchool.** Subject to Section 11 (Limitation of Liability), PowerSchool hereby agrees to defend, indemnify, and hold harmless Customer from and against any and all losses, liabilities, costs, expenses and damages (collectively, "**Liabilities**") to the extent arising out of or relating to any claim brought by a third party against Customer alleging the use of the PowerSchool Offering infringes or misappropriates the Intellectual Property Rights of such third party.

**10.1.1 Mitigation.** If Customer's use of the PowerSchool Offering is enjoined or, in PowerSchool's reasonable opinion, is likely to be enjoined, PowerSchool may (i) substitute for the PowerSchool Offering, a substantially and functionally similar product(s) and documentation; (ii) procure for Customer the right to continue using the PowerSchool Offering; or if (i) or (ii) is not possible after reasonable commercial efforts from PowerSchool, then PowerSchool may terminate this Agreement and credit a pro-rated return of unused portion of the fees prepaid by Customer for the applicable PowerSchool Offering.

**10.1.2 Exclusions.** The foregoing indemnification obligation of PowerSchool will not apply to the extent the applicable claim arises from or is attributable to: (i) modifications to the PowerSchool Offering(s) by any party other than PowerSchool or based on Customer's specifications or requirements; (ii) the combination of the PowerSchool Offering(s) with products or processes not provided or authorized by PowerSchool; (iii) any unauthorized use, access, or distribution of the PowerSchool Offering(s); or (iv) any action arising as a result of Customer Data, or any deliverables or components not provided by PowerSchool.

**10.1.3 Sole and Exclusive Remedy.** THIS SECTION 10.1 (INDEMNIFICATION BY POWERSCHOOL) SETS FORTH POWERSCHOOL'S SOLE LIABILITY AND CUSTOMER'S SOLE AND EXCLUSIVE REMEDY WITH RESPECT TO ANY CLAIM OF INTELLECTUAL PROPERTY INFRINGEMENT.

**10.2 Data Breach Indemnification by PowerSchool.** Subject to Section 11 (Limitation of Liability), PowerSchool hereby agrees to defend, indemnify, and hold harmless Customer from and





against any Liabilities to the extent arising out of or relating to any claim brought by a third party against Customer alleging a confirmed data breach (as defined by the applicable state law) to the extent attributable to PowerSchool resulting from PowerSchool's violation of the data security provisions expressly set forth in this Agreement or the DPA executed between the Parties.

**10.3 Indemnification by Customer.** To the extent permitted under applicable law, Customer agrees to indemnify and hold PowerSchool and its affiliates and each of their respective directors, officers, employees, representatives and agents (collectively, "**PowerSchool Indemnitees**") harmless against and from any Liabilities, including reasonable legal fees (including but not limited to attorney's fees, costs and expenses), brought by a third party against a PowerSchool Indemnitee to the extent relating to or arising out of: (a) any Customer Data; (b) any information or content (other than PowerSchool-provided content) transmitted or submitted by Customer or its Users through the PowerSchool Offering or shared with any third party; (c) Customer's violation of Section 2 (PowerSchool Offering and Restrictions), or Section 4 (Proprietary Rights); or (d) Customer's gross negligence or willful misconduct. In addition, Customer shall indemnify and hold PowerSchool Indemnities harmless against and from any Liability brought against a PowerSchool Indemnitee or Customer for alleged or actual violations of the TCPA in connection with Customer's use of or access to any PowerSchool Offering.

**10.4 Procedure.** The indemnifying Party's obligations as set forth above are expressly conditioned upon each of the following: (a) the indemnified Party will promptly notify the indemnifying Party in writing of any threatened or actual Liability; provided that failure to provide such prompt notice will not release the indemnifying Party from its indemnity obligations except to the extent the indemnifying Party is materially prejudiced thereby; (b) the indemnifying Party will have sole control of the investigation, defense or settlement of any Liability; (c) the indemnified Party will fully cooperate with the indemnifying Party (at the indemnifying Party's expense) to facilitate the settlement or defense of any Liability; and (d) the indemnifying Party will not settle any claim or suit in a manner that results in an admission of liability by the indemnified Party, without the indemnified Party's prior written consent, which consent shall not be unreasonably withheld, conditioned or delayed.

## **11. LIMITATION OF LIABILITY.**

**11.1 EXCLUSION OF DAMAGES.** TO THE MAXIMUM EXTENT PERMITTED BY LAW AND EXCEPT FOR "EXCLUDED CLAIMS", IN NO EVENT WILL EITHER PARTY OR ITS AFFILIATES BE LIABLE TO THE OTHER PARTY FOR ANY SPECIAL, EXEMPLARY, INDIRECT, INCIDENTAL, PUNITIVE OR CONSEQUENTIAL DAMAGES; OR LOST PROFITS, LOST FUNDING, LOST SAVINGS, OR LOST OR DAMAGED DATA; OR FOR CLAIMS OF A THIRD PARTY, IN EACH CASE ARISING OUT OF THIS AGREEMENT, THE POWERSCHOOL OFFERING, OR THE POWERSCHOOL SOFTWARE OR THE USE OR INABILITY TO USE ANY OF THE FOREGOING, EVEN IF SUCH PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR THEY ARE FORESEEABLE.

**11.2 CAP ON MONETARY LIABILITY.** TO THE MAXIMUM EXTENT PERMITTED BY LAW AND EXCEPT FOR CLAIMS FOR FEES DUE TO POWERSCHOOL UNDER THIS AGREEMENT AND EXCEPT FOR EXCLUDED CLAIMS, EACH PARTY'S AND ITS AFFILIATES' COLLECTIVE AGGREGATE LIABILITY TO THE OTHER PARTY OR ITS AFFILIATES IN CONNECTION OR ARISING OUT OF THIS AGREEMENT, THE POWERSCHOOL OFFERING OR THE POWERSCHOOL SOFTWARE, UNDER ANY LEGAL OR EQUITABLE THEORY, SHALL NOT EXCEED THE TOTAL AMOUNTS ACTUALLY PAID BY CUSTOMER TO POWERSCHOOL IN THE IMMEDIATELY PRECEDING TWELVE (12)-MONTH PERIOD FOR THE APPLICABLE POWERSCHOOL OFFERING ON WHICH THE CLAIM IS BASED. TO THE MAXIMUM EXTENT PERMITTED BY LAW, THE COLLECTIVE AGGREGATE LIABILITY OF EACH PARTY AND ITS AFFILIATES FOR "EXCLUDED CLAIMS" SHALL NOT EXCEED THE TOTAL AMOUNTS ACTUALLY PAID BY CUSTOMER TO POWERSCHOOL IN THE IMMEDIATELY PRECEDING TWENTY-FOUR (24)-MONTH PERIOD FOR THE APPLICABLE POWERSCHOOL OFFERING ON WHICH THE CLAIM IS BASED.

**11.3 EXCEPTIONS.** NOTWITHSTANDING THE FOREGOING, THE LIMITATIONS IN SECTION 11.1 (EXCLUSION OF DAMAGES) AND SECTION 11.2 (CAP ON MONETARY LIABILITY) SHALL NOT APPLY TO LIABILITY ARISING OUT OF A PARTY'S GROSS NEGLIGENCE OR FRAUD.

**11.4 FAILURE OF ESSENTIAL PURPOSE.** THE PARTIES AGREE THAT THE



WAIVERS AND LIMITATIONS SPECIFIED IN THIS SECTION 11 WILL SURVIVE AND APPLY REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHERWISE AND WILL SURVIVE AND APPLY EVEN IF ANY LIMITED REMEDY SPECIFIED IN THIS AGREEMENT IS FOUND TO HAVE FAILED OF ITS ESSENTIAL PURPOSE.

**12. INSURANCE.** During the Term, PowerSchool agrees to maintain insurance coverage consistent with PowerSchool's then-current certificate(s) of insurance. Upon execution of this Agreement, and one (1) time per calendar year upon Customer's request, PowerSchool shall provide Customer with certificate(s) of insurance. Upon Customer's request, PowerSchool agrees to include Customer as a certificate holder on such certificate(s) of insurance. PowerSchool will provide notice and updated certificate(s) of insurance to Customer in the event of a cancellation or other material change to the insurance coverage(s) described in the applicable PowerSchool certificate(s) of insurance. For the avoidance of doubt, the obligation for PowerSchool to maintain insurance coverage as set forth herein shall in no way impact the terms of Section 11 (Limitation of Liability).

### **13. TERM AND TERMINATION**

**13.1 Agreement Term.** This Agreement commences on the Effective Date and continues until a Party terminates the Agreement pursuant to the terms of this Agreement or until the Parties subsequently enter into a new agreement that supersedes this Agreement (the "Term").

**13.2 Subscription Term.** The subscription term of each Subscription Service (the "Subscription Term") will be as specified in the applicable Quote, which specifies a start and end date, provided that if the provision of the Subscription Service does not commence on the start date identified on the Quote, then the start date will be deemed as the date of the provisioning of the Subscription Services to Customer. Except as otherwise specified in the applicable Quote, renewal of promotional or one-time priced subscriptions or licenses will be at PowerSchool's discretion.

**13.3 Suspension.** If Customer's account is thirty (30) days or more overdue for any PowerSchool product or service (except with respect to charges then under reasonable and good faith dispute), PowerSchool reserves the right, in addition to any of its other rights or remedies, suspend Customer's access to any PowerSchool Offering and/or its performance of any of the Professional

Services without liability to Customer, until PowerSchool receives all amounts due. Suspension shall not relieve Customer of its obligation to pay the entirety of the fees due. In addition, PowerSchool will have the right to suspend provision of the PowerSchool Offering or Professional Services under this Agreement if: (a) Customer or User accessed or used the PowerSchool Offering beyond the scope of the rights granted or for purpose not authorized under this Agreement; (b) Customer or any User is or has been involved in any fraudulent, misleading or unlawful activities relating to or in connection with any of the PowerSchool Offering; or (c) Customer is notified that an objective security threat arises so great as to warrant immediate action by PowerSchool to protect the security of Customer Data and the PowerSchool systems, including if the Subscription Services are experiencing denial of service attacks, mail flooding, or other attacks or disruptions outside of PowerSchool's control.

**13.4 Termination for Breach.** Either Party will have the right to terminate this Agreement in whole or in part upon providing thirty (30) days' written notice to the other Party, in the event the other Party materially breaches this Agreement and fails to correct such breach within such thirty (30) day period; provided that PowerSchool will have the right to terminate this Agreement immediately upon providing written notice to Customer if Customer breaches any of its obligations under Section 2 (PowerSchool Offering and Restrictions) or Section 4 (Proprietary Rights). Customer further acknowledges that, as breach of the provisions of Section 4 may result in irreparable injury to PowerSchool, PowerSchool will have the right to seek equitable relief against any actual or threatened breach thereof, without proving actual damages.

**13.5 Termination for Non-Appropriation for Governmental Entities Only.** The Parties acknowledge and agree that if Customer is a governmental entity that is bound to statutory provisions that prevent it from committing to the payment of funds beyond its fiscal year, and if funds are not allocated for the PowerSchool Offering captured in an applicable Quote that is the subject of this Agreement following the commencement of any succeeding fiscal year during which the Quote may continue, then Customer may terminate the applicable Quote without liability for any termination charges, fees, or penalties at the end of its last fiscal period or the Subscription Term for which funds were appropriated, subject to Customer's providing the required notice herein. Customer will be obligated to pay all charges incurred through the end of the last fiscal period or Subscription Term for which funds were appropriated. Customer will give PowerSchool



written notice that funds have not been appropriated and that Customer wants to terminate the Agreement: (a) immediately after Customer receives notice of such non-appropriation; and (b) at least thirty (30) days prior to the end of the applicable fiscal period or Subscription Term. Customer will not utilize this clause as a right to terminate any Quote or this Agreement for convenience. PowerSchool reserves the right to request, and Customer shall provide, documentation evidencing such non-appropriation of funds.

**13.6 Additional Right.** In addition to any other termination rights, PowerSchool shall have the right to terminate this Agreement if Customer fails to make payment under any other agreement with PowerSchool and fails to cure material breach within thirty (30) days after receipt of written notice from PowerSchool.

**13.7 No Other Termination Right.** Except as expressly set forth in this Section 13, neither Party has a right to terminate this Agreement or any Quote prior to its expiration.

**13.8 Effect of Termination.** In the event of any termination of all or any portion of this Agreement, Customer will not be relieved of any obligation to pay any sums of money that have accrued prior to the date of termination. In addition, the provisions of Sections 1 (Definitions), 4 (Proprietary Rights), 6 (Fees and Payment), 7 (Third-Party Software; Embedded Applications), 9 (Disclaimer of Warranties), 10 (Indemnification), 11 (Limitation of Liability), 13.8 (Effect of Termination), and 14 (General Provisions) will survive termination or expiration of this Agreement. In the event that Customer enters into a multi-year Quote with PowerSchool and Customer terminates the Quote or any portion thereof, Customer agrees to pay PowerSchool the remaining sum due to PowerSchool through the stated term in the applicable Quote, as actual damages being impossible to calculate. The immediately preceding clause will not apply in the event Customer terminates this Agreement as (a) a result of PowerSchool's material breach in accordance with Section 13.4 (Termination for Breach), or (b) as a result of non-appropriation of funds in accordance with Section 13.5 (Termination for Non-Appropriation).

**13.9 Return or Disposal of PowerSchool Offerings.** Immediately upon any termination of Subscription Service(s) under this Agreement, Customer will, at its own expense, either return to PowerSchool or destroy all copies of such PowerSchool Offering, and Customer's authorized representative will forward written certification to PowerSchool that all such copies of such PowerSchool Offering have either been destroyed or

returned to PowerSchool.

**13.10 Return or Disposal of Customer Data.**

Upon termination or expiration of the Agreement, PowerSchool shall return to Customer or delete the Customer Data in its possession, custody or control in accordance with the terms of the DPA, unless otherwise required by applicable law.

**14. GENERAL PROVISIONS**

**14.1 Governing Law.** Except otherwise agreed in writing by the Parties, this Agreement will be governed by the laws depending upon the account country location as listed in the table below. Except otherwise agreed in writing by the Parties, the venue listed in the table will be the exclusive courts of jurisdiction and venue for any litigation, special proceeding or other proceeding as between the Parties that may be brought, or arise out of, in connection with, or by reason of this Agreement. Each Party hereby consents to the jurisdiction of such courts. The United Nations Convention on Contracts for the International Sale of Goods will not apply to this Agreement. This Agreement will not be subject to the Uniform Computer Information Transactions Act.

Account Country	Venue	Governing Law
Canada	Victoria	Province of Ontario
United States	San Francisco	California
Any other country that is not Canada or the United States	San Francisco	California

**14.2 Compliance Verification.** During the Term and for a period of one (1) year following termination of this Agreement, PowerSchool has the right to verify Customer's full compliance with the terms and requirements of Section 2 (PowerSchool Offering and Restrictions), Section 4 (Proprietary Rights) and Section 6 (Fees and Payment) of this Agreement. Customer must (a) provide any assistance reasonably requested by PowerSchool or its designee in conducting any such audit, (b) make requested personnel, records, and information available to PowerSchool or its designee, and (c) in all cases, provide such assistance, personnel, records, systems access and information in an expeditious manner to facilitate the timely completion of such





compliance verification. If such verification process reveals any noncompliance, Customer must promptly cure any such noncompliance; provided, however, that the obligations under this Section 14.2 do not constitute a waiver of PowerSchool's termination rights and do not affect PowerSchool's right to payment for access to PowerSchool Offering and other services and interest fees related to usage in excess of the quantities purchased.

**14.3 Amendment.** This Agreement may only be amended or modified by a writing specifically referencing the particular section(s) of this Agreement to be modified and signed by authorized representatives of the Parties.

**14.4 Force Majeure.** Neither Party will be liable to the other for any delay or failure to perform any obligation under this Agreement (except for a failure to pay fees owed) if the delay or failure results from any cause beyond such Party's reasonable control, including acts of God or of a public enemy, acts of terrorism, war, United States or foreign governmental acts or restrictions in either a sovereign or contractual capacity, labor strikes, fire, power outages, road icing or inclement conditions, flood, epidemic or pandemic as designated by the World Health Organization, earthquakes, or tsunamis.

**14.5 Severability.** If any provision of this Agreement is held to be illegal, invalid, or unenforceable, that provision must be severed or reformed to be enforceable, and the remaining provisions hereof and thereof will remain in full force.

**14.6 No Waiver.** No delay or omission by either Party in the exercise or enforcement of any of its powers or rights hereunder will constitute a waiver of such power or right. A waiver by a Party of any provision of this Agreement must be in writing and signed by such Party and will not imply subsequent waiver of that or any other provision.

**14.7 Notices.** All notices under this Agreement must be in writing and delivered and will be deemed to have been received by the addressee: (i) if given by hand, immediately upon receipt; (ii) if given by overnight courier service, the first business day following dispatch; (iii) if given by registered or certified mail, postage prepaid and return receipt requested (or the equivalent delivery method in an international jurisdiction), the second business day after such notice is deposited in the mail; or (iv) if given by email, immediately upon confirmed receipt. Email notifications to PowerSchool shall be to [legal@powerschool.com](mailto:legal@powerschool.com). Notices delivered personally are deemed given upon documented receipt or refusal by recipient to accept receipt. In the case of notices to PowerSchool, such notices must be sent to:

**PowerSchool Group LLC,  
Attn: General Counsel  
150 Parkshore Drive,  
Folsom, CA 95630  
[legal@powerschool.com](mailto:legal@powerschool.com)**

In the case of notices to Customer, such notices will be sent to PowerSchool's address of record for Customer. Either Party may change its notice address by notifying the other Party in like manner.

**14.8 Assignment.** Neither PowerSchool nor Customer shall assign or transfer this Agreement or any interest herein, by operation of law or otherwise, without the prior written consent of the other Party; provided, however, that PowerSchool may assign its rights and obligations under this Agreement without the consent of the Customer in the event PowerSchool hereafter effects a corporate reorganization, consolidates with, or merges into, any person or transfers all or substantially all of its properties or assets to any entity. This Agreement will inure to the benefit of and be binding upon the Parties, their respective successors, executors, administrators, heirs and permitted assigns.

**14.9 No Reliance.** Each Party acknowledges that it has not made any promise or representation that is not expressed in this Agreement; and that it has not been induced into entering this Agreement by any representation about the nature and extent of its existing or potential claims or damages made by the other Party or by the other Party's attorney, representative, or agent. The Parties are not relying upon – and disclaim reliance upon – any statement or representation that is not in this Agreement but are instead relying solely upon their own judgment in consultation with their respective attorneys.

**14.10 Background Checks.** Given the nature of the data we process, PowerSchool conducts thorough nation-wide and province-wide background checks, including criminal records, terrorist watch list, sex offender database and a multi-panel drug test on all employees. PowerSchool also requires its contractors, under its separate agreement, to conduct a background check of its employees before any assignment of services from PowerSchool to the Customer.

**14.11 Export.** Without in any way limiting the restrictions on transfer set forth elsewhere in this Agreement, Customer specifically agrees that Customer will not, directly or indirectly, export or transfer any export-controlled commodity, technical data or software: (a) in violation of any laws, regulations, rules, or other limitations imposed by any government authority; or (b) to any country for which an export license or other governmental approval is



required at the time of export, without first obtaining all necessary licenses or other approvals.

**14.12 U.S. Government Restricted Rights.** PowerSchool Offering is a “commercial item” as that term is defined in 48 C.F.R. §2.101, consisting of “commercial computer software” and “commercial computer software documentation” as such terms are defined in 48 C.F.R. §12.212 and 48 C.F.R. §227.7202, as applicable, and all as amended from time to time. Consistent with 48 C.F.R. §12.212, 48 C.F.R. §227.7202 and 48 C.F.R. §52.227-19, and other relevant sections of the Code of Federal Regulations, as applicable, and all as amended from time to time, all U.S. Government end users acquire PowerSchool Offering only with those rights set forth herein.

**14.13 Essential Basis of the Agreement.** Customer acknowledges and understands that the disclaimers, exclusions, and limitations of liability set forth in this Agreement form an essential basis of the agreement between the Parties, that the Parties have relied upon such disclaimers, exclusions, and limitations of liability in negotiating the terms and conditions herein, and that absent such disclaimers, exclusions, and limitations of liability, the terms and conditions of the Agreement would be substantially different.

**14.14 Attorney Fees.** In the event any court action is commenced by one party against the other with respect to any dispute arising out of this Agreement or any Transaction Document, the prevailing Party will be entitled to recover its out-of-

pocket and court costs and reasonable attorney fees relating thereto. The cost of in-house legal staff will be valued at market rates for comparable services from private practitioners.

**14.15 Entire Agreement.** This Agreement and/or exhibits referenced herein, and any addendums and amendments, constitute the complete and entire agreement between the Parties with respect to its subject matter, and supersedes all prior discussions, understandings, arrangements, proposals, responses to proposals, and negotiations with respect to same. THE TERMS AND CONDITIONS OF THIS AGREEMENT WILL PREVAIL NOTWITHSTANDING ANY VARIANCE WITH THE TERMS AND CONDITIONS OF ANY PURCHASE ORDER OR OTHER DOCUMENTATION SUBMITTED BY CUSTOMER WITH RESPECT TO POWERSCHOOL OFFERING OR ANY SERVICES, AND POWERSCHOOL HEREBY REFUSES ANY SUCH DIFFERENT OR ADDITIONAL PROVISIONS IN PURCHASE ORDERS OR OTHER DOCUMENTS. The order of precedence is the executed Quote, then this Agreement, then any referenced and applicable exhibits and privacy policy, addendums, and amendments.



## **EXHIBIT A**

### **POWERSCHOOL SUPPORT POLICY AND SERVICE LEVEL AGREEMENT**

The terms of this Exhibit A are included with PowerSchool's Response to Customer RFP and can also be found at [https://www.powerschool.com/Exhibit\\_A-Support-Policy-SLA\\_Feb2022/](https://www.powerschool.com/Exhibit_A-Support-Policy-SLA_Feb2022/). Terms in the Customer's conditions that conflict or are inconsistent with this exhibit are deemed to be exceptions under this Proposal.



## **EXHIBIT B**

### **PROFESSIONAL SERVICES POLICY**

The terms of this Exhibit B are included with PowerSchool's Response to Customer RFP and can also be found at [https://www.powerschool.com/Exhibit B-Professional-Services-Policy\\_Feb2022/](https://www.powerschool.com/Exhibit-B-Professional-Services-Policy_Feb2022/). Terms in the Customer's conditions that conflict or are inconsistent with this exhibit are deemed to be exceptions under this Proposal.



## **EXHIBIT C**

### **DATA PRIVACY AGREEMENT**

The terms of the PowerSchool Privacy and Security Agreement/Addendum are included with PowerSchool's Response to Customer RFP and can also be found at [https://www.powerschool.com/Exhibit C-Customer-DPA\\_Feb2022/](https://www.powerschool.com/Exhibit C-Customer-DPA_Feb2022/). Terms in the Customer's conditions that conflict or are inconsistent with this exhibit are deemed to be exceptions under this Proposal.



## **EXHIBIT D**

### **PRODUCT SPECIFIC TERMS**

The terms of this Exhibit D are included with PowerSchool's Response to Customer RFP and can also be found at [https://www.powerschool.com/Exhibit D-Product-Specific-Terms\\_Feb2022/](https://www.powerschool.com/Exhibit-D-Product-Specific-Terms_Feb2022/). Terms in the Customer's conditions that conflict or are inconsistent with this exhibit are deemed to be exceptions under this Proposal.



Last Updated: February 14, 2022

**EXHIBIT A**  
**POWERSCHOOL SUPPORT POLICY AND SERVICE LEVEL AGREEMENT**

1. Definitions. Capitalized terms not defined herein have the meanings assigned to them in the Main Services Agreement between Customer and PowerSchool to which this Support Policy and Service Level Agreement (the "Policies") are attached. In addition, for purposes of these Policies, the following definitions will apply:

1.1 "Availability" has the meaning set forth in Section 5.3 (Availability Targets).  
1.2 "Disaster" means an unplanned event that causes a complete loss of access to and use of the SaaS Subscription for a period greater than twenty-four (24) hours, as declared by PowerSchool.

1.3 "Downtime" means the period during which the SaaS Subscription is unavailable to all of Customer's Users. This shall not include Downtime Exclusions, as defined further herein.

1.4 "Downtime Exclusions" means events set forth in Section 5.5 (Downtime Exclusions), pursuant to which a SaaS Subscription may not be available to Users but shall not be counted as Downtime for the purposes of calculation of the Availability percentage.

1.5 "Emergency Maintenance" means the maintenance required to be performed to protect and maintain the stability, security, and integrity of the infrastructure used to provide the SaaS Subscription.

1.6 "Errors" means a reproducible failure of Subscription Service(s) to operate in accordance with its standard Documentation, despite the proper installation and use of the Subscription Service(s) in a proper operating environment and on hardware and system software sufficient to meet PowerSchool's then-current minimum requirements, which are subject to change as New Versions are released. User(s) mistakes are not Errors within the meaning of these Policies. Errors may be due to problems in Subscription Service(s), the Documentation, or both.

1.7 "Fix" means a patch, service pack or corrective update of Subscription Service(s) that PowerSchool may prepare in its discretion on an interim basis, prior to issuance of a New Version, to correct programming Errors that prevent or obstruct normal operation of Subscription Service(s) in accordance with the applicable Documentation and developed by PowerSchool.

1.8 "New Products" means new products, programs or modules offered by PowerSchool and are distinguished from New Versions and Fixes. New Versions and Fixes may include New Products that provide features, functions or applications not included in the Subscription Service(s) originally licensed by Customer and for which additional license fees apply as determined by PowerSchool to access. A New Product may be usable with or in addition to the Subscription Service(s) originally licensed by Customer. New Products will be licensed to Customer in accordance with the applicable Quote under the terms of this Agreement.

1.9 "New Version" means an updated version of Subscription Service(s) issued by PowerSchool, which may include Fixes, together with such other modifications, updates, enhancements, and improvements to Subscription Service(s) that PowerSchool may, in its discretion, develop and deem ready for distribution and that PowerSchool standardly provides to all customers with a current Support Services subscription to such Subscription Service(s).

1.10 "Resolution Time" means the time it takes for PowerSchool to restore access and/or functionality to the Subscription Service.

1.11 "Response" means confirmation to the Customer that the Support Service request was received and registered by PowerSchool.

1.12 "Response Time" means the time it takes before a support agent makes initial contact with the Technical Contact individual who submitted the case. (Except for Priority 0 cases logged by the Customer, response times are calculated within Standard Support Hours).

1.13 "Scheduled Maintenance" means planned downtime in or unavailability of the SaaS Subscription for scheduled maintenance, system updates and patches, and system upgrades and similar reasons. PowerSchool shall notify Customer of Scheduled Maintenance in advance.

1.14 "Support Services" has the meaning set forth in the Main Services Agreement and as



further described in Section 3.1 (Support) below that will be provided hereunder with respect to Subscription Service(s).

1.15 "Target Resolution Time" means the time, as determined by the assigned priority categorization, it takes for PowerSchool to restore access and/or functionality to the applicable Subscription Service.

1.16 "Telephone and Online Support" means telephone and online support services, available Monday through Friday, during PowerSchool's normal business hours, exclusive of PowerSchool's holidays, regarding Subscription Service(s).

2. **Support Term; Fees.** Support Services are provided as part of Customer's purchased Subscription Service(s) listed on the Quote. Support Services with Customer's Subscription Service(s) will continue for the duration of the Subscription Term for the applicable Subscription Service(s). Support Services for On-Premise Subscription will begin upon shipment (FOB PowerSchool's place of shipment) of the PowerSchool Software (or, in the case of a when made available for download electronically, upon PowerSchool's provision of the necessary licensing information to enable Customer to download the On-Premise Subscription or launch date when access to the On-Premise Subscription is provided.

3. **Support Services Scope.** PowerSchool, or an entity under contract with and authorized by PowerSchool to provide Support Services, will provide Support Services for Subscription Service(s). The scope of Support Services will be as follows:

31 **Support.** Support Services include: (a) Telephone and Online Support; (b) access to an online support website, as maintained by PowerSchool for customers maintaining a current Subscription Service; (c) Fixes, as developed and made generally available by PowerSchool, in its discretion, to address Errors that Customer is experiencing in using the Subscription Service(s); and (d) New Versions, as developed and made generally available by PowerSchool. Support Services do not include New Products. PowerSchool determines, in its sole discretion, what constitutes a New Product (for which additional license fees apply), and what improvements and enhancements to existing functionality of a Subscription Service(s) are to be included in a New Version (and are therefore provided at no charge to customers with a current Subscription Service).

32 **Custom Programs.** For any custom programs developed for Customer by PowerSchool, Support Services are available only on a time and materials basis at PowerSchool's then-current rates and charges for these services; support for custom programs is not included in Support Services. In addition, to the extent that the Subscription Service(s) includes any functionality that allows the user to customize screens or reports, PowerSchool will support the application infrastructure utilized to create such customizations but will not be responsible for supporting any such customizations.

#### 4. **Support Service Level Agreement**

41 **Support Services Business Hours.** Support Services for PowerSchool includes email and phone support as well as electronic manuals, an online knowledge base, tech notes, and access to Customer Portal.

Support Type	Availability
PowerSchool Application Support (Chat/Phone/Portal)	Monday – Friday; 6:00 AM – 5:00 PM PST *Excludes PowerSchool Holidays
Access to Customer Portal	24x7x365

42 **Service Level Targets.** Response times to Support Services requests will vary based on call load and time of the school year. PowerSchool's targeted response times during Support Business Hours are listed in the table below. PowerSchool encourages Customer to use the Community via the Case Form to submit cases or use the Chat option to engage with the Customer support team. For high priority Production issues, please report them via the Phone channel.





Priority	Definition	Initial Response
P0	This priority is reserved for urgent situations (e.g., production system outages, data loss, suspected security breaches).	1 Business Hour
P1	This priority is for issues with significant impact causing functional limitations. Use this priority when <ul style="list-style-type: none"> <li>• backup issues, submission deadlines that cannot be met, etc.)</li> <li>• A portion of the system is down or inaccessible for all users</li> <li>• The system is up but performance is hindering functionality</li> </ul>	4 Business Hours
P2	Use this priority when your system is fully operational but is experiencing: <ul style="list-style-type: none"> <li>• A display issue (e.g., a page not rendering correctly causing functionality issues)</li> <li>• A non-production server/system outage if it is used to perform critical functions (e.g., scheduling with the results to be imported to the production server)</li> <li>• Unexpected behavior that cannot be solved using resources available in the knowledgebase</li> <li>• Account management needs</li> <li>• Suspected development escalation ticket</li> </ul>	8 Business Hours
P3	This priority is for all issues with minimal to no impact. Use this priority when your system is fully operational but there is: <ul style="list-style-type: none"> <li>• Display issues, such as a page not rendering correctly - however functionality still exists.</li> <li>• A non-production server/system</li> <li>• A misspelled word on a PowerSchool Page</li> <li>• Other issues not impeding successful use of your production instance</li> </ul>	2 Business days

**43 Changes to Severity Level.** The PowerSchool Support team will evaluate and adjust the severity level of a support request based on the level of impact on a customer's operations and level of resolution by the PowerSchool Support team.

**44 Support Exclusions.** PowerSchool will make every effort to solve critical and high severity errors reported by the Customer within a reasonable time frame and to the reasonable satisfaction of the Customer. Support Services for the Subscription Services do not address the following areas:

- Customer or local education agency computer hardware and networking issues;
- Any systems, programs or interfaces not developed and supplied by PowerSchool;
- For fee offerings from PowerSchool Professional Services such as project management, training, workshops;
- Migration of data from a non-PowerSchool supported product or service into a PowerSchool Offering. New customers may need to contact their implementation project manager;
- Work done by the PowerSchool Customizations Department; Customer will need to contact PowerSchool Customizations Department via the PowerSchool Community for help on such items;
- Undocumented DAT codes, for the latest version of the PowerSchool Offering.
- ODBC complex queries or connections not covered in the Customer Portal documentation;
- Beta releases for which such issues must be sent through the Beta participant process communicated when customer was invited to that program;



- o Advanced Learning Summit documentation, custom field Sales/Trainer solutions or other PowerSchool University provided solutions that are not part of the Customer Portal knowledgebase documentation;
- o Building of reports via APEX or Enterprise Reporting;
- o No code level support for API / APEX API WebDevs / SSO (SAML);
- o SQL statements not provided by the applicable PowerSchool Offering development organization;
- o Network / Internet connectivity issues outside of the PowerSchool Hosting data center environment, including issues in the customer local network environment;
- o End user activity that adversely impacts application data, except for performing full database restore operations when requested;
- o The performance impact of customer third party application access to hosted application data;
- o Third-Party Application Support; or
- o Support for application changes completed by the PowerSchool Customizations Department.

Further, PowerSchool will not be responsible for providing Support Services for: (i) problems caused by Customer's use of or access to the PowerSchool Offering(s) other than as intended; (ii) any use in violation of this Agreement; or (iii) any unauthorized modifications made to the PowerSchool Offering(s) by Customer or any third party. In the event the need for Support Services provided are traced to Customer's or a third party's actions, unauthorized use, or system changes, fees and expenses for said Support Services may be billed to Customer at PowerSchool's then-current rates, which Customer will promptly pay.

#### 5. Hosting Service Level Agreement

To the extent that Customer purchases a SaaS Subscription, the following sections provide general information for the SaaS Subscription applicable to the PowerSchool Software that is hosted by PowerSchool. This description addresses details for Cloud deployments where PowerSchool is hosting the Customer's PowerSchool Software application. For clarity, the following sections and any hosting service level commitments do not apply to Customers that are self-hosted.

**5.1 Backup and Recovery.** PowerSchool SaaS Subscription includes backups of all system and application environments. Database backups are structured to allow full recovery of the application environment and data in the event of a Disaster. In addition, database backups allow for point in time recovery in the production hosted environments for all customer applications. For all production applications, full database backups are performed Daily. Additional information on application specific backup strategies can be found in the application supplement(s) included below.

Backups are retained for all production databases to match the following table:

Backup Type	Occurrence
Full Backup	Daily
Full Backup	Weekly

**5.2 Disaster Recovery.** Disaster Recovery and Data Continuity plans exist for all PowerSchool Hosting Data Centers. The Disaster Recovery and Data Continuity plans are reviewed and updated on a quarterly basis. Additional updates are made between quarterly reviews to adjust plans for as infrastructure changes require plan updates.

PowerSchool's Recovery Time Objective ("RTO") is forty-eight (48) hours. The 48-hour RTO means that within 48 hours of a declared Disaster by PowerSchool, the systems impacted must be back online for



customer access in accordance with applicable specifications. PowerSchool's Recovery Point Objective ("RPO") is twenty-four (24) hours. The 24-hour RPO means that data is expected to be restored to a point not more than 24 hours prior to the time the first transaction is lost or from the time the SaaS Subscription became unavailable.

**53 Availability Targets.** PowerSchool will make commercially reasonable efforts to ensure that each of the hosted PowerSchool Software provided as part of the SaaS Subscription is available for Customer to access ("Availability") at a level of 99.9% per month. The uptime target excludes items that are referenced in Section 5.5 (Downtime Exclusions) below.

Downtime tracking will be measured on a 24/7/365 basis. The table below outlines the conditions that will be applied for the tracking of availability.

Availability	Details
Conditions	Availability of licensed Product's URL Successful login into the licensed product
Applicable SLA	P0 SLA for production system outages only
System of measurement	PowerSchool's monitoring system implemented at PowerSchool's hosting facility

Upon a specific written request from the Customer, PowerSchool will, within a reasonable time from receipt of the request, submit to Customer a report which sets forth, for the applicable month, the Availability for the particular PowerSchool Software requested for that applicable month.

**54 Performance Degradation.** PowerSchool will make commercially reasonable efforts to ensure that the performance of the PowerSchool Software within a SaaS Subscription is not degraded below the standards in the following table:

Performance Degradation	Details
Condition	The PowerSchool Product will not have a website load time of greater than 5 seconds
Applicable SLA	P1 SLA, in accordance with the SLA table above
Measure of Degradation	Measurement to be conducted at PowerSchool's hosting facility
System of measurement	PowerSchool's monitoring system implemented at PowerSchool's hosting facility

Note: The ability for PowerSchool to impact performance is limited to the systems and infrastructure directly under the control of PowerSchool.

**55 Downtime Exclusions.** The following are considered "Downtime Exclusions" and shall not be calculated as Downtime for the purposes of measuring availability as discussed in Sections 5.6 (Availability Measurement) and 5.7 (Availability Percentage) below.

- a. Performance Degradation (see Section 5.4 above)
- b. Scheduled Maintenance,
- c. Scheduled Downtime,
- d. Emergency Maintenance,
- e. Unavailability as a result of Customer's development and use of nonstandard operational reports,
- f. Unavailability as a result of configuration error or data entry error by Customer users or its agents,
- g. Unavailability, outage, or problem of any third-party infrastructure, service, device, or software that is not provided by or under the direct control of PowerSchool (examples include but not limited to on-campus networks, end-user devices, internet providers (ISP), PowerSchool's third-party hosting provider and third-party software applications



- or plugins, etc.),
- h. Unavailability as a result of failure of the Customer's or User's network infrastructure,
- i. Unavailability as a result of failure of the Customer's or User's connection to the internet,
- j. Unavailability as a result of a Force Majeure Event--i.e., any cause beyond such party's reasonable control, including but not limited to acts of God or of public enemy, acts of terrorism, war, United States or foreign governmental acts or restrictions in either a sovereign or contractual capacity, labor strikes, labor disputes or other industrial disturbances, fire, power outages, road icing or inclement conditions, flood, earthquakes, or tsunamis, systemic electrical, telecommunications, or other utility failures, storms or other elements of nature, blockages, embargoes, riots, public health emergencies (including pandemics and epidemics), acts or orders of government, acts of terrorism, or war.

**56 Availability Measurement.** All measurements concerning this commitment including Downtime event start and resolution time will be maintained and reported by the Cloud Operations team. The availability measurement will be calculated for each calendar month.

Total Downtime Minutes will be the average of the sum of the minutes for each Downtime event across all PowerSchool software and services, exclusive of any Downtime Exclusions, within a single calendar month ("Total Downtime Minutes"). If Customer has been using the PowerSchool Software for less than a full calendar month, the service month is still the preceding calendar month but any days prior to use of the PowerSchool Software will be deemed to have had 100% Availability.

Total Service Minutes will be calculated as 60 minutes per hour, 24 hours per day, for each day within a month ("Total Service Minutes").

#### **57 Availability Percentage**

Availability Percentage will be calculated as follows:

$$\frac{(\text{Total Service Minutes} - \text{Total Downtime Minutes})}{(\text{Total Service Minutes per month})}$$



Last Updated: February 14, 2022

**EXHIBIT B**  
**PROFESSIONAL SERVICES POLICY**

This Exhibit B sets forth the additional policy and expectations supporting PowerSchool's provision of Professional Services to the Customer in connection with a PowerSchool Offering provided pursuant to this Agreement.

**1. Performance of Professional Services.**

**1.1. Statements of Work.** For many Professional Services projects, PowerSchool will capture the project details in a signed Statement of Work setting forth the agreed-upon scope of the Professional Services, estimated or actual pricing and any special payment terms and, if applicable, project schedule, milestones and dependencies, methodologies, estimated delivery dates, technical requirements, and roles and responsibilities. Both Parties will execute each Statement of Work and each is incorporated into this Agreement. For Professional Services projects not requiring the completion of a SOW, alignment between the Parties on such services are captured in a request form, change order or in the signed Quote. If there is a conflict between the terms set forth in this Agreement and a Statement of Work, the terms set forth in the applicable Statement of Work will control.

**1.2. Delivery and Cooperation.** Customer acknowledges that Customer's cooperation is essential to the timely performance of PowerSchool's Professional Services. Customer will, to the extent required in connection with the performance of PowerSchool's Professional Services: (i) provide PowerSchool with any necessary Customer materials; (ii) provide PowerSchool with any required access to Customer's personnel, facilities, or data; (iii) cause the appropriate personnel to cooperate with PowerSchool as required for PowerSchool to provide PowerSchool's Professional Services, including responding promptly to questions or issues; and (iv) make all payments when due. Customer's delay or failure to do so may delay the estimated delivery schedules set forth in the Statement of Work or otherwise communicated to the Customer. If Customer fails to do any of the foregoing, both Parties will cooperate in good faith to develop a revised written delivery schedule and written Statement of Work or change order signed by both Parties with new pricing. Unless otherwise expressly agreed in a Statement of Work, (a) all Professional Services will be deemed accepted upon delivery, and (b) Customer will have fifteen (15) days from delivery to contest acceptance. Any contestation must be in writing and must conform with this Agreement's provision regarding providing Notices.

**2. Fees and Expenses.**

**2.1. Fees.** PowerSchool will perform Professional Services as may be specified in a Quote, written acknowledgment of Customer's order, or as may be subsequently agreed upon by the Parties in a SOW; provided that PowerSchool may, at its option, arrange for any such Professional Services to be performed by another entity on behalf of PowerSchool. Customer agrees to pay for such Professional Services at the rates and charges specified in the applicable SOW, Quote, or PowerSchool's written acknowledgment of Customer's order, or, for work subsequently requested, at the rates agreed upon by Customer and PowerSchool for such subsequent work. PowerSchool reserves the right to require a purchase order or equivalent documentation from Customer prior to performing any such Professional Services, or to require prepayment of certain Professional Services. Unless otherwise specified, all rates quoted are for Professional Services to be performed during PowerSchool's normal business hours; additional charges may apply for evenings, weekends or holidays. PowerSchool reserves the right to impose a minimum labor charge for each on-site visit.

**2.2. Expenses.** Unless otherwise agreed, the Customer will also pay PowerSchool for pre-approved travel expenses (lodging, meals, transportation, and other related expenses) incurred in the performance of the Professional Services. All such additional charges will be due and payable concurrently with payment for the Professional Services.

**2.3. Future Services.** The rates and charges specified in the applicable SOW, Quote, or PowerSchool's acknowledgment of Customer's order will apply to those Professional Services originally



ordered; however, PowerSchool reserves the right to change service rates or other terms as a condition of entering into any subsequent engagement or SOW for Professional Services.

**2.4. Pre-paid Services.** If Customer pays in advance for any Professional Services, all Professional Services must be scheduled and delivered within twelve (12) months of such payment, unless otherwise agreed in writing by PowerSchool; any portion of any prepaid amount for Professional Services that has not been used by Customer toward Professional Services rendered within such twelve (12) month period will be forfeited.

**2.5. Time and Material Services.** In the event Customer enters into a Quote that includes Professional Services to be provided on a time and material basis ("T&M Hours") and the Quote includes a total targeted number of T&M Hours to be purchased by Customer ("Total Target T&M Hours"), Customer hereby commits to utilize a minimum of seventy-five percent (75%) of the Total Target T&M Hours ("Minimum T&M Hours Guarantee"). If, at the end of the twelve (12) month period from the start date of the Quote (the, "12-Month Period"), Customer has not utilized T&M Hours to meet or exceed the Minimum T&M Hours Guarantee, PowerSchool, in its discretion and at its option, may invoice Customer for the amount equivalent to the difference between the T&M Hours for Professional Services actually rendered by PowerSchool to Customer and the Minimum T&M Hours Guarantee (the "T&M Delta"), and Customer shall pay such invoice in accordance with the terms of its Agreement. If Customer, at any time prior to the end of the 12-Month Period, notifies PowerSchool that Customer elects not to procure Professional Services equal to or exceeding the Minimum T&M Hours Guarantee, PowerSchool may immediately invoice Customer for the T&M Delta, and Customer shall pay such T&M Delta in accordance with the terms of the Agreement. For clarification, if Customer procures Professional Services exceeding the Minimum T&M Hours Guarantee, Customer shall pay for all Professional Services rendered by PowerSchool in excess of the Minimum T&M Hours Guarantee.

**2.6. Milestone Billing.** In the event Customer enters into a Quote that includes Professional Services to be billed at the completion of a training or consulting event and the Quote includes deliveries of a targeted number of training or consulting events, PowerSchool, in its discretion and at its option, may invoice Customer at the completion of the event(s) or upon the expiration of the 12-Month Period, whichever occurs earlier. If Customer, at any time prior to the end of the 12-Month Period, notifies PowerSchool that Customer elects not to procure Professional Services equal to or exceeding the contract value of the training and consulting services outlined on the Quote, PowerSchool, in its discretion and at its option, may immediately invoice Customer, and Customer shall pay such invoice in accordance with the terms of the Agreement.

**3. Training.** PowerSchool courses are limited to a maximum of 15 or 20 attendees depending on the content being delivered. Course can have other limitations based on the information provided within the respective course catalog. Course limits can only be adjusted if specified within the applicable Quote or SOW. Recording of training sessions are strictly prohibited unless otherwise agreed upon by the Parties in the applicable Quote or SOW.

**4. Changes to Project Scope.** Customer may request changes to the scope of a Statement of Work. Any changes to the scope of a Statement of Work that are agreed upon by the Parties will result in a change order to such Statement of Work ("Change Order") or a new Statement of Work. Any such Change Order may be agreed upon by the Parties and approved by the Customer via e-mail. Any scope changes will be made pursuant to the terms set forth in this Exhibit and the applicable Statement of Work.

**5. Services Cancellation or No-Shows.**

**5.1. Cancellation.** Subject to Customer's obligation to meet the Minimum T&M Hours Guarantee, if Customer cancels any scheduled Professional Services less than fourteen (14) days before the date on which the Professional Services are scheduled to begin, Customer will pay a cancellation charge equal to one hundred percent (100%) of any non-refundable expenses incurred by PowerSchool plus fifty percent (50%) of the fees for any such scheduled Professional Services (collectively, "Cancellation Fees"). For clarity, Customer's obligation to pay the Cancellation Fees is in addition to Customer's obligation to meet or exceed the Minimum T&M Hours Guarantee and pay the T&M Delta.





5.2. **No Shows.** Subject to Customer's obligation to meet the Minimum T&M Hours Guarantee, if Customer enters into a Quote that includes Professional Services for a training or consulting event and does not show for any such scheduled event, Customer will pay a no-show charge equal to one hundred percent (100%) of any non-refundable expenses incurred by PowerSchool plus one hundred percent (100%) of the fees for any such scheduled Professional Services (collectively, "No-Show Fees"). For clarity, Customer's obligation to pay the No-Show Fees is in addition to Customer's obligation to meet or exceed the Minimum T&M Hours Guarantee and pay the T&M Delta.

6. **Ownership of Materials.** PowerSchool is the owner of any and all software code, applications, application programming interfaces, documentation, training content, reports, and other deliverables or work product, including any Intellectual Property Rights appurtenant thereto, (collectively, the "Deliverables") conceived, created or developed for or provided to Customer pursuant to any Professional Services. Provided that all PowerSchool fees and expenses associated with the development and provision of such Deliverables are paid timely, during the Term of the Agreement, Customer will have a limited, paid-up, royalty-free, non-exclusive license to use such Deliverables for Customer's internal use only in conjunction with the applicable Subscription Services purchased by Customer under the Agreement, solely for the purpose for which such Deliverables were provided. Nothing in this Agreement will prevent PowerSchool from providing any Deliverables to PowerSchool's other customers or third parties. Notwithstanding the foregoing, PowerSchool acknowledges and agrees that any Confidential Information of a Customer incorporated into any Deliverable remains subject to the Confidentiality provisions (Section 5) in the Agreement.

7. **Data Loads.** Successful implementation of Subscription Service(s) requires proper data loads in specific formats and layouts. PowerSchool will inform the Customer of the specific instructions such as data file layouts to support the data load for the implementation of a Subscription Service. If the Customer is unable to provide the data as required, PowerSchool may offer services to complete the data load at an additional charge. If such services are purchased, Customer agrees to follow PowerSchool's specific instructions and use best efforts to support the data load activity as outlined by PowerSchool any such data load or migration. Unless otherwise agreed in an SOW, PowerSchool will not directly access non-PowerSchool applications to assist the Customer in any data migration activity. Successful implementation is the shared obligation of both Parties.

8. **Facilities.** Customer acknowledges that certain Professional Services and Support Services are intended to be performed by PowerSchool off-site (e.g., through remote communication capabilities). If any portion of the work will be performed on Customer's premises, Customer agrees to provide appropriate access to utilities, workspace, and other on-site accommodations reasonably necessary to enable PowerSchool to perform such work.



Last Updated: February 14, 2022

**EXHIBIT C**  
**DATA PRIVACY AGREEMENT**

This Data Privacy Agreement (“**DPA**”) supplements the agreed to license and service agreement for the PowerSchool Services between the PowerSchool Contracting Entity (“**PowerSchool**”) and the entity identified in the signature block below (“**Customer**”) and is made and entered into as of the last signature below, (the “**Effective Date**”). The terms herein supplement and amend the terms of the PowerSchool’s standard Main Services Agreement or, if there is none, the then-existing applicable agreement between PowerSchool and Customer for the provision of PowerSchool’s services and products, as amended by the Parties from time to time (the “**MSA**”). The term “**MSA**” includes all exhibits, addenda, statements of work, and quotes that are attached to, referenced in or otherwise associated with the MSA. In the event of a conflict between the MSA and this DPA, the DPA controls.

Below are the terms and conditions pursuant to which any Customer Data will be handled by PowerSchool and permitted third parties during the term of the MSA and after its termination. Any capitalized terms not defined herein shall have the meaning given to them in the MSA. PowerSchool and Customer are individually known as a “**Party**” and collectively referred to as “**Parties**.”

**1. Glossary of Terms.**

The terms, “**Controller**”, “**Data Subject**”, “**Personal Data**”, “**Personal Data Breach**”, “**Processor**”, and “**Processing**” (includes “**Processed**”) shall have the same meaning as in the EU General Data Protection Regulation (“**GDPR**”).

1.1 “**Aggregate Data**” is raw data gathered and expressed in a summary form for statistical analysis.

1.2 “**Applicable Law**” means any law that regulates the processing, privacy, or security of Customer Data and that is directly applicable to each Party to this DPA in the context of PowerSchool Processing Customer Data.

1.3 “**Customer Data**” means all data, files, documents, and records uploaded to a PowerSchool Subscription Service or transmitted to PowerSchool under this Agreement by or on behalf of the Customer.

1.4 “**Designated Representative**” means Customer or Processor employees as specified in the MSA to whom all notices required in this DPA will be sent.

1.5 “**Education Records**” are records that are directly related to a student and that are maintained by an educational agency or institution or a party acting for or on behalf of the agency or institution. These records include but are not limited to grades, transcripts, class lists, student course schedules, health records (at the K-12 level), student financial information (at the postsecondary level), and student discipline files. The information may be recorded in any way, including, but not limited to, handwriting, print, computer media, videotape, audiotape, film, microfilm, and microfiche. 34 CFR § 99.3. For the purpose of this DPA, “**Education Records**” provided to PowerSchool are presumed to be owned and under the control of the Customer.

1.6 “**Student Data**” is a subset of Customer Data and contains Personal Data that would typically include pupil records of students and parents of students enrolled in a school, such as education records.

1.7 “**Vendor-Data Subprocessor**” means PowerSchool’s subcontractors or agents, appointed by or on behalf of PowerSchool in PowerSchool’s role as Processor to Process Personal Data on behalf of Customer in accordance with the MSA, or other service to operate and/or improve its software, and who has access to Customer Data.

1.8 “**Student Profile**” means a collection of PII data elements relating to a student of the Customer.

**2. Purpose.**

To describe PowerSchool’s responsibilities and solutions as a Processor for handling and protecting Customer Data.





**3. PowerSchool Products and Solutions.**

The MSA along with the accompanying applicable Quote(s) or Statement(s) of Work, provides the contracted-for PowerSchool products, solutions, and services.

**4. Data Classification.**

PowerSchool classifies data as public, private, or restricted, with restricted requiring the highest level of care and security.

**4.1.** All Customer Data that has not been de-identified or aggregated are classified as restricted in PowerSchool products, solutions, and services.

**4.2.** PowerSchool employs physical, administrative, and technological safeguards for restricted data. See Schedule 1-A (Physical, Administration, And Technological Safeguards) for more detail.

**5. Customer Data.**

**5.1.** PowerSchool will maintain all Customer Data in strict confidence and will not disclose any such Customer Data, or copies thereof, to any person or entity other than Customer's legal counsel or Customer's designated contact, or pursuant to the MSA. The Customer Data shared pursuant to the MSA, including persistent unique identifiers, will be used for no purpose other than the performance of the Services, improvement of PowerSchool Product(s), or internal research or as further agreed to in the MSA. If PowerSchool desires to use any Customer Data for purposes not contemplated in the MSA, PowerSchool must first obtain written approval from Customer.

**5.2.** Customer Data does not include metadata, De-identified Data, Aggregate Data or Transaction Data. See MSA for permitted uses of De-identified Data, Aggregate Data, and Transaction Data.

**5.3.** PowerSchool acknowledges that Customer retains full right and ownership to and control of all of their data, which includes User-provided or User-generated content (such content not encompassing any modifications to PowerSchool's Pre-existing Intellectual Property), unless such rights are specifically granted to PowerSchool in a writing signed by Customer and the User(s) or, if the User(s) is a minor child, by the child's parent/guardian.

**6. Processing of Customer Data.**

**6.1.** PowerSchool will safeguard and maintain the confidentiality of Customer Data obtained from Customer.

**6.2.** PowerSchool may access and use Customer Data on a need-to-know basis and only as expressly authorized by Customer for the sole and express purpose of fulfilling its obligations under the MSA and this DPA and any applicable Quote or Statement of Work. Such access or use of Customer Data by PowerSchool shall be to the minimum extent necessary and only for PowerSchool to fulfill its obligations under the MSA and this DPA and any applicable Quote or Statement of Work.

**6.3.** PowerSchool and its Vendor-Data Subprocessors shall Process Customer Data according to the Customer's instructions documented in the MSA unless otherwise required by Applicable Law. In the event of Processing required by Applicable Law, and to the extent permitted by the Applicable Law, PowerSchool will inform the Customer before Processing Customer Data.

**6.4.** With the exception of De-identified Data, Aggregated Data, Transaction Data, and Vendor-Data Subprocessor uses permitted under the MSA, PowerSchool shall not:

**6.4.1.** Use, sell, rent, transfer, distribute, alter, or disclose Customer Data to any third party without the prior written consent of the Customer, except as required by Applicable Law or contracted for in the MSA;

**6.4.2.** Use Customer Data for its own commercial benefit, including but not limited to, advertising or marketing of any kind directed toward children, parents, guardians, or Customer employees, unless such use is specifically authorized by this DPA or otherwise authorized in writing by the Customer;

**6.4.3.** Use Customer Data to create a Student Profile other than as authorized or required by the MSA to perform the Services; and

**6.4.4.** Store Customer Data outside the continental United States unless Processor has given the Customer Designated Representative advance written notice of where and how the servers are housed, managed, and secured, and that the security standards required herein can be achieved; and the storage would be permitted under Applicable Law.

**6.5. Qualified FERPA Exception.** If PowerSchool will have access to Education Records, Processor acknowledges that, for the purposes of this DPA and the MSA, pursuant to the Family Educational Rights and Privacy Act,



20 U.S.C. § 1232g and its implementing regulations, 34 C.F.R. Part 99 (“FERPA”), it will be designated as a “school official” with “legitimate educational interests” in the Customer Education Records, Student Data, and Personal Data disclosed pursuant to the MSA, and PowerSchool agrees to abide by the FERPA limitations and requirements imposed on school officials. Processor will use the Education Records only for the purpose of fulfilling its duties under the MSA for Customer’s and its Users’ benefit, and shall not share Customer Data with or disclose it to any third party except as provided for in the MSA or this DPA, as required by Applicable Law, or if authorized in writing by the Customer.

**6.6.** Customer represents and warrants that it has obtained all necessary consents and government authorizations required under Applicable Law to permit the Processing of Customer Data.

**6.7.** Customer agrees to indemnify and hold PowerSchool and its Affiliates harmless from and against any action, claim, expense, damage, and cost brought against PowerSchool or any of its Affiliates, whether by a Data Subject or a government authority, related to necessary Data Subject consents and government authorizations for Processing.

**6.8.** PowerSchool agrees not to edit or use Customer Data, unless:

**6.8.1.** integral to and clearly contemplated by the particular nature of the Services or otherwise permitted pursuant to the MSA or this DPA;

**6.8.2.** written consent is first procured from and through the Customer;

**6.8.3.** the data is De-identified Data; Aggregate Data or Transactional Data; OR

**6.8.4.** the editing is performed to maintain the integrity of the Customer Data.

**7. Reliability of PowerSchool’s and Vendor-Data Subprocessors’ Employees, Agents and Contractors.**

PowerSchool shall take reasonable measures to ensure the reliability of employees, agents, and contractors of PowerSchool, and Vendor-Data Subprocessors who may have access to Customer Data with the goal of ensuring that access to Customer Data is limited to individuals who need to know or access Customer Data under the terms of the MSA or this DPA, and to comply with Applicable Law in the context of individual’s duties to the Processor and Vendor-Data Subprocessor, ensuring that individuals are subject to confidentiality obligations.

**8. Security of Processing.**

Taking into account the state of the art, the costs of implementation and the nature, scope, context and purposes of Processing as well as the risk of varying likelihood and severity for the rights and freedoms of Data Subjects, PowerSchool shall implement appropriate technical and organizational measures to ensure a level of security appropriate to the risk. For further information on PowerSchool’s technical and organizational measures, see Schedule I-A. (Physical, Administration, and Technological Safeguards).

**9. Vendor-Data Subprocessing.**

**9.1.** Customer authorizes PowerSchool to appoint Vendor-Data Subprocessors in accordance with this subsection and the MSA.

**9.2.** PowerSchool will enter into written agreements (“**Vendor-Data Subprocessor Agreement**”) whereby Vendor-Data Subprocessors agree to secure and protect Customer Data in a manner consistent with the terms of this DPA and the MSA.

**9.3.** PowerSchool will periodically conduct or review compliance monitoring and assessments of Vendor-Data Subprocessors to determine their compliance with this DPA and MSA.

**9.4.** Pursuant to its respective Vendor-Data Subprocessor Agreement, the applicable Vendor-Data Subprocessors shall:

**9.4.1.** not disclose Customer Data, in whole or in part, to any third party with the exception of a Vendor-Data Subprocessor properly vetted by the primary Vendor-Data Subprocessor;

**9.4.2.** not use any Customer Data to advertise or market to students or their parents/guardians;

**9.4.3.** access, view, collect, generate and use Customer Data only to the extent necessary to assist Processor in performing its obligations specified in this DPA and the MSA;

**9.4.4.** at the conclusion or termination of the work, as directed by the Customer through PowerSchool, delete or return to the Customer all Customer Data in possession, custody or control, at the election of the Customer;

**9.4.5.** utilize reasonable physical, administrative, and technical safeguards in accordance with industry standards to secure Customer Data from unauthorized disclosure, access and use. Vendor-Data Subprocessor shall ensure



that its employees and subcontractors who have access to Customer Data have been adequately vetted, trained, and possess the necessary qualifications to comply with the terms of this DPA; and

9.4.6. not re-identify or attempt to re-identify any De-identified Data or use De-identified Data in combination with other data elements or De-identified Data in the possession of a third-party affiliate, thereby posing risks of re-identification.

**10. Data Subject Rights.**

10.1. With respect to requests from Data Subjects regarding Customer Data, PowerSchool shall:

10.1.1. promptly notify the Customer if PowerSchool receives a request from a Data Subject under any Applicable Law with respect to Customer Data;

10.1.2. reasonably cooperate and assist Customer in connection with access requests, inquiries, and complaints from Data Subjects to whom the data relates or from data protection authorities; and

10.1.3. not directly respond to the request except on documented instructions of the Customer.

10.2. PowerSchool acknowledges that Applicable Law regarding Data Subject Rights may be further promulgated, modified, or interpreted by state attorney generals. PowerSchool will reasonably cooperate and assist Customer in adapting PowerSchool's support of Customer regarding responding to Data Subject requests.

**11. Personal Data Breach.**

11.1. Customer agrees to notify PowerSchool immediately of any unauthorized use of Customer's accounts or any other breach of security.

11.2. Upon PowerSchool's becoming aware of a Personal Data Breach of Customer Data, PowerSchool shall immediately investigate the Personal Data Breach.

11.2.1. In the course of the investigation, PowerSchool shall take steps to mitigate and remediate the Personal Data Breach.

11.2.2. PowerSchool shall notify Customer without undue delay, and within the time period required by Applicable Law.

11.2.3. PowerSchool shall provide Customer with sufficient information to permit Customer to make a determination as to any notification obligations under Applicable Law.

11.3. PowerSchool shall cooperate with Customer and take commercially reasonable steps to assist Customer in an investigation of the Data Breach.

11.4. For additional information regarding Personal Data Breach notification and response, see [Schedule 1-B](#).

**12. Data Protection Impact Assessment.**

PowerSchool shall provide reasonable assistance related to the nature of Processing to Customer in the event that a data protection impact assessment be required by Applicable Law.

**13. Return and Disposition of Customer Data.**

13.1. Upon written request from Customer and in accordance with the applicable terms in the following provisions of the Section 13 (Return and Disposition of Customer Data), PowerSchool will dispose or delete all Customer Data within a commercially reasonable time period when it is no longer needed for the purpose for which it was obtained.

13.1.1. Customer must inform PowerSchool when Customer Data is no longer needed. In no event will PowerSchool dispose of Customer Data pursuant to this provision unless and until PowerSchool has received affirmative written confirmation from Customer that Customer Data does not need to be transferred to a separate account.

13.1.2. Disposition will include (1) the shredding of any hard copies of any Customer Data; (2) erasing; or (3) otherwise modifying the personal information in those records to make the information unreadable or indecipherable by human or digital means.

13.1.3. Nothing in this DPA or the MSA authorizes PowerSchool to maintain Customer Data beyond the time period reasonably needed to complete the disposition.

13.1.4. Upon request by Customer, PowerSchool will provide written notification to Customer when all Customer Data have been disposed.

13.1.5. Upon receipt of a request from Customer, PowerSchool will provide Customer return of Customer Data, as commercially reasonable.



**13.1.6.** Customer acknowledges there may be a reasonable service fee attached to such data return service where more than two (2) such service requests are submitted by the Customer during the term of the MSA.

**13.2.** Throughout the Term of the MSA, Customer may request partial disposal of Customer Data that is no longer needed.

**13.2.1.** Partial disposal of Customer Data will be subject to Customer's request to transfer such data to a separate account.

**13.2.2.** To the extent Customer is unable to transfer such data by their own accord, PowerSchool agrees to assist Customer, at Customer's expense, to transfer any Customer Data in question, so long as it is commercially reasonable to do so.

**13.2.3.** To the extent transfer or partial disposal of Customer Data is not commercially reasonable, PowerSchool will inform the Customer of the actual costs to undertake such a transfer, and Customer may agree to pay the cost of such transfer. If Customer does not agree to pay the cost of such transfer, PowerSchool has no obligation to conduct any data transfer on Customer's behalf.

**13.2.4.** All transfers must comply with Applicable Law. PowerSchool is not liable or in breach of this Agreement if PowerSchool denies a transfer that, in its reasonable judgment, does not comply with the Applicable Law. Any transfer made on Customer's written request requires Customer to fully indemnify and hold harmless PowerSchool from complying with Customer's instructions.

**13.3.** PowerSchool may retain Customer Data if required by Applicable Law.

**14. Transfer of Customer Data to Succeeding Vendor Upon Termination.**

Upon termination of this DPA, PowerSchool will, if so requested by Customer, securely transfer all Customer Data directly from PowerSchool's Site to the hosting site or platform of another vendor designated by Customer, such transfer to occur on a date on or after the effective date of termination as directed by Customer in a format mutually agreed by PowerSchool and at Customer's cost. PowerSchool will have no obligation to transfer Customer Data in a form or format specified by succeeding vendor, but PowerSchool will provide Customer Data in a manner that is the industry standard.

**15. Response to Legal Orders, Demands or Requests for Data.**

**15.1.** The terms herein will not be construed as prohibiting either Party hereto from disclosing information to the extent required by law, regulation, or court order, provided such Party notifies, where not prohibited, the other party promptly after becoming aware of such obligations and provides the other Party an opportunity to seek a protective order or otherwise to challenge or limit such required disclosure.

**15.2.** PowerSchool will not disclose (and will not instruct any of its employees or Vendor-Data Subprocessors to disclose) in any manner whatsoever any Customer Data to any third party unless:

**15.2.1.** such disclosure is required in order for PowerSchool to perform its obligations pursuant to the MSA or this DPA and any applicable Quote or Statement of Work;

**15.2.2.** such disclosure is permitted under Applicable Law; or

**15.2.3.** the third party agrees, in writing, to protect the confidentiality and security of Customer Data. If PowerSchool becomes legally compelled to disclose Customer Data, PowerSchool will, to the extent permitted by law and if time permits, provide Customer with prompt written notice thereof prior to disclosure.

**16. Compliance with Applicable Law.**

**16.1.** The Parties acknowledge that Customer Data may include Personal Data from Education Records that are subject to Applicable Law of the applicable jurisdiction.

**16.2.** Where required by Applicable Law, Customer acknowledges it has obtained all valid consents from the parents or pupils related to the Customer Data sufficient to grant PowerSchool the permission to conduct Processing on such Customer Data on behalf of the Customer.

**16.3.** See Schedule I-C for further discussion of Applicable Law.



**17. Termination.**

**17.1.** Subject to agreed data return, data transfer, data disposal, legal, or other end of term obligations, this DPA will automatically terminate without any further action of the Parties upon the termination or expiration of the applicable MSA between the Parties or successful completion of the Services under such MSA. Alternatively, upon re-execution of the MSA by the Customer, this DPA shall also be revived and be of full force and effect.

**17.2.** The obligations of PowerSchool and Customer under this DPA shall survive termination or expiration of this DPA or MSA, until all Customer Data have been returned or disposed.

**18. General Terms.**

**18.1.** The parties to this DPA hereby submit to the choice of jurisdiction stipulated in the MSA with respect to any disputes or claims arising under this DPA.

**18.2.** The terms of this DPA do not reduce PowerSchool's obligations under the MSA regarding the protection of Customer Data and does not permit PowerSchool to Process Customer Data in ways prohibited by the MSA.

**18.3.** In the event that there is a conflict or inconsistencies between this DPA, Applicable Law, and the Standard Contract Clauses regarding cross-board transfer issues, the conflict or inconsistencies shall be resolved in the following order: (i) first, Applicable Law, (ii) second, the Standard Contract Clauses, and (iii) then the DPA.

**18.4.** In the event that there is a conflict or inconsistencies between the MSA and this DPA, this DPA controls.

## SCHEDULE 1 -A

### PHYSICAL, ADMINISTRATIVE, AND TECHNOLOGICAL SAFEGUARDS

**A.1 Data Security.** PowerSchool agrees to abide by and maintain adequate data security measures, consistent with industry standards for digital storage of Customer Data, to protect Customer Data from unauthorized disclosure or acquisition by an unauthorized person. The general security obligations of PowerSchool are set forth below. These security measures will include, but are not limited to:

**A.1.1 Passwords and Employee Access.** PowerSchool will secure usernames, passwords, and any other means of gaining access to the Services or to Customer Data, at a level meeting or exceeding the applicable standards. PowerSchool will only provide access to Customer Data to employees or contractors who require access pursuant to the MSA and this DPA, and only on terms consistent with or exceeding the data security measures required by this DPA between the Parties.

**A.1.2 Security Protocols.** The Parties agree to maintain security protocols that meet industry standards in the transfer or transmission of any data, including ensuring that data may only be viewed or accessed by parties legally allowed to do so. PowerSchool will maintain all data obtained or generated pursuant to the MSA in a secure digital environment.

**A.1.3 Employee Training.** PowerSchool will provide periodic security training to those employees who operate or have access to the system. Further, PowerSchool will provide Customer with contact information of an employee whom Customer may contact if there are any security concerns or questions.

**A.1.4 Security Technology.** PowerSchool will employ industry standard measures to protect data from unauthorized access. The service security measures will include server authentication and data encryption. PowerSchool will host data pursuant to the MSA in an environment using firewall(s) that are updated according to industry standards.

**A.1.5 Monitoring.** PowerSchool will log and analyze events across critical systems to identify potential threats to confidentiality, integrity, and availability of Customer Data.

**A.1.6 Security Coordinator.** PowerSchool will provide the name and contact information of PowerSchool's security coordinator for the Customer Data received pursuant to the MSA and this DPA upon written request.

**A.1.7 Vendor-Data Subprocessors Bound.** PowerSchool will enter into written agreements whereby Vendor-Data Subprocessors agree to secure and protect Customer Data in a manner consistent with the terms of this exhibit and the DPA. PowerSchool will periodically conduct or review compliance monitoring and assessments of Vendor-Data Subprocessors to determine their compliance with this exhibit and DPA.

**A.1.8 Periodic Risk Assessment.** PowerSchool acknowledges and agrees to conduct digital and physical periodic risk assessments at least annually and take commercially reasonable industry standard steps to remediate identified security and privacy vulnerabilities in a timely manner.

**A.1.9 Established Security Policies.** PowerSchool will follow its established access security policies to support the confidentiality, integrity, and availability of the Customer Data against risks including but not limited to unauthorized access, collection, use, disclosure or disposal, loss, or modification. Such security arrangements will include, without limitation, reasonable physical, administrative, and technical safeguards.

**A.1.10 Audits and Compliance Reports.** PowerSchool's security compliance is assessed by independent third-party auditors. Upon Customer agreeing to an NDA, PowerSchool shall provide access to information regarding PowerSchool's ISO 27001:2103 certification and SOC II Reports. To the extent that PowerSchool discontinues a third-party audit, PowerSchool will adopt or maintain an equivalent industry-recognized security standard.

## SCHEDULE 1 - B

**B.1 Data Incident.** In the event Customer Data is accessed or obtained by an unauthorized individual or third party, PowerSchool will:

B.1.1 provide notification to Customer within a reasonable amount of time of confirmation of the Incident, not exceeding seventy-two (72) hours.

B.1.2 PowerSchool agrees to comply with all reasonable requests from Customer in relation to such Incident and, in consultation with Customer and subject to any directions from Customer, take all reasonable steps to mitigate any harmful effect resulting from any such unauthorized access to, use or disclosure of Customer Data.

**B.2 Post Incident Process.** In the event of an Incident, PowerSchool will follow the following process:

B.2.1 Provide a security incident notification written in plain language after confirmation of the incident.

B.2.2 The security incident notification will include, at a minimum, the following information:

B.2.2.1 The name and contact information of Customer's Designee or his/her designee for this purpose.

B.2.2.2 A list of the types of Customer Data that were or are reasonably believed to have been the subject of an incident.

B.2.2.3 If the information is possible to determine at the time the notice is provided, then either (1) the date of the incident, (2) the estimated date of the incident, or (3) the date range within which the incident occurred. The notification will also include the date of the notice.

B.2.2.4 Whether the notification was delayed as a result of a law enforcement investigation, if that information is possible to determine and permitted at the time the notice is provided.

B.2.2.5 A general description of the incident, if that information is possible to determine at the time the notice is provided.

B.2.3 PowerSchool agrees to adhere to all requirements in applicable state, provincial and federal law with respect to an Incident related to Customer Data, including, when appropriate or required, the required responsibilities and procedures for notification and mitigation, where commercially reasonable, of any such data breach.

B.2.4 PowerSchool maintains a written incident response plan that is consistent with industry standards and the applicable federal (country), state, or provincial law for responding to a data incident, security incident, privacy incident, or unauthorized acquisition or use of the Customer Data or any portion thereof, including personally identifiable information.

B.2.5 If Customer requests PowerSchool's assistance providing notice of unauthorized access, and such assistance does not take on a form unduly burdensome to PowerSchool, PowerSchool will reasonably co-operate and assist in, any investigation of a complaint that any Customer Data has been collected, used or disclosed contrary to Privacy Laws, or the policies of Customer, whether such investigation is conducted by Customer itself or a body having the legal authority to conduct the investigation, including but not limited to co-operation and assistance in notifying the affected Data Subject(s) of the unauthorized access.

**C.2 United States:** For engagements with Customers and Users located in the United States any specific states territory, the Parties acknowledge that:

C.2.1 Customer Data may include Personal Data from Education Records that are subject to the Family Educational Rights and Privacy Act, as amended ("FERPA Records");

C.2.2 to the extent that Customer Data includes FERPA Records, PowerSchool will be considered a "School Official" (as that term is used in FERPA and its implementing regulations) and will comply with the requirements and obligations of School Officials under FERPA. Each Party represents and warrants to the other Party that it will comply with all provisions of FERPA applicable to such Party's performance hereunder.

C.2.3 the Parties also acknowledge that applicable Customer Data may include Personal Data from children under the age of 13, subject to the Children's Online Privacy Protection Act and related regulations ("COPPA").

C.2.4 Where applicable, Customer acknowledges that it will act as agent for the parents of students under the age of 13 for purposes of COPPA. Customer represents to PowerSchool that through the

#### **SCHEDULE 1 - B**

duration of this Agreement, the Customer is duly authorized to provide the data to PowerSchool for processing based on having obtained parental consent where necessary.

C.2.5 Customer acknowledges that it has read, fully understands, and agrees to abide by PowerSchool's Privacy Policy, available at [www.powerschool.com/privacy](http://www.powerschool.com/privacy) and as may be revised from time-to-time, incorporated by reference herein.





Last Updated: February 14, 2022

**EXHIBIT D**  
**PRODUCT SPECIFIC TERMS**

This Exhibit contains terms and conditions specifically for certain PowerSchool Offerings (including Embedded Applications) and Licensed Third-Party Software. Such terms do not apply to all PowerSchool Offerings in general.

**1. TERMS RELATING TO EMBEDDED APPLICATIONS AND LICENSED THIRD-PARTY SOFTWARE.**

**1.1** Oracle. The following terms are applicable to a certain Embedded Application known as Oracle Database Enterprise Edition (the "Oracle Software"):

a) The Oracle Software is subject to a restricted license and may only be used in conjunction with the Subscription Services.

b) Oracle USA, Inc. ("Oracle") will have no liability whatsoever to Customer for any damages, whether direct, indirect, incidental, or consequential arising from Customer's use of Subscription Services or the Oracle Software.

c) Customer is prohibited from publishing the results of any benchmark tests run on the Oracle Software.

d) Customer will be prohibited (1) from use of the Oracle Software for rental, timesharing, subscription service, hosting, or outsourcing; (2) from the removal or modification of any program markings or any notice of Oracle's or its licensor's property rights; (3) from the end user making the programs available in any manner to any third party for use in third party's business operations (unless such access is expressly permitted for the specific program license); and (4) from passing title to the programs to the end user or any other party.

e) Customer shall permit PowerSchool to audit Customer's use of the programs, require Customer to provide reasonable assistance and access to information in the course of such audit and permit PowerSchool to report the audit results to Oracle or to assign PowerSchool's right to audit Customer's use of the programs to Oracle. Where PowerSchool assigns its right to audit to Oracle, then Oracle shall not be responsible for any of PowerSchool's or Customer's costs incurred in cooperating with the audit.

f) Oracle will be a third-party beneficiary of this Agreement. Application of the Uniform Computer Information Transaction Act is excluded.

g) Oracle will have no performance obligation or liability to Customer in connection with this Agreement.

h) Customer is prohibited from reverse engineering (unless required by law for interoperability), disassembly or decompilation of the programs (the foregoing prohibition includes but is not limited to review of data structures or similar materials produced by programs) and prohibited from duplication of the programs except for a sufficient number of copies of each program for the end user's licensed use and one copy of each program media.

i) Customer must, at the termination of the agreement, discontinue use and destroy or return to PowerSchool all copies of the programs and documentation.

j) Third party technology that may be appropriate or necessary for use with some Oracle programs is licensed to the end user for use under the terms of the third-party license agreement.

Should the Oracle Software contain any source code provided by Oracle, such source code will be governed by the terms of this Agreement. Under PowerSchool's Oracle License, PowerSchool is obligated to promptly inform Oracle if PowerSchool becomes aware of any breach of any of the above Oracle terms, which obligation shall hereby pass through to Customer.

**1.2** GPL Software. Certain Embedded Applications included with the Subscription Services may be free software licensed under the terms of the GNU General Public License ("GPL"). Customer may

PowerSchool MSA  
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PowerSchool.com



obtain a complete machine-readable copy of the source code for such free software under the terms of the GPL, without charge except for the cost of media, shipping, and handling, upon written request to PowerSchool. The GPL software is distributed in the hope that it will be useful, but WITHOUT ANY WARRANTY, including even the implied warranties of MERCHANTABILITY or FITNESS FOR A PARTICULAR PURPOSE. A complete copy of the GPL is included within the Subscription Services.

**1.3 Illuminate.** The following terms are applicable to a certain Licensed Third-Party Software known as Illuminate (the "Illuminate Software") provided by Illuminate Education, Inc. ("Illuminate") (only to the extent that Customer purchases a Subscription Service that includes or otherwise licenses such Illuminate Software):

a) **License Grant:** Customer is hereby granted a limited, non-exclusive, non-transferable right and license to access and use the Assessment Item Bank through PowerSchool's platform within the State in which Customer is organized, authorized and resides (the "Licensee Territory") to provide noncommercial access and use of any or all of the items from the Illuminate content (referred to herein as the "Illuminate Content", "Item Bank", or individual items, materials associated with the items such as reading passages and graphics, and scoring materials from the Item Bank as "Items") to students registered within Customer's schools/districts for the sole purpose of performing formative assessments of those students (the "License"). Customer is strictly prohibited from using or promoting any Items in the Item Bank as high stakes assessments. All rights, licenses and privileges not expressly granted to Customer under the License will remain exclusive to Illuminate. Without limiting the generality of the foregoing, Customer acknowledges that Illuminate retains all rights under copyright and all other intellectual property rights in and to the Item Bank, all items included therein, and all modifications and derivative works created there from. Customer's rights to access and use the Item Bank, the Items and all modifications and derivative works thereof shall terminate upon the earlier of: (i) termination of the Agreement between Customer and PowerSchool and PowerSchool granting this License; or (ii) termination of PowerSchool's right and license to distribute the Item Bank. Customer acknowledges that use of the Item Bank, the Items, and all modifications and derivative works thereof after termination of the License is strictly prohibited and would constitute infringement of Illuminate's proprietary rights.

b) Throughout the term of the License, Illuminate will have the right, at its sole discretion, to modify the Item Bank, and to delete, and require the deletion by Customer, of specific Items and/or passages from the Item Bank.

c) **Data Extracts.** Illuminate shall have the option to request data files for PowerSchool containing a consistent, unique, pseudo student identifier (not student district ID), demographics, and individual responses for assessments created with the Illuminate Content. With regard to this Agreement, Illuminate agrees to abide by the No Child Left Behind Act Publication 107-110 and Family Educational Rights and Privacy Act (FERPA).

d) **ILLUMINATE REPRESENTATIONS, WARRANTIES AND LIMITATIONS OF LIABILITY.** ILLUMINATE REPRESENTS THAT IT HAS THE RIGHT TO GRANT THIS LICENSE. ILLUMINATE MAKES NO WARRANTY WHATSOEVER, WHETHER STATUTORY, EXPRESS, OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, ACCURACY, NON-INFRINGEMENT, TITLE. ILLUMINATE IS NOT RESPONSIBLE FOR THE VALIDITY, FAIRNESS OR QUALITY OF ASSESSMENTS THAT ARE ULTIMATELY PREPARED BY THE LICENSEE USING THE ITEM BANK. ILLUMINATE WILL HAVE NO RESPONSIBILITY WITH RESPECT TO ANY USE OF THE ITEM BANK OR ANY ITEMS (A) TO THE EXTENT THAT ANY ITEMS HAVE BEEN MODIFIED WITHOUT PRIOR WRITTEN APPROVAL BY ILLUMINATE; (B) FOR ANY PURPOSE OTHER THAN FOR FORMATIVE STUDENT ASSESSMENTS; OR (C) FOR FAILURE TO USE THE ITEMS OR ITEM BANK IN ACCORDANCE WITH THE LICENSE OR CUSTOMER'S AGREEMENT WITH POWERSCHOOL. ILLUMINATE IS NOT RESPONSIBLE FOR THE CONTENT, ACCURACY, COMPLETENESS OR ADEQUACY OF ANY STATE STANDARDS ACCESSIBLE THROUGH THE COVERED PLATFORM.

e) ILLUMINATE WILL HAVE NO LIABILITY UNDER CUSTOMER'S AGREEMENT WITH POWERSCHOOL. IN NO EVENT SHALL ILLUMINATE BE LIABLE FOR CONSEQUENTIAL,



INCIDENTAL, PUNITIVE OR OTHER INDIRECT DAMAGES. FURTHERMORE, NOTWITHSTANDING ANYTHING CONTAINED IN THE AGREEMENT TO THE CONTRARY, UNDER NO CIRCUMSTANCES SHALL ILLUMINATE BE LIABLE TO CUSTOMER OR ANY THIRD PARTY FOR ANY DAMAGES IN EXCESS OF THE FEES PAID TO ILLUMINATE BY OR ON BEHALF OF CUSTOMER PURSUANT TO THE LICENSE OR CUSTOMER'S AGREEMENT WITH POWERSCHOOL DURING THE TWELVE-MONTH PERIOD IMMEDIATELY PRECEDING SUCH CLAIM.

**1.4 Employee Records – Contracts Only License.** If Customer purchased "Unified Talent Contract Management Express," Customer's use is limited to the use of the Contracts feature of *Unified Talent Employee Records* and its associated folder for each district employee. Unless Customer purchased "Unified Talent Records," PowerSchool does not grant Customer usage of the full feature set of the *Employee Records* solution. PowerSchool reserves the right to audit the usage of other features and charge fees up to the list price of the full *Employee Records* solution if Customer purchased "Unified Talent Contract Management Express" but did not appropriately limit its use to the Contracts feature, as set out herein.

**2. STATE OR PROVINCIAL REPORTING CODE.** PowerSchool makes no representation that the PowerSchool SIS, eSchoolPLUS, INOW SIS, or Trillium SIS products include any SRC or PRC designed to meet the reporting requirements of Customer's state or province, as applicable. If PowerSchool does offer SRC or PRC for Customer's state or province, Customer acknowledges that the SRC or PRC is intended as a tool to assist Customer in complying with state or provincial regulatory requirements; however, PowerSchool does not warrant or guarantee that the SRC or PRC conforms to, or that use of the SRC or PRC will ensure Customer's compliance with, all state or provincial regulatory requirements that may apply or that the SRC or PRC will be maintained to conform to such requirements now or in the future. It is Customer's, and not PowerSchool's, responsibility to understand and comply with all such requirements.

**3. HARDWARE.** If Customer is purchasing any hardware through PowerSchool, Customer acknowledges that such hardware purchase is being facilitated by PowerSchool as an accommodation to Customer only. The warranties on any hardware not manufactured by PowerSchool will be limited to those provided by the manufacturers of such hardware and/or the vendors through which such hardware is being supplied. PowerSchool will pass through any manufacturer's or other vendor's warranty to the extent permitted by the manufacturer or other vendor, as applicable. Customer agrees to look solely to the applicable manufacturer or other vendor, and not to PowerSchool, to fulfill any such warranties and any maintenance, repair, support, or other service obligations related to such hardware. Unless otherwise specifically agreed to in writing by PowerSchool, PowerSchool does not provide support for any of the hardware or third-party software being purchased by Customer through PowerSchool. Any requests for such support should be directed to the applicable hardware or software manufacturer. Customer further agrees that any claims related to any such hardware, whether for breach of warranty or otherwise, must be made directly against the applicable manufacturer or other vendor, and not against PowerSchool, and that PowerSchool will have no liability whatsoever in connection with such claims.

## Appendix E: Integrity of Company Structure and Financial Reporting Documentation (Per 2.3.5)



Effective July 2021

### POWERSCHOOL HOLDINGS, INC.

#### CODE OF ETHICS

The Board of Directors (the “Board”) of PowerSchool Holdings, Inc. (together with its subsidiaries, the “Company”) has adopted this Code of Ethics (the “Code”) in order to deter wrongdoing and promote:

1. honest and ethical conduct, including the ethical handling of actual or apparent conflicts of interest between personal and professional relationships;
2. full, fair, accurate, timely and understandable disclosure in reports and documents that the Company files with, or submits to, the Securities and Exchange Commission (the “SEC”) and in other public communications made by the Company;
3. compliance with applicable governmental laws, rules and regulations;
4. the prompt internal reporting of violations of the Code to an appropriate person or persons identified in the Code; and
5. accountability for adherence to the Code.

All directors, officers and employees are required to be familiar with the Code, comply with its provisions and report any suspected violations as described below.

#### HONEST AND ETHICAL CONDUCT

The Company’s policy is to exhibit and promote high standards of integrity by conducting its affairs honestly and ethically, including acting in good faith, responsibly, with due care, competence and diligence, without misrepresenting material facts or allowing their independent judgment to be subordinated.

Each director, officer and employee must act with integrity and observe the highest ethical standards of business conduct in his or her dealings with the Company’s customers, suppliers, partners, service providers, competitors, employees and anyone else with whom he or she has contact in the course of performing his or her job.

#### CONFLICTS OF INTEREST

A conflict of interest occurs when an individual’s private interest interferes, or even appears to interfere, with the interests of the Company as a whole. A conflict of interest can arise when an employee, officer or director takes actions or has interests that may make it difficult to perform his or her work for the Company objectively and effectively. Conflicts of interest also arise when an employee, officer or director (or a member of his or her family) receives improper personal benefits as a result of his or her position in the Company.



Loans by the Company to, or guarantees by the Company of, obligations of directors, officers, employees or their family members are of special concern. Loans by the Company to, or guarantees by the Company of, obligations of any director or executive officer are expressly prohibited.

Whether or not a conflict of interest exists or will exist can be unclear. Conflicts of interest should be avoided unless specifically authorized as described in the paragraph below.

Persons other than directors and executive officers who have questions about a potential conflict of interest or who become aware of an actual or potential conflict should discuss the matter with, and seek a determination and prior authorization or approval from the General Counsel.

Directors and executive officers must seek determinations and prior authorizations or approvals of potential conflicts of interest exclusively from the Audit Committee.

#### **CORPORATE OPPORTUNITIES**

All directors, officers and employees owe a duty to the Company to advance its interests when the opportunity to do so arises. Directors, officers and employees are prohibited from taking for themselves personally opportunities that are discovered through the use of Company property, information or position. Directors, officers and employees may not use Company property, information or position for personal gain. In addition, no director, officer or employee may compete with the Company. This section is subject to any exemptions in the Company's current Certificate of Incorporation.

#### **CONFIDENTIALITY**

Directors, officers and employees should maintain the confidentiality of information entrusted to them by the Company or by its customers, except when disclosure is authorized or legally mandated. Confidential information includes all non-public information that might be of use to the Company's competitors, or harmful to the Company or its customers if disclosed.

#### **FAIR DEALING**

Each director, officer and employee should endeavor to deal fairly with the Company's customers, suppliers, competitors and employees. No director, officer or employee should take unfair advantage of anyone through manipulation, concealment, abuse or privileged information, misrepresentation of facts or any other unfair dealing practice.

#### **PROTECTION AND PROPER USE OF COMPANY ASSETS**

All directors, officers and employees should protect the Company's assets and ensure their efficient use. Theft, carelessness and waste have a direct impact on the Company's profitability and are prohibited.

All Company assets should be used only for legitimate business purposes. Any suspected incident of fraud or theft should be reported for investigation immediately.

The obligation to protect Company assets includes the Company's proprietary information. Proprietary information includes intellectual property such as trade secrets, patents, trademarks,



and copyrights, as well as business and marketing plans, engineering and manufacturing ideas, designs, databases, records and any non-public financial data or reports. Unauthorized use or distribution of this information is prohibited and could also be illegal and result in civil or criminal penalties.

## **COMPLIANCE**

Directors, officers and employees should comply, both in letter and spirit, with all applicable laws, rules and regulations in the cities, states and countries in which the Company operates.

Although not all directors, officers and employees are expected to know the details of all applicable laws, rules and regulations, it is important to know enough to determine when to seek advice from appropriate personnel. Questions about compliance should be addressed to the Legal Department.

Insider trading is unethical, illegal and a violation of the Company's Insider Trading Policy.

## **DISCLOSURE**

The Company's periodic reports and other documents filed with the SEC and other regulators, including all financial statements and other financial information, must comply with applicable federal securities laws and SEC rules, along with other public communications made by the Company.

Each director, officer and employee who contributes in any way to the preparation or verification of the Company's financial statements and other financial information must ensure that the Company's books, records and accounts are accurately maintained. Each director, officer and employee must cooperate fully with the Company's accounting and internal audit departments, as well as the Company's independent public accountants and counsel.

Each director, officer and employee who is involved in the Company's disclosure process must:

1. be familiar with and comply with the Company's disclosure controls and procedures and its internal control over financial reporting; and
2. take all necessary steps to ensure that all filings with the SEC and all other public communications about the financial and business condition of the Company provide full, fair, accurate, timely and understandable disclosure.

## **REPORTING AND INVESTIGATION OF VIOLATIONS**

Allegations of actions prohibited by this Code that involve directors or executive officers must be reported to the Audit Committee.

Allegations of actions prohibited by this Code that involve persons other than directors and executive officers must be reported to the reporting person's supervisor or the General Counsel.

The Company encourages direct reporting of actions prohibited by this Code as set forth above. Alternatively, allegations of actions prohibited by this Code may be reported through its Ethics





Hotline by phone at 1-833-990-0007 or a report via our ethical reporting online portal located on the Company website under compliance reporting ([https://www.lighthouse-services.com/\\_StandardCustomURL/LHILandingPage.asp](https://www.lighthouse-services.com/_StandardCustomURL/LHILandingPage.asp) ) (must include the Company's name with the report).

After receiving a report of an alleged prohibited action, the Audit Committee or the General Counsel, as applicable, must promptly take all appropriate actions necessary to investigate.

All directors, officers and employees are expected to cooperate in any internal investigation of misconduct.

#### **PROHIBITION ON RETALIATION**

The Company does not tolerate acts of retaliation against any director, officer or employee who makes a good faith report of known or suspected acts of misconduct or other violations of this Code, and any such retaliation may be a violation of the Company's Whistleblower Policy.

#### **ENFORCEMENT**

The Company must ensure prompt and consistent action against violations of this Code.

If, after investigating a report of an alleged prohibited action by a director or executive officer, the Audit Committee determines that a violation of this Code has occurred, the Audit Committee will report such determination to the Board.

If, after investigating a report of an alleged prohibited action by any other person, the relevant supervisor determines that a violation of this Code has occurred, the supervisor will report such determination to the General Counsel.

Upon receipt of a determination that there has been a violation of this Code, the Board or the General Counsel will take such preventative or disciplinary action as it deems appropriate, including, but not limited to, reassignment, demotion, dismissal and, in the event of criminal conduct or other serious violations of the law, notification of appropriate governmental authorities.

#### **WAIVERS**

The Board or the Audit Committee (in the case of a violation by a director or executive officer) or the General Counsel (in the case of a violation by any other person) may, in its discretion, waive any violation of this Code.

Any waiver for a director or an executive officer shall be disclosed as required by SEC and NYSE rules.



Effective July 2021

**POWERSCHOOL HOLDINGS, INC.**

**CORPORATE GOVERNANCE GUIDELINES**

The following Corporate Governance Guidelines (these “Guidelines”) have been adopted by the Board of Directors (the “Board”) of PowerSchool Holdings, Inc. (the “Company”) to assist the Board in the exercise of its responsibilities to the Company and its stockholders. These Guidelines should be interpreted in the context of all applicable laws and the Company’s Certificate of Incorporation, Bylaws and other corporate governance documents, and are intended to serve as a flexible framework within which the Board may conduct its business and not as a set of legally binding obligations. These Guidelines are subject to modification by the Board, and the Board shall be able, in the exercise of its discretion, to deviate from these Guidelines from time to time, as the Board may deem appropriate or as required by applicable laws and regulations.

**DIRECTOR QUALIFICATIONS**

The Board will have a majority of directors who meet the criteria for independence of the New York Stock Exchange (the “NYSE”); provided, however, that the Company may avail itself of any exemption or grace period from such requirement available to it under the rules of the NYSE, including the “controlled company” exemption. In order for a director to qualify as independent, the Board must affirmatively determine that such director is independent and disclose that determination, to the extent required. The Compensation and Nominating Committee is responsible for developing the criteria for, and reviewing periodically with the Board, the requisite skills and characteristics of new Board members, as well as the composition of the Board as a whole. These criteria will include members’ independence, as well as consideration of diversity, age, skills and experience, in the context of the needs of the Board. The Compensation and Nominating Committee also will consider a combination of factors for each nominee, including (a) the nominee’s ability to represent all stockholders without a conflict of interest, (b) the nominee’s ability to work in and promote a productive environment, (c) whether the nominee has sufficient time and willingness to fulfill the substantial duties and responsibilities of a director, (d) whether the nominee has demonstrated the high level of character, ethics and integrity expected by the Company, (e) whether the nominee possesses the broad professional and leadership experience and skills necessary to effectively respond to the complex issues encountered by a publicly-traded company, (f) the nominee’s ability to apply sound and independent business judgment and (g) the diverse attributes of the nominee, such as differences in background, qualifications and personal characteristics. Nominees for directorship will be recommended to the Board for approval by the Compensation and Nominating Committee in accordance with these criteria, the policies, principles and requirements in its charter and any applicable stockholders or related agreement. The invitation to join the Board should be extended on behalf of the Board by the Chair of the Board (the “Chair”), if any, or such other director designated by the Board.

Directors shall be elected annually, on a three-year rotating basis by class, and the size of the Board shall be set from time to time, consistent with the Bylaws, Certificate of Incorporation that certain stockholders agreement, to be dated as of the closing of the initial public offering, by and among PowerSchool Holdings, Inc., Onex Partners Manager LP and VEP Group, LLC, and



the other stockholders party thereto (the “Stockholders Agreement”), and any other applicable stockholders or related agreement.

It is the sense of the Board that individual directors who experience a change in their employment or relationship with the Company or any other changed circumstance that could affect the director’s independence, qualifications or availability should volunteer to resign from the Board. In such case, directors should provide their irrevocable resignations from the Board, in substantially the form attached hereto as Exhibit A. It is not the sense of the Board that in every instance the directors who retire from, or change, such responsibility or occupation should necessarily leave the Board. There should, however, be an opportunity for the Board to review the continued appropriateness of Board membership under the circumstances. Any employee of the Company who is a director shall volunteer to resign from the Board when such individual ceases to be employed by the Company.

Directors should not serve on more than five other boards of public companies in addition to the Company’s Board. No director that is an executive officer of a public company may serve on more than two public company boards (including the Company’s Board). No member of the Audit Committee may serve simultaneously on the audit committee of more than three public companies (including the Company’s Audit Committee). Directors are expected to advise the Chair, if any, and if none, the entire Board in advance of accepting an invitation to serve on another public company board or assignment to any other public company’s audit or compensation committee. No director may be nominated to a new term if he or she would be age 74 or older at the time of the election, unless such director is also the Chief Executive Officer of the Company. No director shall serve as a director, officer or employee of a competitor of the Company.

The Board does not believe it should establish term limits. While term limits could help ensure that there are fresh ideas and viewpoints available to the Board, they have the disadvantage of losing the contribution of directors who have been able to develop, over a period of time, increasing insight into the Company and its operations and, therefore, provide an increasing contribution to the Board as a whole. In order to ensure the appropriate balance between members with new and different perspectives and those with a deep understanding of the Company built up over many years, the Compensation and Nominating Committee will review a director’s continuation on the Board each time such director’s term of office expires. This will also allow each director the opportunity to conveniently confirm his or her desire to continue as a member of the Board.

## **DIRECTOR RESPONSIBILITIES**

The basic responsibility of the directors is to exercise sound business judgment and to act in a manner they reasonably believe to be the best interests of the Company and its stockholders. In discharging that obligation, directors are entitled to rely on the honesty and integrity of the Company’s senior executives and its outside advisors and auditors.

Below is an overview of the Board’s responsibilities:

- Setting the direction of the Company and monitoring management to ensure that the Company achieves its objectives;

- Identifying the stakeholders relevant to the Company;
- Reviewing, monitoring and approving the overall operating, financial and strategic plans, operating goals and performance of the Company;
- Reviewing the outside activities of executive officers;
- Selecting, evaluating, retaining and compensating the Company's Chief Executive Officer and other executive officers;
- Overseeing policies and compliance with laws;
- Facilitating communication between the Company's stockholders and directors;
- Reviewing the major risks facing the Company and helping develop strategies to address these risks;
- Implementing and overseeing internal control over financial reporting and disclosure controls and procedures;
- Discussing the Company's position on issues related to sustainability and environmental, social and governance issues;
- Reviewing the process by which financial and non-financial information about the Company is provided to management, the Board and the Company's stockholders; and
- Establishing policies designed to maintain the financial, legal and ethical integrity of the Company.

In discharging responsibilities as a director, a director is entitled to rely in good faith on reports or other information provided by Company management, independent auditors, and other persons as to matters the director reasonably believes to be within such other person's professional or expert competence and who has been selected with reasonable care by or on behalf of the Company.

The directors shall also be entitled (i) to have the Company purchase reasonable directors' and officers' liability insurance on their behalf, (ii) to the benefits of indemnification to the fullest extent permitted by law and the Company's Certificate of Incorporation, Bylaws and any indemnification agreements and (iii) to exculpation as provided by state law and the Company's Certificate of Incorporation and Bylaws. The Board is authorized to conduct investigations, and to retain, at the expense of the Company, independent legal, accounting, investment banking, or other professional advisers selected by the Board, for any matters relating to the purpose or responsibilities of the Board.

Directors are expected to attend the annual meeting of stockholders and all or substantially all of the Board meetings and meetings of committees on which they serve. The Board anticipates that the Company's Chief Executive Officer will be nominated to serve on the Board. The Board may also appoint or nominate other members of the Company's management whose experience and role at the Company are expected to help the Board fulfill its responsibilities. Information and data that are important to the Board's understanding of the business to be conducted at a Board or committee meeting should generally be distributed in writing to the directors before the meeting, and directors should review these materials in advance of the meeting and shall preserve the confidentiality of confidential material given or presented to directors. Directors are also expected to comply with stock ownership guidelines, as they may be in effect from time to time. Members

of the Board are expected to devote sufficient time and attention to prepare for, attend and participate in Board meetings and meetings of committees on which they serve, including advance review of meeting materials that may be circulated prior to each meeting.

At times when the Board has elected a Chair, the offices of Chair and Chief Executive Officer may be at times combined and at times separated. The Board has discretion in combining or separating these positions as it deems appropriate in light of prevailing circumstances. The Board believes that the combination or separation of these offices should continue to be considered as part of the succession planning process.

The Chair will establish the agenda for each Board meeting. At the beginning of the year, the Chair will establish a schedule of agenda subjects to be discussed during the year (to the degree this can be foreseen). Each Board member is free to suggest the inclusion of items on the agenda. Each Board member is free to raise at any Board meeting subjects that are not on the agenda for that meeting. The Board will review the Company's long-term strategic plans and the principal issues that the Company will face in the future during at least one Board and/or committee meeting each year. The Board shall meet at least quarterly at such times and places as it deems necessary to fulfill its responsibilities.

The Chair shall review and approve meeting schedules to assure that there is sufficient time for discussion of all agenda items and shall approve all information sent to the Board.

The non-management directors will have the opportunity to meet in executive session as often as they deem appropriate, but it is the sense of the Board that the non-management directors shall meet in executive session at least annually.

The Board believes that the management speaks for the Company. Individual Board members may, from time to time, meet or otherwise communicate with various constituencies that are involved with the Company, however, it is expected that Board members would do this with the knowledge of management.

The Board should understand the principal risks associated with the Company's business on an ongoing basis and it is the responsibility of management to assure that the Board and its committees are kept well informed of these changing risks on a timely basis. It is important that the Board oversee the key risk decisions of management, which includes comprehending the appropriate balance between risks and rewards.

#### **BOARD COMMITTEES**

The Board will have at all times an Audit Committee and a Compensation and Nominating Committee. All of the members of these committees will be independent directors under the criteria established by the NYSE and all members of the Audit Committee will be independent under the Securities Exchange Act of 1934, as amended (the "Exchange Act"); provided, however, that the Company may avail itself of any exemption or grace period from such requirements available to it under the rules of the NYSE and the Exchange Act, including the "controlled company" exemption. In order for a director to qualify as independent, the Board must affirmatively determine that such director is independent, and disclose that determination, to the extent required. Subject to the terms and conditions of the Stockholders Agreement and any other

applicable or related agreement, committee members will be appointed by the Board upon recommendation of the Compensation and Nominating Committee, which shall consider the expertise of individual directors among other matters. It is the sense of the Board that consideration should be given to rotating committee members periodically and rotating committee chairs approximately every five years, but the Board does not feel that rotation should be mandated as a policy.

Each committee will have its own charter. The charters will set forth the purposes, goals and responsibilities of the committees as well as qualifications for committee membership, procedures for committee member appointment and removal, committee structure and operations and committee reporting to the Board. The charters will also provide that each committee will annually evaluate its performance.

The chair of each committee, in consultation with the committee members, will determine the frequency and length of the committee meetings consistent with any requirements set forth in the committee's charter. The chair of each committee, in consultation with the appropriate members of the committee and management, will develop the committee's agenda. At the beginning of the year each committee will establish a schedule of agenda subjects to be discussed during the year (to the degree these can be foreseen). The schedule for each committee will be furnished to all directors.

The Board and each committee will have the power to hire independent legal, financial or other advisors as they may deem necessary, without consulting or obtaining the approval of any officer of the Company in advance, and the Company shall bear all fees and expenses associated with any such retention. However, the Board shall not be required to implement or act consistently with the advice or recommendations of any investment bank, outside legal counsel or other advisor, and the authority granted in these Guidelines shall not affect the ability or obligation of the Board to exercise its own judgment in fulfillment of its duties. The Board may, from time to time, establish or maintain additional committees as necessary or appropriate.

#### **DIRECTOR ACCESS TO OFFICERS AND EMPLOYEES**

Directors have full and free access to officers and employees of the Company, as well as the Company's outside auditors, legal counsel and other professional advisors. Any meetings or contacts that a director wishes to initiate may be arranged through the Chief Executive Officer or the Secretary or directly by the director. The directors will use their judgment to ensure that any such contact is not disruptive to the business operations of the Company and will, to the extent not inappropriate, copy the Chief Executive Officer on any written communications between a director and an officer or employee of the Company. Each director is entitled to inspect the Company's books and records and obtain such other data and information as the director may reasonably request; inspect facilities as reasonably appropriate for the performance of director duties and to receive notice of all meetings in which a director is entitled to participate, and copies of all Board and committee meeting minutes.

The Board welcomes regular attendance at each Board meeting of senior officers of the Company. If the Chief Executive Officer wishes to have additional Company personnel attend on a regular basis, this suggestion should be brought to the Board for approval.

#### **DIRECTOR COMPENSATION; CHARITABLE CONTRIBUTIONS**

The form and amount of director compensation will be determined by the Compensation and Nominating Committee in accordance with its charter, which will conduct an annual review of director compensation. Director compensation shall be in an amount which is competitive with the market and is geared towards attracting and retaining highly-qualified, independent professionals to represent the Company's stockholders. The Compensation and Nominating Committee will consider a director's compensation when determining such director's independence.

The Company will make charitable contributions in line with established priorities and practices, and the recipients of these charitable contributions may include organizations affiliated with directors. However, the Company will not make charitable contributions at the request (or on behalf) of any independent director.

#### **DIRECTOR ORIENTATION AND CONTINUING EDUCATION**

New directors may and are encouraged to participate in an orientation program that may include discussions with senior management, visits to Company facilities and the provision of information regarding the business, plans, organization, financial statements, risk management issues and key policies and procedures of the Company. Each Board member should maintain the necessary level of qualifications to perform the responsibilities of a director and member of any committee of which such person is a member. The Company may offer continuing education programs to assist the directors in maintaining their qualifications. The Board expects that the Company will provide at least one continuing education presentation per year. The Secretary shall be responsible for coordinating the education programs for directors and for keeping the Board abreast of corporate governance developments.

#### **CHIEF EXECUTIVE OFFICER EVALUATION AND MANAGEMENT SUCCESSION**

The Compensation and Nominating Committee shall review and approve corporate goals and objectives relevant to Chief Executive Officer compensation and shall evaluate the Chief Executive Officer's performance in light of these goals and objectives. The Compensation and Nominating Committee shall recommend to the Board the Chief Executive Officer's compensation level or changes to such level based on the evaluation of the Chief Executive Officer's performance and any other factors the Committee deems relevant. The Compensation and Nominating Committee shall make a report to the Board on Chief Executive Officer succession planning at least once annually. The entire Board will work with the Compensation and Nominating Committee to evaluate potential successors to the Chief Executive Officer. The Chief Executive Officer or other officer should make available his or her recommendations and evaluations of potential successors, along with a review of any development plans recommended for such individuals.

## **ANNUAL PERFORMANCE EVALUATION**

The Compensation and Nominating Committee shall administer annual performance evaluations of the Board and its committees, including a review of the Compensation and Nominating Committee, and present its evaluations to the Board for further review and evaluation by the Board. The assessment will focus on the Board's and the committees' contributions to the Company and specifically focus on areas in which the Board or management believes that the Board could improve.

## **MANAGEMENT RESPONSIBILITIES**

The Board's governance and oversight functions do not relieve the primary responsibilities of the Company's management to (1) make and keep books, records and accounts, which, in reasonable detail, accurately and fairly reflect the transactions and dispositions of the assets of the Company; (2) devise and maintain an effective system of internal accounting controls; (3) devise and maintain effective disclosure controls and procedures and internal controls over financial reporting; (4) prepare financial statements that are accurate and complete and fairly present the financial condition, results of operation and cash flows of the Company; and (5) devise and maintain systems, procedures and corporate culture which promote compliance with legal and regulatory requirements and the ethical conduct of the Company's business.

Executive management has the primary responsibility to establish policies concerning the Company's communications with investors, the press, customers, suppliers and employees.

Management will assure that the Company's website will include a copy of these guidelines, copies of the charters of the Audit and Compensation and Nominating Committees and, if applicable, other key committees of the Board, and a copy of the Company's code of business conduct and ethics.

Management will also include in the Company's annual report to stockholders statements to the effect that this information is available on the Company's website and in print to any stockholder who requests it.

## **AMENDMENTS, MODIFICATIONS AND WAIVERS**

These Guidelines and the charters of the Board committees may be amended, modified or waived by the Board, subject in each case to timely compliance with all applicable disclosure requirements.

**Exhibit A**  
**Form of Resignation – Changes in Director Responsibilities**

Attention: The Chairperson of the Board of Directors of PowerSchool Holdings, Inc. (the “Board”)

In accordance with the Corporate Governance Guidelines of PowerSchool Holdings, Inc., a Delaware corporation (the “Company”), regarding changes in director responsibilities, I hereby tender my resignation as a director of the Company, provided that this resignation shall be effective only in the event that (i) there is a significant change in my personal circumstances, including a change of my principal occupation, business occupation or job responsibilities, and (ii) the Board accepts this resignation following the occurrence of such significant change in my personal circumstances.

This resignation may not be withdrawn by me at any time.

Very truly yours,

\_\_\_\_\_  
Director

Dated: \_\_\_\_\_

## Appendix F: Additional Information About Partnerships

The following pages include literature about the companies PowerSchool is partnering with for this project.



# Tenacious Pursuit of **Extraordinary Outcomes**

MODERN CONSULTING, CENTERED ON PEOPLE

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Partners with Purpose



**Expertise matters most when it helps people and organizations thrive.**

Our ability to solve the most challenging problems is unmatched. Our passion for helping people makes us different.

We immerse ourselves in each client's challenges, asking questions and examining details until we feel those problems as our own. And then we collaborate toward solutions, employing the full power of knowledge and experience within a range of technology, data, and management consulting specialties.

The history of Resultant is one of fearless problem solving. We've built a company on the desire to learn, innovate, and especially to help. Technology will never stand still. Our approach—built on collaboration and iteration—doesn't, either.



## The power of a collaborative approach

Digital, strategic, and organizational transformation starts with collaboration. Devotion to learning from our clients and each other ensures our skills continue to grow and our solutions meticulously address each complex problem.

Our collaborative teams incorporate technical, business, and delivery experts to address your challenge from every angle. We walk alongside you, from problem to solution, and together build the long-lasting change that helps your organization thrive.

We start with strategy, provide creative solutions based on technical expertise, and implement your tailored solution with diligent change management to ensure your teams embrace it. Our ongoing support for strategy, data, technology, organizational health, and growth accelerates your progress.

## Building blocks of transformative solutions

Through outcomes driven by data analytics, technology, and digital transformation solutions, Resultant serves as a true partner by solving problems with our clients rather than for them. Our team understands that behind every business or technology problem, there are people experiencing the challenge firsthand. That's why our empathetic approach is based in Design Thinking, ensuring we deeply listen to our clients, understand their needs, and involve them in achieving the best outcome.



### DATA ANALYTICS

We help organizations understand their data landscape and solve problems by turning data into insight. While data can be dense, our team's empathetic approach to problem solving creates meaningful solutions with deep technical foundations.



### TECHNOLOGY

In an ever-evolving world of technology, clients trust us to have the insight and foresight to deliver transformative and sustainable solutions. We meet technology problems with human solutions focused on achieving better outcomes for people.



### DIGITAL TRANSFORMATION

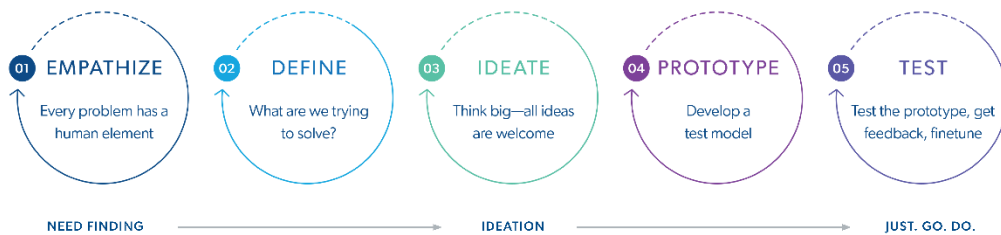
Thriving in today's world means being ready for tomorrow. We help clients build a culture of innovation that is equipped to embrace change. This foundation ensures data and tech investments are realized for enduring success.



## Design Thinking: Human-centered problem solving, driven by experts

Design Thinking methodologies are an important facet of how we move every project from stated problem to inspired solution. Design Thinking is about empathy, trust, and vulnerability. It's also about radically different thinking that encourages transformation from bold experimentation.

The same passion that drove us to become unparalleled experts in our specialties drives us to find answers that transform organizations, and Design Thinking has been an important element of how we combine skill and empathy into phenomenal outcomes for our clients.



Find out more.  
[RESULTANT.COM](https://resultant.com)

## Our passion for problem solving drives meaningful outcomes for clients

We exist to help organizations thrive. No matter how different the projects and outcomes, we approach them not just as subject-matter and technical experts but as collaborative partners for organizations of all kinds.

R.

### ENABLING SEAMLESS PATIENT CARE IN A FAST-CHANGING MEDICAL SPECIALTY

Operating in a highly specialized medical field and caring for hundreds of patients each day, Eye Surgeons of Indiana (ESI) had increasingly demanding technology needs even before government regulations necessitated a shift to electronic medical record-keeping. ESI partnered with us to ensure sensitive patient information was properly and securely reported, and to provide managed IT services. Resultant serves as a proactive, strategic partner for projects that prioritize patient care as ESI adds offices, improves its processes and systems, integrates new medical equipment, and keeps up with advances in ophthalmology.

### ANALYZING THE WHOLE PICTURE OF HEALTH TO REDUCE INFANT MORTALITY

By building logistic regression and machine learning models, we've helped our public and private clients identify at-risk subpopulations and provide actionable insights that inform outreach and treatment programs. Our birth outcome risk quantification tool enables women within at-risk subpopulations to be identified even before they're pregnant, and interventions already have driven down infant mortality rates as a result. By applying this tool to current and future data, stakeholders can now perform continuous analysis to find new ways to connect at-risk mothers with the resources that will support a positive birth outcome.

WE'RE PROUD TO WORK WITH THESE CLIENTS, AMONG MANY OTHERS

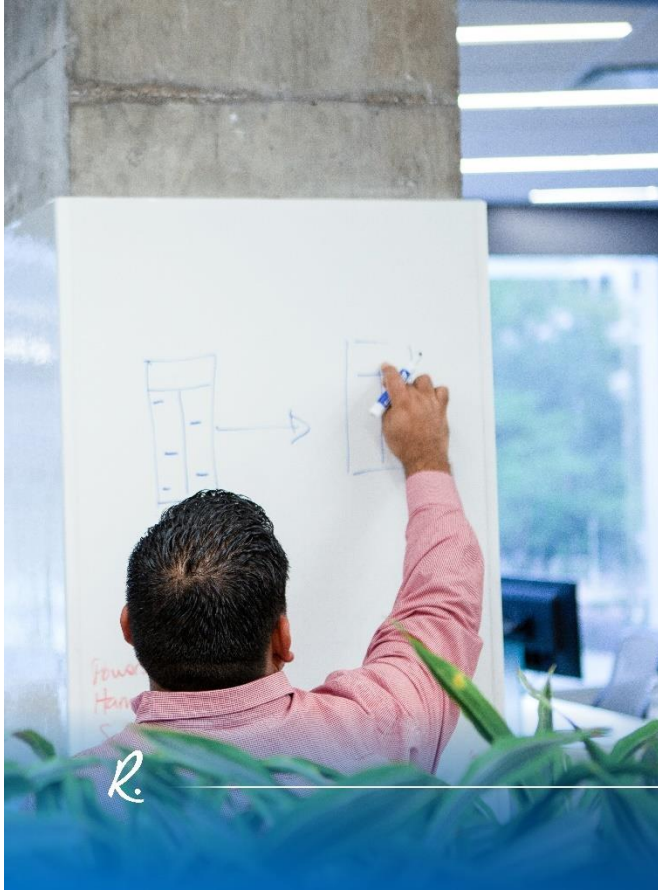
### TIGHTENING SECURITY FOR DEFENSE-RELATED GLOBAL SUPPLY CHAINS

We partnered with NSWC Crane to develop the Automated Microelectronics Analysis and Reporting Optimization solution (AMARO) to automate and enhance the current supply chain risk assessment process for microelectronic parts critical to programs across the U.S. Department of Defense. AMARO leverages machine learning, natural language processing, relationship network mapping, and aggregation of various data formats in order to identify critical nodes in part design, production, and distribution where a product may be susceptible to malicious insertions, inferior substitutions, supply interruptions, or intellectual property theft.

### SECURELY CONNECTING AGENCIES AND CITIZENS TO CRITICAL INFORMATION

Asked to work with the State of Indiana to assist in developing a centralized entity that would change how state agencies share and utilize data, we helped develop the Indiana Management Performance Hub (MPH). Our team oversaw three distinct components of MPH: a transparency website, a suite of business intelligence, and an operations technology initiative. Indiana relies on MPH to drive insight and action within and across agencies and external partners. MPH is now nationally recognized as a leader in data-driven decision making, data sharing, and innovation in government.





## Tailored solutions for your unique organization

We're passionate about helping organizations thrive. No matter how different the projects and outcomes, we approach them not just as subject-matter and technical experts but as collaborative partners for organizations of all kinds.

### PRIVATE SECTOR

We've supported healthy progress for organizations large and small by bridging transformation with day-to-day business concerns, proving return on investment, and helping teams embrace change. We're dedicated to collaboration and fearless problem solving as we partner with our clients toward unique solutions. We build your project team to include the specialized skills your challenge requires—and partner with you to craft the solution that helps your organization thrive.

### PUBLIC SECTOR

Achieving your critical missions becomes easier when you work with a partner who meets you where you are. We bring a collaborative approach and experts with long experience not just in federal, state, and local government but in your policy area. A project-specific team of committed specialists carefully investigates your challenge, collaborates closely to engineer solutions, and helps you implement change that brings lasting impact.



## Let's build your solution together.

No matter how many digital transformations we achieve, no matter how many analytical solutions we build, we'll always be solving new problems.

Our experts meticulously collaborate toward desired outcomes by meeting clients where they are. Without first understanding our clients and their problems, we could offer only expertise. Our approach is about applying that expertise to real progress for people. Bold solutions that make a difference for organizations. Unique answers for one-of-a-kind solutions.

Find out more  
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# CAPABILITIES STATEMENT

## MSF&W Consulting

3445 Liberty Drive  
Springfield, IL 62704  
(217) 698-3535  
www.msfw.com

Laurie King, President & CEO

MSF&W is a BEP certified, woman-owned IT consulting firm founded in Springfield, Illinois in 1991. At MSF&W, our people are our most valued assets; their commitment to our vision enables us to repeatedly surpass client expectations. Together, we provide custom application design, development, and implementation services to the public and private sector.

## CORE COMPETENCIES



### IT Staff Augmentation

Together, we are 125+ professional IT consultants, available to support enterprise scale projects for a week, month, or longer.



### Accessibility

We offer training, website audits, and PDF remediation to ensure accessible technology for users with disabilities.



### Application Development

We specialize in design and development of custom software solutions.

## DIFFERENTIATORS

- Locally Owned & Managed
- Woman-Owned
- State of Illinois BEP Certified
- Accessibility Expertise
- Agile Project Methodology Experts
- Committed to Long Term Employment Relationships

## STAFF CERTIFICATIONS

**PMP:** Project Management Professional

**MCP:** Microsoft Certified Professional

**CBAP:** Certified Business Analysis Professional

**SAFe:** Scaled Agile Framework

**IASSC:** Certified Lean Six Sigma Yellow & Green Belt

**ACP:** Agile Certified Practitioner

**CSM:** Certified SCRUM Master

**MTA:** Microsoft Technology Associate

**ITIL:** IT Infrastructure Library

**CTFL:** Certified Tester Foundation Level

## NIGP CODES

91825 ADA Compliance Consulting

91829 Computer Software Consulting

91838 Education and Training Consulting

91871 IT Consulting

91875 Management Consulting

91890 Strategic Planning and Consulting

92014 Applications Software

92045 Software Maintenance and Support Services

95823 Computer Management Services

95877 Project Management Services

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# CAPABILITIES BRIEF



# What Makes Us Unique

Brite Systems is a minority-, woman-owned business dedicated to making a positive and significant impact through award winning advisory services to our Government customers. . Our team works with each organization to refine, automate, and enhance how they do business on a day-to-day basis and engage with their stakeholders in seamless, safe, and secure fashion . Brite Systems is an industry leader and advocates that technology alone is not the entire answer; you must first focus on people and process to fully understand how to best deliver value and achieve desired outcomes.

Every day at Brite Systems, we strive to embody our core values:



**Simplify**



**Innovate**



**Deliver**



**Enable**

The solutions we bring organizations are simplified so that we can streamline operations, increase efficiency, improve productivity, and grow employees' satisfaction. By continuing to develop new and innovative solutions leveraging industry-best technologies, we provide organizations the tools required to consistently offer superior service to those they serve.

Our solutions enable organizations the opportunity to reimagine what's possible through modernization by acting as a trusted advisor in their digital transformation journey. By prioritizing user-friendly solutions that allow for rapid adoption we empower organizations to focus their time on the things that matter most.

Our biggest differentiator is the ability to operate with the agility, flexibility and personalized service of a smaller firm while retaining the ability to execute on the scale of a larger organization due to the caliber of our technical team.

# What We Do



## 1. Explore

Because we are able to offer diverse technology solutions, we will analyze your business processes and propose the best fit for you. With expert talent across various technologies, we will deliver a product that enables change and continuous improvement for your organization.

## 2. Design & Implement

Once we have a full understanding of the outcomes you are hoping to achieve, our team will design and implement the ideal solution. Brite follows a highly collaborative model to guide development. By receiving input along the way, we deliver a higher value product in a shorter amount of time.

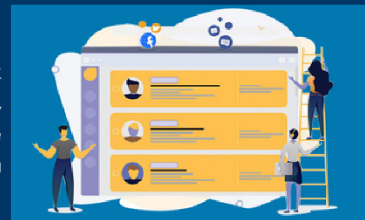


## 3. Train

User adoption is one of the key criteria for success of any new system. Training enables users to feel confident and empowers to accomplish their work in an efficient and effective manner. Brite collaborates closely with our clients to transfer system knowledge.

## 4. Support

Support your customers, employees, and partners with helpdesk software and services. From providing omnichannel access, creating self-service experiences, or troubleshooting via phone with your customers during business hours, Brite can help you create a seamless user experience.



## 5. Maintain

Continue with our ongoing managed services to maintain stability of your modernized solution. Our support team will make proactive improvements before your system starts lagging behind your business needs. Leverage our expertise and save the hassle and cost of hiring in-house resources.

## Diverse Technologies

Brite Systems builds digital solutions on industry leading technologies to help the public sector operate more efficiently internally and externally. We tailor our offerings and technologies to each agency's mission, needs and context to compound each customer's mission impact to meet complex, dynamic demands that are constantly shifting.

As government organizations have evolved their solution development and deployment practices – moving from waterfall to Agile methodologies and introducing DevSecOps and Cloud infrastructure into their IT architecture over the past decade – so too have they more recently evolved the technologies at the core of their solutions. Enter the latest wave of low/no code platforms like Salesforce, Appian, Dynamics, Pega etc:



At Brite Systems, we make it simple and take a very focused approach, blending the needed technical skills for low-no code platforms with our Agile and DevSecOps expertise to offer the best of modern development methods with rich configurable platforms prioritizing speed to value.

We combine this with our user-centered approach which fully incorporates stakeholders and mission owners into the design and development process in order to fully tailor these platforms to produce rich, multi-modal solutions that quickly meet mission requirements. This not only empowers organizations to reimagine what's possible with these cutting edge technologies but enables our technical team to start building right away and allows our clients to see and feel the tangible results of their investment in the early stages of the process.

Our team has experience with all the modern technology stacks to create cost effective and value-added services for our customers. Our diverse solutions include Salesforce, Mulesoft, AWS, Microsoft Azure, Java, and more. Our knowledge of various technologies enables us to make the best recommendation to our customers who have yet to identify the right solution to fit their technology modernization roadmap.

# RELEVANT CASE STUDIES

## **DoD | Defense Innovation Unit + Space Force + USAF Hangar 18**

Each agency was challenged with highly manual processes, disparate and disjointed supporting tools and limited insights into mission partner's products and services. At the same time, they were seeking new channels for collaboration with industry to identify, evolve and infuse or commercialize innovative technologies. Brite Systems built out a comprehensive solution leveraging the Salesforce Platform that enabled the agencies to standardize and streamline the way they do business with industry allowing them to track interaction history, correspondence, solicitations, awards and all other activities in a common operating environment. The platform now serves as a foundation for continuous innovation enabling each agency to easily scale and roll out additional applications via low/no code development

## **U.S. Department of Housing and Urban Development [HUD]**

HUD was challenged with effectively guiding the many capabilities and efficiencies the Salesforce Platform provides and managing multiple applications at differing levels of maturity while trying to oversee a secure, reliable and sustainable operation. Brite Systems developed and built out a COE and governance model to balance strategic planning with actionable direction to align stakeholders and mission partners, establish best practices and provide quality assurance for all Salesforce partners implementing solutions for the agency. Services include but are not limited to IT governance, architecture design / consulting, Salesforce license optimization, deployment strategies, training / user adoption, ATO and cyber security. Through the work on the COE initiative, Brite Systems supports all other Salesforce partners and implementations within HUD

## **Indiana Department of Child Services [DCS] | Funded by HHS**

State of Indiana, Department of Child Services (DCS) required an enterprise software platform to replace outdated, highly manual and disparate IT systems and applications to more effectively support their mission. The existing system made it difficult for family social workers and supervisors to complete daily tasks and leadership had no visibility into any sort of reliable data to drive decision making. Leveraging the Salesforce Platform and Enlite, Brite Systems built a robust, innovative case management system that enables DCS to securely document home visits via a HIPAA compliant solution, streamline communication and collaboration across all departments and provide access to real-time, vital information via mobile or desktop in a unified, user-friendly solution. This is the largest Salesforce implementation in the State of Indiana serving approximately 20,000 users across more than 30 departments including stakeholders, program managers, family social workers and the children and families across the State of Indiana

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