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Board Cover Memorandum

To Board of Education

From Kyla Johnson,
Superintendent Tara Gard,
Chief of Talent

Meeting Date 06/21/2023

Subject Services Agreement with Brazen Technologies

Ask of the Board

Approve Service Agreement
 Ratify Service Agreement

Services *Brazen Technologies will provide a platform to host OUSD registration fairs and other recruitment events virtually.*

Term Start Date: April 1, 2023 End Date: March 31, 2024

Not-To-Exceed Amount \$18,121.84

Competitively Bid *No*

In-Kind Contributions *N/A*

Funding Source(s) *Local Solutions Grant - Resource 7810 - Site 9440*

Background Professional Services Contract between the District and Brazen Technologies, Arlington, VA, for the latter to provide a platform to host OUSD registration fairs and other recruitment events virtually for the period of April 1, 2023 through March 31, 2024.

- Attachment(s)**
- Service Agreement with Brazen Technologies
 - Amendment to Order Form

SERVICES AGREEMENT 2022-2023

This Services Agreement ("Agreement") is a legally binding contract entered into between the Oakland Unified School District ("OUSD") and the below named entity or individual ("VENDOR," together with OUSD, "PARTIES"):

Brazen Technologies

The PARTIES hereby agree as follows:

1. Term.

- a. This Agreement shall start on the below date ("Start Date"):

April 1, 2023

If no Start Date is entered, then the Start Date shall be the latest of the dates on which each of the PARTIES signed this Agreement.

- b. The work shall be completed no later than the below date ("End Date"):

March 31, 2024

If no End Date is entered, then the End Date shall be the first June 30 after the Start Date. If the term set forth above would cause the Agreement to exceed the term limits set forth in Education Code section 17596, the Agreement shall instead automatically terminate upon reaching said term limit.

2. **Services.** VENDOR shall provide the services ("Services") as described in #1A and #1B of **Exhibit A**, attached hereto and incorporated herein by reference. To the extent that there may be a school closure (e.g., due to poor air quality, planned loss of power, COVID-19) or similar event in which school sites and/or District offices may be closed or otherwise inaccessible, VENDOR shall describe in #1B of **Exhibit A** whether and how its services would be able to continue.

3. Alignment and Evaluation.

- a. VENDOR agrees to work and communicate with OUSD staff, both formally and informally, to ensure that the Services are aligned with OUSD's mission and are meeting the needs of students as determined by OUSD.
- b. OUSD may evaluate VENDOR in any manner which is permissible under the law. OUSD's evaluation may include,

without limitation: (i) requesting that OUSD employee(s) evaluate the performance of VENDOR, each of VENDOR's employees, and each of VENDOR's subcontractors, and (ii) announced and unannounced observance of VENDOR, VENDOR's employee(s), and VENDOR's subcontractor(s).

4. **Inspection and Approval.** VENDOR agrees that OUSD has the right and agrees to provide OUSD with the opportunity to inspect any and all aspects of the Services performed including, but not limited to, any materials (physical or electronic) produced, created, edited, modified, reviewed, or otherwise used in the preparation, performance, or evaluation of the Services. In accordance with Paragraph 8 (Compensation), the Services performed by VENDOR must meet the approval of OUSD, and OUSD reserves the right to direct VENDOR to redo the Services, in whole or in part, if OUSD, in its sole discretion, determines that the Services were not performed in accordance with this Agreement.
5. **Data and Information Requests.** VENDOR shall timely provide OUSD with any data and information OUSD reasonably requests regarding students to whom the Services are provided. VENDOR shall register with and maintain current information within OUSD's Community Partner database unless OUSD communicates to VENDOR in writing otherwise, based on OUSD's determination that the Services are not related to community school outcomes. If and when VENDOR's programs and school site(s) change (either midyear or in subsequent years), VENDOR shall promptly update the information in the database.
6. **Confidentiality and Data Privacy.**
 - a. OUSD may share information with VENDOR pursuant to this Agreement in order to further the purposes thereof. VENDOR and all VENDOR's agents, personnel, employee(s), and/or subcontractor(s) shall maintain the confidentiality of all information received in the course of performing the Services, provided such information is (i) marked or identified as "confidential" or "privileged," or (ii) reasonably understood to be confidential or privileged.
 - b. VENDOR understands that student data is confidential. If VENDOR will access or receive identifiable student data, other than directory information, in connection with this Agreement, VENDOR agrees to do so only after VENDOR and OUSD execute a separate data sharing agreement.

- i. If VENDOR is a software vendor, it agrees to access or receive identifiable student data, other than directory information, only after executing a California Student Data Privacy Agreement ("CSDPA") or CSDPA Exhibit E (available here).
 - ii. If VENDOR is not a software vendor, it agrees to access or receive identifiable student data, other than directory information, only after executing the OUSD Data Sharing Agreement (available here).
 - iii. Notwithstanding Paragraph 28 (Indemnification), should VENDOR access or receive identifiable student data, other than directory information, without first executing a separate data sharing agreement, VENDOR shall be solely liable for any and all claims or losses resulting from its access or receipt of such data.
- c. All confidentiality requirements, including those set forth in the separate data sharing agreement, extend beyond the termination of this Agreement.

7. Reserved.

8. Compensation. OUSD agrees to pay VENDOR for satisfactorily performing Services in accordance with this Paragraph, Paragraph 10 (Invoicing), and #1C in **Exhibit A**.

- a. The compensation under this Agreement shall not exceed:
\$18,121.84.

This sum shall be for full performance of this Agreement and includes all fees, costs, and expenses incurred by VENDOR including, but not limited to, labor, materials, taxes, profit, overhead, travel, insurance, permitted subcontractor costs, and other costs.

- b. OUSD shall not pay and shall not be liable to VENDOR for any costs or expenses paid or incurred by VENDOR not described in **Exhibit A**.
- c. Payment for Services shall be made for all undisputed amounts as described in Exhibit A.
- d. Compensation for any Services performed prior to the Start Date or after the End Date shall be at OUSD's sole discretion and in an amount solely determined by OUSD. VENDOR agrees that it shall not expect or demand payment for the performance of such services.

- e. VENDOR acknowledges and agrees not to expect or demand payment for any Services performed prior to the PARTIES, particularly OUSD, validly and properly executing this Agreement until this Agreement is validly and properly executed and shall not rely on verbal or written communication from any individual, other than the President of the OUSD Governing Board, the OUSD Superintendent, or the OUSD General Counsel, stating that OUSD has validly and properly executed this Agreement. Notwithstanding the foregoing, the Parties understand and agree that OUSD is responsible for payment for Services commencing as of April 1, 2023 and continuing through execution of this Agreement.
9. **Equipment and Materials.** VENDOR shall provide all equipment, materials, and supplies necessary for the performance of this Agreement.
 10. **Invoicing.** Invoices furnished by VENDOR under this Agreement must be in a form acceptable to OUSD.
 - a. All amounts paid by OUSD shall be subject to audit by OUSD. Invoices shall include, without limitation: VENDOR name, VENDOR address, invoice date, invoice number, purchase order number, name of school or department to which Services were provided, name(s) of the person(s) performing Services, date(s) Services were performed, brief description of Services provided on each date, the total invoice amount, and the basis for the total invoice amount (e.g., if hour rate, the number of hours on each date and the rate for those hours).
 - b. If OUSD, at its sole discretion, determines an invoice fails to include the required elements, OUSD will not pay the invoice and will inform VENDOR of the missing items; VENDOR shall resubmit an invoice that includes the required elements before OUSD will pay the invoice.
 - c. Invoices must be submitted monthly, and within 30 days of the conclusion of the applicable billing period, unless otherwise agreed. OUSD reserves the right to refuse to pay untimely invoices.
 - d. OUSD reserves the right to add or change invoicing requirements. If OUSD does add or change invoicing requirements, it shall notify VENDOR in writing and the new or modified requirements shall be mandatory upon receipt by VENDOR of such notice.
 - e. To the extent that VENDOR has described how the Services

may be provided both in-person and not in-person, **VENDOR's** invoices shall-in addition to any invoice requirement added or changed under subparagraph (c)-indicate whether the Services are provided in-person or not.

- f. All invoices furnished by **VENDOR** under this Agreement shall be delivered to **OUSD** via email unless **OUSD** requests, in writing, a different method of delivery.

11. Termination.

- a. For Convenience by **OUSD**. **OUSD** may at any time terminate this Agreement upon thirty (30) days prior written notice to **VENDOR**. **OUSD** shall not be entitled to a refund of any prepaid fees in the event of a termination for convenience. **OUSD** shall compensate **VENDOR** for Services satisfactorily provided through the date of termination. Upon approval by **OUSD** legal counsel, the **OUSD** Superintendent or an **OUSD** Chief or Deputy may issue the termination notice without approval by the **OUSD** Governing Board, in which case this Agreement would terminate upon ratification of the termination by the **OUSD** Governing Board or thirty (30) days after the notice was provided, whichever is later.
- b. Due to COVID-19. Notwithstanding Paragraph 19 (Coronavirus/ COVID-19) or any other language of this Agreement, if a shelter-in-place (or similar) order due to COVID-19 is issued or is in effect during the term of this Agreement that would prohibit or limit, at the sole discretion of **OUSD**, the ability of **VENDOR** to perform the Services, **OUSD** may terminate this Agreement upon seven (7) days prior written notice to **VENDOR**. Upon approval by **OUSD** legal counsel, the **OUSD** Superintendent or an **OUSD** Chief or Deputy may issue the termination notice without approval by the **OUSD** Governing Board, in which case this Agreement would terminate upon ratification of the termination by the **OUSD** Governing Board or seven (7) days after the notice was provided, whichever is later.
- c. For Cause. Either **PARTY** may terminate this Agreement by giving written notice of its intention to terminate for cause to the other **PARTY**. Written notice shall contain the reasons for such intention to terminate. Cause shall include (i) material violation of this Agreement or (ii) if either **PARTY** is adjudged bankrupt, makes a general assignment for the benefit of creditors, or a receiver is appointed on account of its insolvency. Upon approval by **OUSD** legal counsel, the

OUSD Superintendent or an OUSD Chief or Deputy may issue the termination notice without approval by the OUSD Governing Board, in which case this Agreement would terminate upon ratification of the termination by the OUSD Governing Board or three (3) days after the notice was provided, whichever is later, unless the condition or violation ceases or satisfactory arrangements for the correction are made. OUSD shall be entitled to a refund of prepaid fees in the event of a termination for cause.

- d. Upon termination, VENDOR shall provide OUSD with all materials produced, maintained, or collected by VENDOR pursuant to this Agreement, whether or not such materials are complete or incomplete or are in final or draft form.

- 12. **Legal Notices.** All legal notices provided for under this Agreement shall be sent via email to the email address set forth below and shall be either (i) personally delivered during normal business hours or (ii) sent by U.S. Mail (certified, return receipt requested) with postage prepaid to the other PARTY at the address set forth below.

OUSD

Name: Joshua R. Daniels
Site/Dept: Office of General Counsel
Address: 1000 Broadway, Suite 300
City, ST Zip: Oakland, CA 94607
Phone: 510-879-8535
Email: ousdlegal@ousd.org

VENDOR

Name: Ryan Healy
Title: President/Co-Founder
Address: 3033 Wilson Blvd, Suite 470
City, ST Zip: Arlington, VA 22201
Phone: (203) 314-6138
Email: ryan@brazen.com

Notice shall be effective when received if personally served or

emailed or, if mailed, three days after mailing. Either PARTY must give written notice of a change of mailing address or email.

13. Status.

- a. This is not an employment contract. VENDOR, in the performance of this Agreement, shall be and act as an independent contractor. VENDOR understands and agrees that it and any and all of its employees shall not be considered employees of OUSD, and are not entitled to benefits of any kind or nature normally provided employees of OUSD and/or to which OUSD's employees are normally entitled, including, but not limited to, State Unemployment Compensation or Worker's Compensation. VENDOR shall assume full responsibility for payment of all Federal, State, and local taxes or contributions, including unemployment insurance, social security and income taxes with respect to VENDOR's employees.
- b. If VENDOR is a natural person, VENDOR verifies all of the following:
 - i. VENDOR is free from the control and direction of OUSD in connection with VENDOR's work;
 - ii. VENDOR's work is outside the usual course of OUSD's business; and
 - iii. VENDOR is customarily engaged in an independently established trade, occupation, or business of the same nature as that involved in the work performed for OUSD.
- c. If VENDOR is a business entity, VENDOR verifies all of the following:
 - i. VENDOR is free from the control and direction of OUSD in connection with the performance of the work;
 - ii. VENDOR is providing services directly to OUSD rather than to customers of OUSD;
 - iii. the contract between OUSD and VENDOR is in writing;
 - iv. VENDOR has the required business license or business tax registration, if the work is performed in a jurisdiction that requires VENDOR to have a business license or business tax registration;
 - v. VENDOR maintains a business location that is separate from the business or work location of OUSD;
 - vi. VENDOR is customarily engaged in an independently established business of the same nature as that involved in the work performed;
 - vii. VENDOR actually contracts with other businesses to

provide the same or similar services and maintains a clientele without restrictions from OUSD;

- viii. VENDOR advertises and holds itself out to the public as available to provide the same or similar services;
- ix. VENDOR provides its own tools, vehicles, and equipment to perform the services;
- x. VENDOR can negotiate its own rates;
- xi. VENDOR can set its own hours and location of work; and
- xii. VENDOR is not performing the type of work for which a license from the Contractor's State License Board is required, pursuant to Chapter 9 (commencing with section 7000) of Division 3 of the Business and Professions Code.

14. Qualifications and Training.

- a. VENDOR represents and warrants that VENDOR has the qualifications and ability to perform the Services in a professional manner, without the advice, control or supervision of OUSD. VENDOR will performed the Services in accordance with generally and currently accepted principles and practices of its profession for services to California school districts and in accordance with applicable laws, codes, rules, regulations, and/or ordinances. All VENDOR employees and agents shall have sufficient skill and experience to perform the work assigned to them.
- b. VENDOR represents and warrants that its employees and agents are specially trained, experienced, competent and fully licensed to provide the Services identified in this Agreement in conformity with the laws and regulations of the State of California, the United States of America, and all local laws, ordinances and/or regulations, as they may apply, if VENDOR was selected, at least in part, on such representations and warrants.

15. Certificates/Permits/Licenses/Registration. VENDOR's employees or agents shall secure and maintain in force such certificates, permits, licenses and registration as are required by law in connection with the furnishing of Services pursuant to this Agreement.

16. Insurance.

- a. Commercial General Liability Insurance. Unless specifically

waived by OUSD as noted in **Exhibit A**, VENDOR shall maintain Commercial General Liability Insurance, including automobile coverage, with limits of at least one million dollars (\$1,000,000) per occurrence for corporal punishment, sexual misconduct, harassment, bodily injury and property damage. The coverage shall be primary as to OUSD and shall name OUSD as an additional insured with the additional insured endorsement provided to OUSD within 15 days of effective date of this Agreement (and within 15 days of each new policy year thereafter during the term of this Agreement). Evidence of insurance shall be attached to this Agreement or otherwise provided to OUSD upon request. Endorsement of OUSD as an additional insured shall not affect OUSD's rights to any claim, demand, suit or judgment made, brought or recovered against VENDOR. The policy shall protect VENDOR and OUSD in the same manner as though each were separately issued. Nothing in said policy shall operate to increase the Insurer's liability as set forth in the policy beyond the amount or amounts shown or to which the Insurer would have been liable if only one interest were named as an insured.

- b. Workers' Compensation Insurance. Unless specifically waived by OUSD as noted in **Exhibit A**, VENDOR shall procure and maintain at all times during the performance of such work, Workers' Compensation Insurance in conformance with the laws of the State of California (including, but not limited to, Labor Code section 3700) and Federal laws when applicable. Employers' Liability Insurance shall not be less than one million dollars (\$1,000,000) per accident or disease.

17. Testing and Screening.

- a. Tuberculosis Screening. Unless specifically waived by OUSD as noted in **Exhibit A**, VENDOR is required to screen employees who will be working at OUSD sites for more than six hours. VENDOR agents who work with students must submit to a tuberculosis risk assessment as required by Education Code section 49406 within the prior 60 days. If tuberculosis risk factors are identified, VENDOR agents must submit to an intradermal or other approved tuberculosis examination to determine that he/she is free of infectious tuberculosis. If the results of the examination are positive, VENDOR shall obtain an x-ray of the lungs. VENDOR, at its discretion, may choose to submit the agent to the examination instead of the risk assessment.

- b. Fingerprinting/Criminal Background Investigation. Unless specifically waived by OUSD as noted in **Exhibit A**, for all VENDOR employees, subcontractors, volunteers, and agents providing the Services, VENDOR shall ensure completion of fingerprinting and criminal background investigation, and shall request and regularly review subsequent arrest records. VENDOR confirms that no employee, subcontractor, volunteer, or agent providing the Services has been convicted of a felony, as that term is defined in Education Code section 45122.1. VENDOR shall provide the results of the investigations and subsequent arrest notifications to OUSD.

Waivers are not available for VENDORS whose employees, subcontractors, volunteers, and agents will have any contact with OUSD students.

- c. VENDOR shall use either California Department of Justice or Be A Mentor, Inc. (<http://beamentor.org/OUSDPartner>) fingerprinting and subsequent arrest notification services.
- d. VENDOR agrees to immediately remove or cause the removal of any employee, representative, agent, or person under VENDOR's control person from OUSD property upon receiving notice from OUSD of such desire. OUSD is not required to provide VENDOR with a basis or explanation for the removal request.

18. Incident/Accident/Mandated Reporting.

- a. VENDOR shall notify OUSD, via email pursuant to Paragraph 12 (Legal Notices), within twelve (12) hours of learning of any significant accident or incident. Examples of a significant accident or incident include, without limitation, an accident or incident that involves law enforcement, possible or alleged criminal activity, or possible or actual exposure to a communicable disease such as COVID-19. VENDOR shall properly submit required accident or incident reports within one business day pursuant to the procedures specified by OUSD. VENDOR shall bear all costs of compliance with this Paragraph.
- b. To the extent that an employee, subcontractor, agent, or representative of VENDOR is included on the list of mandated reporters found in Penal Code section 11165.7, VENDOR agrees to inform the individual, in writing that they are a mandated reporter, and describing the associated obligations

to report suspected cases of abuse and neglect pursuant to Penal Code section 11166.5.

19. Coronavirus/COVID-19.

- a. Through its execution of this Agreement, **VENDOR** declares that it is able to meet its obligations and perform the Services required pursuant to this Agreement in accordance with any shelter-in-place (or similar) order or curfew (or similar) order ("Orders") issued by local or state authorities and with any social distancing/hygiene (or similar) requirements.
- b. To the extent that **VENDOR** provides Services in person and consistent with the requirements of Paragraph 10 (Invoicing), **VENDOR** agrees to include additional information in its invoices as required by OUSD if any Orders are issued by local or state authorities that would prevent **VENDOR** from providing Services in person.
- c. Consistent with the requirements of Paragraph 18 (Incident/Accident/Mandated Reporting), **VENDOR** agrees to notify OUSD, via email pursuant to Paragraph 12 (Legal Notices), within twelve (12) hours if **VENDOR** or any employee, subcontractor, agent, or representative of **VENDOR** tests positive for COVID-19, shows or reports symptoms consistent with COVID-19, or reports to **VENDOR** possible COVID-19 exposure.
- d. **VENDOR** agrees to immediately adhere to and follow any OUSD directives regards health and safety protocols including, but not limited to, providing OUSD with information regarding possible exposure of OUSD employees to **VENDOR** or any employee, subcontractor, agent, or representative of **VENDOR** and information necessary to perform contact tracing, as well as complying with any OUSD testing and vaccination requirements.
- e. **VENDOR** shall bear all costs of compliance with this Paragraph, including but not limited to those imposed by this Agreement.

20. Assignment. The obligations of **VENDOR** under this Agreement shall not be assigned by **VENDOR** without the express prior written consent of OUSD and any assignment without the express prior written consent of OUSD shall be null and void. Notwithstanding the foregoing, any assignment as the result of a merger, acquisition or other reorganization shall require notice to OUSD.

21. **Non-Discrimination.** It is the policy of OUSD that in connection with all work performed under Contracts there be no discrimination because of race, color, ancestry, national origin, religious creed, physical disability, medical condition, marital status, sexual orientation, gender, or age; therefore, VENDOR agrees to comply with applicable Federal and California laws including, but not limited to, the California Fair Employment and Housing Act beginning with Government Code section 12900 and Labor Code section 1735 and OUSD policy. In addition, VENDOR agrees to require like compliance by all its subcontractor (s). VENDOR shall not engage in unlawful discrimination in employment on the basis of actual or perceived; race, color, national origin, ancestry, religion, age, marital status, pregnancy, physical or mental disability, medical condition, veteran status, gender, sex, sexual orientation, or other legally protected class.
22. **Drug-Free/Smoke Free Policy.** No drugs, alcohol, and/or smoking are allowed at any time in any buildings and/or grounds on OUSD property. No students, staff, visitors, VENDORS, or subcontractors are to use controlled substances, alcohol or tobacco on these sites.
23. **Waiver.** No delay or omission by either PARTY in exercising any right under this Agreement shall operate as a waiver of that or any other right or prevent a subsequent act from constituting a violation of this Agreement.
24. **No Rights in Third Parties.** This Agreement does not create any rights in, or inure to the benefit of, any third party except as expressly provided herein.
25. **Conflict of Interest.**
 - a. VENDOR shall abide by and be subject to all applicable, regulations, statutes, or other laws regarding conflict of interest. VENDOR shall not hire any officer or employee of OUSD to perform any service by this Agreement without the prior approval of OUSD Human Resources.
 - b. VENDOR affirms to the best of his/her/its knowledge, there exists no actual or potential conflict of interest between VENDOR's family, business or financial interest and the services provided under this Agreement, and in the event of change in either private interest or services under this Agreement, any question regarding possible conflict of interest which may arise as a result of such change will be brought to

OUSD's attention in writing.

- c. Through its execution of this Agreement, **VENDOR** acknowledges that it is familiar with the provisions of section 1090 *et seq.* and section 87100 *et seq.* of the Government Code, and certifies that it does not know of any facts which constitute a violation of said provisions. In the event **VENDOR** receives any information subsequent to execution of this Agreement which might constitute a violation of said provisions, **VENDOR** agrees it shall notify OUSD in writing.

26. Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion. Through its execution of this Agreement, **VENDOR** certifies to the best of its knowledge and belief, that it and its principals are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency according to Federal Acquisition Regulation Subpart 9.4, and by signing this contract, certifies that this vendor does not appear on the Excluded Parties List (<https://www.sam.gov/>).

27. Limitation of OUSD Liability. Other than as provided in this Agreement, OUSD's financial obligations under this Agreement shall be limited to the payment of the compensation described in Paragraph 8 (Compensation). Notwithstanding any other provision of this Agreement, in no event shall OUSD be liable, regardless of whether any claim is based on contract or tort, for any special, consequential, indirect or incidental damages, including, but not limited to, lost profits or revenue, arising out of, or in connection with, this Agreement for the Services performed in connection with this Agreement.

28. Indemnification.

- a. To the furthest extent permitted by California law, **VENDOR** shall indemnify, defend and hold harmless OUSD, its Governing Board, agents, representatives, officers, consultants, employees, trustees, and volunteers ("OUSD Indemnified Parties") from any and all claims or losses accruing or resulting from injury, damage, or death of any person or entity arising out of **VENDOR**'s gross negligence, recklessness or willful misconduct in the performance of this Agreement. **VENDOR** shall, to the fullest extent permitted by California law, defend OUSD Indemnified Parties at **VENDOR**'s own expense, including attorneys' fees and costs,

and OUSD shall have the right to accept or reject any legal representation that VENDOR proposes to defend OUSD Indemnified Parties.

- b. To the furthest extent permitted by California law, OUSD shall indemnify, defend, and hold harmless VENDOR, its Board, agents, representatives, officers, consultants, employees, trustees, and volunteers ("VENDOR Indemnified Parties") from any and all claims or losses accruing or resulting from injury, damage, or death of any person or entity arising out of OUSD's gross negligence, recklessness or willful misconduct in the performance of this Agreement. OUSD shall, to the fullest extent permitted by California law, defend VENDOR Indemnified Parties at OUSD's own expense, including attorneys' fees and costs.
29. **Audit.** VENDOR shall establish and maintain books, records, and systems of account, in accordance with generally accepted accounting principles, reflecting all business operations of VENDOR transacted under this Agreement. VENDOR shall retain these books, records, and systems of account during the term of this Agreement and for three (3) years after the End Date. VENDOR shall permit OUSD, its agent, other representatives, or an independent auditor to audit, examine, and make excerpts, copies, and transcripts from all books and records, and to make audit(s) of all billing statements, invoices, records, and other data related to Services covered by this Agreement. Audit(s) may be performed at any time, provided that OUSD shall give reasonable prior notice to VENDOR and shall conduct audit(s) during VENDOR'S normal business hours, unless VENDOR otherwise consents.
30. **Litigation.** This Agreement shall be deemed to be performed in Oakland, California and is governed by the laws of the State of California, but without resort to California's principles and laws regarding conflict of laws. The Alameda County Superior Court shall have jurisdiction over any litigation initiated to enforce or interpret this Agreement.
31. **Incorporation of Recitals and Exhibits.** Any recitals and exhibits attached to this Agreement are incorporated herein by reference. VENDOR agrees that to the extent any recital or document incorporated herein conflicts with any term or provision of this Agreement, the terms and provisions of this Agreement shall govern.

32. **Integration/Entire Agreement of Parties.** This Agreement constitutes the entire agreement between the PARTIES and supersedes all prior discussions, negotiations, and agreements, whether oral or written. This Agreement may be amended or modified only by a written instrument executed by both PARTIES.
33. **Severability.** If any term, condition or provision of this Agreement is held by a court of competent jurisdiction to be invalid, void or unenforceable, the remaining provisions will nevertheless continue in full force and effect, and shall not be affected, impaired or invalidated in any way.
34. **Provisions Required By Law Deemed Inserted.** Each and every provision of law and clause required by law to be inserted in this Agreement shall be deemed to be inserted herein and this Agreement shall be read and enforced as though it were included therein.
35. **Captions and Interpretations.** Section and paragraph headings in this Agreement are used solely for convenience, and shall be wholly disregarded in the construction of this Agreement. No provision of this Agreement shall be interpreted for or against a PARTY because that PARTY or its legal representative drafted such provision, and this Agreement shall be construed as if jointly prepared by the PARTIES.
36. **Calculation of Time.** For the purposes of this Agreement, "days" refers to calendar days unless otherwise specified and "hours" refers to hours regardless of whether it is a work day, weekend, or holiday.
37. **Counterparts and Electronic Signature.** This Agreement, and all amendments, addenda, and supplements to this Agreement, may be executed in one or more counterparts, all of which shall constitute one and the same amendment. Any counterpart may be executed and delivered by facsimile or other electronic signature (including portable document format) by either PARTY and, notwithstanding any statute or regulations to the contrary (including, but not limited to, Government Code section 16.5 and the regulations promulgated therefrom), the counterpart shall legally bind the signing PARTY and the receiving PARTY may rely on the receipt of such document so executed and delivered electronically or by facsimile as if the original had been received. Through its execution of this Agreement, each PARTY waives the requirements and constraints on electronic

signatures found in statute and regulations including, but not limited to, Government Code section 16.5 and the regulations promulgated therefrom.

38. **W-9 Form.** If VENDOR is doing business with OUSD for the first time, VENDOR acknowledges that it must complete and return a signed W-9 form to OUSD.
39. **Agreement Publicly Posted.** This Agreement, its contents, and all incorporated documents are public documents and will be made available by OUSD to the public online via the Internet.
40. **Signature Authority.**
 - a. Each PARTY has the full power and authority to enter into and perform this Agreement, and the person(s) signing this Agreement on behalf of each PARTY has been given the proper authority and empowered to enter into this Agreement.
 - b. Notwithstanding subparagraph (a), only the Superintendent, Chiefs, Deputy Chiefs, and the General Counsel have been delegated the authority to sign contracts for OUSD, and only under limited circumstances, which require ratification by the OUSD Governing Board. VENDOR agrees not to accept the signature of another other OUSD employee as having the proper authority and empowered to enter into this Agreement or as legally binding in any way.
 - c. Notwithstanding Paragraph 11, if this Agreement is executed by the signature of the Superintendent, Chiefs, Deputy Chiefs, or General Counsel under their delegated authority, and the Board thereafter declines to ratify the Agreement, the Agreement shall automatically terminate on the date that the Board declines to ratify it.
41. **Contract Contingent on Governing Board Approval.** OUSD shall not be bound by the terms of this Agreement unless and until it has been (i) formally approved by OUSD's Governing Board or (ii) validly and properly executed by the OUSD Superintendent, the General Counsel, or a Chief or Deputy Chief authorized by the Education Code or Board Policy, and no payment shall be owed or made to VENDOR absent such formal approval or valid and proper execution.
42. **Additional Vendor Terms.**
 - a. Definitions.
 - i. "Authorized User" means OUSD and OUSD's

- employees, consultants, contractors, users, and agents (i) who are authorized by OUSD to access and use the Services under the rights granted to OUSD pursuant to this Agreement and (ii) for whom access to the Services has been purchased hereunder.
- ii. "Services" means the services provided by VENDOR as described in Exhibit A, specifically browser-based chat software that powers virtual career fairs, recruiting chatbots, text and video.
 - iii. "OUSD Data" means, other than Aggregated Statistics, information, data, and other content, in any form or medium, that is submitted, posted, or otherwise transmitted by or on behalf of OUSD or any other Authorized User through the Services.
 - iv. "Documentation" means VENDOR's user manuals, handbooks, and guides relating to the Services provided by VENDOR to OUSD either electronically or in hard copy form.
 - v. "VENDOR IP" means the Services, the Documentation, and all intellectual property provided to OUSD or any other Authorized User in connection with the foregoing. For the avoidance of doubt, VENDOR IP includes Aggregated Statistics and any information, data, or other content derived from VENDOR's monitoring of OUSD's access to or use of the Services, but does not include OUSD Data.
 - vi. "Order Form" means each VENDOR ordering document signed by duly authorized representatives of both Parties which references this Agreement, identifies the Services ordered by OUSD from VENDOR, sets forth the prices for the Services. This Agreement shall govern the terms of any Order Form.

b. Access and Use.

- i. Provision of Access. Subject to and conditioned on OUSD's payment of Fees, the services listed on the applicable Order Form as priced according to Exhibit A, and compliance with all terms and conditions of this Agreement, VENDOR hereby grants OUSD a revocable, non-exclusive, non-transferable, non-sublicensable, limited right to access and use the Services during the Term solely for OUSD's internal business operations by Authorized Users in accordance with the terms and

conditions herein. VENDOR shall provide OUSD the necessary passwords and access credentials to allow OUSD to access the Services. OUSD acknowledges that services do not require VENDOR to ship any physical software to perform Services in Exhibit A.

- ii. VENDOR will be entitled, at any time and for whatever reason, to modify the Services and/or some or all of the functionality or content of the Services with prior notice so long as such modification does not materially and adversely reduce the functionality of the Services. VENDOR may elect in its sole discretion to condition the continuation of the rights granted hereunder on OUSD's accepting service improvements, corrections, adaptations, and conversions to more recent versions or any other changes to the Services so long as those do not materially or adversely reduce the functionality of the Services.
- iii. Documentation License. Subject to the terms and conditions contained in this Agreement, VENDOR hereby grants OUSD a non-exclusive, non- sublicensable, non-transferable license for Authorized Users to use the Documentation during the Term solely for OUSD's internal business purposes in connection with use of the Services.
- c. Use Restrictions. OUSD shall not, and shall not permit any Authorized Users to, use the Services, any software component of the Services, or Documentation for any purposes beyond the scope of the access granted in this Agreement. OUSD shall not at any time, directly or indirectly, and shall not permit any Authorized Users to: (i) copy, modify, or create derivative works of the Services, any software component of the Services, or Documentation, in whole or in part; (ii) rent, lease, lend, sell, license, sublicense, assign, distribute, publish, transfer, or otherwise make available the Services or Documentation except as expressly permitted under this Agreement; (iii) reverse engineer, disassemble, decompile, decode, adapt, or otherwise attempt to derive or gain access to any software component of the Services, in whole or in part; (iv) remove any proprietary notices from the Services or Documentation; or (v) use the Services or Documentation in any manner or for any purpose that infringes, misappropriates, or otherwise violates any intellectual property right or other right of any person, or that

violates any applicable law, regulation, or rule.

- d. Aggregated Statistics. Notwithstanding anything to the contrary in this Agreement, VENDOR may monitor OUSD's use of the Services and collect and compile data and information related to OUSD's use of the Services to be used by VENDOR only in an aggregated and anonymized manner, including to compile statistical and performance information related to the provision and operation of the Services ("Aggregated Statistics"). As between VENDOR and OUSD, all right, title, and interest in Aggregated Statistics, and all intellectual property rights therein, belong to and are retained solely by VENDOR. OUSD acknowledges that VENDOR may compile anonymized Aggregated Statistics based on OUSD Data input into the Services. OUSD agrees that VENDOR may
 - (i) make Aggregated Statistics publicly available in compliance with applicable law, and
 - (ii) use Aggregated Statistics to the extent and in the manner permitted under applicable law; provided that such Aggregated Statistics do not identify OUSD or OUSD's Confidential Information.
- e. Reservation of Rights. VENDOR reserves all rights not expressly granted to OUSD in this Agreement. Except for the limited rights and licenses expressly granted under this Agreement, nothing in this Agreement grants, by implication, waiver, estoppel, or otherwise, to OUSD or any third Party any intellectual property rights or other right, title, or interest in or to the VENDOR IP.
- f. Suspension. Notwithstanding anything to the contrary in this Agreement, VENDOR may temporarily suspend OUSD's and any other Authorized User's access to any portion or all of the Services if:
 - (i) VENDOR reasonably determines that (A) there is a threat or attack on any of the VENDOR IP; (B) OUSD's or any other Authorized User's use of the VENDOR IP disrupts or poses a security risk to the VENDOR IP or to any other customer or vendor of VENDOR; (C) OUSD or any other Authorized User is using the VENDOR IP for fraudulent or illegal activities; (D) subject to applicable law, OUSD has ceased to continue its business in the ordinary course, made an assignment for the benefit of creditors or similar disposition of its assets, or become the subject of any bankruptcy, reorganization, liquidation, dissolution, or similar proceeding; or (E) VENDOR's provision of the Services to OUSD or any other Authorized User is prohibited by applicable law;
 - (ii) any vendor of VENDOR has suspended or terminated VENDOR's

access to or use of any third-Party services or products required to enable OUSD to access the Services; or (iii) in accordance with Section 5 (any such suspension described in subclause (i), (ii), or (iii), a "Service Suspension"). VENDOR shall use commercially reasonable efforts to provide written notice of any Service Suspension to OUSD and to provide updates regarding resumption of access to the Services following any Service Suspension. VENDOR shall use commercially reasonable efforts to resume providing access to the Services as soon as reasonably possible after the event giving rise to the Services Suspension is cured. VENDOR will have no liability for any damage, liabilities, losses (including any loss of or profits), or any other consequences that OUSD or any other Authorized User may incur as a result of a Service Suspension.

g. OUSD Responsibilities.

- i. Acceptable Use Policy. The Services may not be used for unlawful, fraudulent, offensive, or obscene activity, as further described and set forth in VENDOR's Terms of Use ("Terms of Use") located at <http://www.Brazen.com/terms>, as may be amended from time to time, which is incorporated herein by reference. Notwithstanding the foregoing, Brazen agrees to provide OUSD with prior notice of any material changes to the Terms of Use. OUSD will comply with all terms and conditions of this Agreement, all applicable laws, rules, and regulations, and all guidelines, standards, and requirements that may be posted on <http://www.Brazen.com/terms> from time to time.
- ii. Account Use. OUSD is responsible and liable for all uses of the Services and Documentation resulting from the access provided by OUSD, directly or indirectly, whether such access or use is permitted by or in violation of this Agreement. Without limiting the generality of the foregoing OUSD is responsible for all acts and omissions of Authorized Users, and any act or omission by an Authorized User that would constitute a breach of this Agreement is taken by OUSD will be deemed a breach of this Agreement by OUSD. OUSD shall use reasonable efforts to make all Authorized Users aware of this Agreement's provisions as applicable to such Authorized User's use of the Services and shall cause Authorized Users to comply with such provisions.

- iii. OUSD Data. OUSD hereby grants to VENDOR a non-exclusive, royalty-free, worldwide license to reproduce, distribute, and otherwise use and display the OUSD Data and perform all acts with respect to the OUSD Data subject to the terms of this Agreement, and a non-exclusive, perpetual, irrevocable, royalty-free, worldwide license to reproduce, distribute, modify, and otherwise use and display anonymized OUSD Data incorporated within the Aggregated Statistics. In no event will VENDOR, directly, or indirectly share or disclose any personally identifiable information to or with any third party, or authorize any other person or entity to do the same. OUSD will ensure that OUSD Data and any Authorized User's use of OUSD Data will not violate any policy or terms referenced in or incorporated into this Agreement or any applicable law. OUSD will retain all ownership and intellectual property rights in and to the OUSD Data, and are solely responsible for the development, content, operation, and use of OUSD Data.
- iv. Passwords and Access Credentials. OUSD is responsible for keeping its passwords and access credentials associated with the Services confidential. OUSD will not sell or transfer them to any other person or entity. OUSD will promptly notify VENDOR about any unauthorized access to your passwords or access credentials.
- h. Service Levels and Support.
 - i. Service Levels. Subject to the terms and conditions of this Agreement, VENDOR shall use commercially reasonable efforts to make the Services available in accordance with the service levels described in Exhibit B ("Service Levels").
 - ii. Support. The access rights granted hereunder entitle OUSD to the support services described in Exhibit B.
- i. Privacy Policy. VENDOR complies with its privacy policy available at <https://www.Brazen.com/privacy> ("Privacy Policy"), in providing the Services. The Privacy Policy is subject to change as described therein. By accessing, using, and providing information to or through the Services, OUSD acknowledges that OUSD has reviewed and accepted VENDOR'S Privacy Policy, and OUSD consents to all actions

taken by VENDOR with respect to OUSD's information in compliance with the then-current version of VENDOR's Privacy Policy.

j. Intellectual Property Ownership: Feedback. As between OUSD and VENDOR, (a) VENDOR owns all right, title, and interest, including all intellectual property rights, in and to the Services and (b) OUSD owns all right, title, and interest, including all intellectual property rights, in and to OUSD Data. If OUSD or any of OUSD's employees, contractors, or agents sends or transmits any communications or materials to VENDOR by mail, email, telephone, or otherwise, suggesting or recommending changes to the Services, including without limitation, new features or functionality relating thereto, or any comments, questions, suggestions, or the like ("Feedback"), VENDOR is free to use such Feedback. All Feedback is and will be treated as non-confidential. OUSD hereby assigns to VENDOR on OUSD's behalf, and shall cause OUSD employees, contractors, and agents, as permissible by law, to assign, all right, title, and interest in, and VENDOR is free to use, without any attribution or compensation to OUSD or any third Party, any ideas, know-how, concepts, techniques, or other intellectual property rights contained in the Feedback, for any purpose whatsoever, although VENDOR is not required to use any Feedback.

k. Personal Data.

i. Definitions. As used in this Section 13, the terms "Controller", "Data Subject", "Personal Data", "Personal Data Breach", "Process", "Processor" and "Subcontractor" shall have the same meanings as in the EU General Data Protection Regulation 2016/679 ("GDPR"), and their cognate terms shall be construed accordingly.

ii. VENDOR shall process Personal Data of Users solely on behalf of OUSD for the purpose of providing the Services and as expressly authorized under this Agreement and not for any other purpose or in any other manner, unless specifically instructed by OUSD in writing to do so, or as required by applicable law. When VENDOR Processes Personal Data for or on behalf of OUSD, VENDOR agrees:

a. Not to disclose or transfer Personal Data to any third Party without OUSD's prior express

written consent, except where such disclosure or transfer is:

- b. To a subcontractor that, prior to such disclosure, has (1) agreed by written contract to be bound by obligations no less onerous than the obligations set out in these Terms and Conditions, and (2) undergone a thorough assessment for compliance with these obligations conducted by Brazen and agreed to be assessed periodically by Brazen; or
 - c. To an affiliate, in which case Brazen will require the affiliate to provide at least the same level of protection for the Personal Data as is required by Brazen under this Section; or
 - d. Required by applicable law.
2. To notify OUSD without undue delay following VENDOR's receipt of requests from individuals exercising rights under the GDPR or other data protection laws applicable to OUSD (such as rights to rectify, erase or block Personal Data) relating to Personal Data that VENDOR Processes for or on behalf of OUSD. By appropriate technical and organizational measures, insofar as this is possible, taking into account the nature of the Processing, VENDOR agrees to assist OUSD in fulfilling its obligations to respond to such communications and comply with applicable law.
 3. To take appropriate technical and organizational security measures to adequately protect OUSD and its Personal Data of Users against misuse and loss in accordance with the Agreement and applicable law.
 4. To regularly train personnel responsible for processing Personal Data of Users about the obligations set forth in this Agreement, to provide an appropriate level of supervision and guidance to such personnel (including background checks where permitted by law), and to enforce disciplinary policies for personnel who fail to comply with those obligations;
- iii. OUSD represents and warrants to VENDOR that it has

obtained or established, or shall have obtained or established prior to any Processing of Personal Data under this Agreement, all rights or lawful basis reasonably required to Process, and to authorize VENDOR to Process on OUSD's behalf, Personal Data of Users as contemplated by this Agreement.

- iv. VENDOR shall, without undue delay, inform OUSD in the event of any actual or reasonably suspected Personal Data Breach that may involve Personal Data of Users.
 - v. VENDOR shall maintain and update at least annually a Personal Data Breach incident response plan that complies in all respects with applicable laws and industry best practices for companies Processing the types of Personal Data that VENDOR will Process in connection with the applicable Order.
 - vi. Retention and Return of Personal Data. Upon termination or expiration of the applicable Order, VENDOR shall, consistent with OUSD's directions, return, delete or destroy all Personal Data that VENDOR obtains in connection with the applicable Order, including all originals and copies of such Personal Data in any medium, and any materials derived from or incorporating such Personal Data, except that this requirement shall not apply to the extent VENDOR is required by applicable law to retain some or all of the Personal Data, or to Personal Data it has archived on back-up systems, which Personal Data VENDOR shall securely protect from any further processing and eventually delete in accordance with VENDOR's deletion policies, except to the extent required by applicable law.
- I. Confidential Information.
- i. From time to time during the Term, VENDOR and OUSD (as the "Disclosing Party") may disclose or make available to the other Party (as the "Receiving Party") information about its business affairs, products, confidential intellectual property, trade secrets, third-Party confidential information, and other sensitive or proprietary information, whether orally or in written, electronic, or other form or media/in written or electronic form or media, whether or not marked, designated, or otherwise identified as "confidential" at the time of disclosure (collectively, "Confidential Information"). Confidential Information does not include information

that, at the time of disclosure is: (a) in the public domain; (b) known to the Receiving Party; (c) rightfully obtained by the Receiving Party on a non-confidential basis from a third Party; or (d) independently developed by the Receiving Party.

- ii. The Receiving Party shall not disclose the Disclosing Party's Confidential Information to any person or entity, except to the Receiving Party's employees, agents, or subcontractors who have a need to know the Confidential Information for the Receiving Party to exercise its rights or perform its obligations hereunder and who are required to protect the Confidential Information in a manner no less stringent than required under this Agreement.
- iii. Notwithstanding the foregoing, each Party may disclose Confidential Information to the limited extent required (i) to comply with the order of a court or other governmental body, or as otherwise necessary to comply with applicable law, provided that the Party making the disclosure pursuant to the order shall first have given written notice to the other Party and made a reasonable effort to obtain a protective order; or (ii) to establish a Party's rights under this Agreement, including to make required court filings. Each Party's obligations of non-disclosure with regard to Confidential Information are effective as of the date such Confidential Information is first disclosed to the Receiving Party.
- iv. Each Party acknowledges and agrees that money damages may not be a sufficient remedy for any breach or threatened breach of this Section 6 by a Receiving Party. Therefore, in addition to all other remedies available at law (which neither Party waives by the exercise of any rights hereunder), the Disclosing Party shall be entitled to seek specific performance and injunctive and other equitable relief as a remedy for any such breach or threatened breach, and the parties hereby waive any requirement for the securing or posting of any bond or the showing of actual monetary damages in connection with such claim.

IN WITNESS WHEREOF, the PARTIES hereto agree and execute this Agreement and to be bound by its terms and conditions:

VENDOR

Ryan Healy DocuSigned by:

Name: Ryan Healy

Signature: _____

Ryan Healy

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DS
RG

Position: President

Date: 5/23/2023

One of the terms and conditions to which VENDOR agrees by its signature is subparagraph (e) of Paragraph 8 (Compensation), which states that VENDOR acknowledges and agrees not to expect or demand payment for any Services performed prior to the PARTIES, particularly OUSD, validly and properly executing this Agreement until this Agreement is validly and properly executed and shall not rely on verbal or written communication from any individual, other than the President of the OUSD Governing Board, the OUSD Superintendent, or the OUSD General Counsel, stating that OUSD has validly and properly executed this Agreement. VENDOR specifically acknowledges and agrees to this term/condition on the above date. Notwithstanding the foregoing, the Parties understand and agree that OUSD is responsible for the payment for Services commencing as of April 1, 2023 and continuing through execution of this agreement.

OUSD

Name: Tara Gard

Signature: _____

Tara Gard

Position: Chief Talent Officer

Date: 5/24/2023

Name: Kyla Johnson-Trammell

Signature: _____

Kyla Johnson-Trammell

Position: Secretary, Board of Education

Date: 6/22/2023

Approved as to form by OUSD:

Roxanne De La Rocha

Staff Attorney Roxanne De La Rocha

05/25/2023

Date

EXHIBIT A

1A. General Description of Services to be Provided: *Provide a description of the service(s) VENDOR will provide.*

Brazen Technologies is a browser-based chat software offering a subscription to the SaaS platform that powers online recruiting events and chats for employers and prospective employees.

1 B. Description of Services to be Provided During School Closure or Similar Event: *If there is a school closure (e.g., due to poor air quality, planned loss of power, CO VI0-19) or similar event in which school sites and/or District offices may be closed or otherwise inaccessible, would services be able to continue?*

No, services would not be able to continue.

X Yes, services would be able to continue as described in 1A.

Yes, but services would be different than described in 1A. Please briefly describe how the services would be different.

Click or tap here to enter text.

1C. Rate of Compensation: *Please describe the basis by which compensation will be paid to VENDOR:*

Hourly Rate: \$Click or tap here to enter text. per hour

Daily Rate: \$Click or tap here to enter text. per day

Weekly Rate: \$Click or tap here to enter text. per week

Annual Rate: \$18,121.84 per year

Per Student Served Rate: \$Click or tap here to enter text. per student

X Performance/Deliverable Payments: Describe the performance and/or deliverable(s) as well as the associated rate(s) below:

12- month Annual Subscription due net 30 from signature date

1. Specific Outcomes: *(A) What are the expected outcomes from the services of this Agreement? Please be specific. For example, as a result of the service(s): How many more OUSD students will graduate from high school? How many more OUSD students will attend school 95% or more? How many more OUSD students will have*

meaningful internships and/or paying jobs? How many more OUSD students will have access to, and use, the health services they need? (B) Please describe the measurable outcomes specific to the services. Please complete the sentence prompt: "Participants will be able to..." C. If applicable, please provide details of program participation. Please complete the sentence prompt: "Students will..."

Brazen will provide the Professional Package Subscription to host registration fairs and other recruitment events. The yearly subscription allows for 24 OUSD Talent Development to claim 2 User Seats and includes 300 Rep Tickets to use throughout the subscription year. All services for standard package, including full account management support for guided on-boarding and training. The Brazen platform will support candidate registrations, reminders, booths, chat options, and follow up.

[Click here to enter text.](#)

2. **Alignment with School Plan for Student Achievement- SPSA (required if using State or Federal Funds):** *Please select the appropriate option below:*

- Action Item included in Board Approved SPSA (no additional documentation required) – Item Number:

[Click or tap here to enter text.](#)

- Action Item added as modification to Board Approved SPSA – School site must submit the following documents to the Strategic Resource Planning for approval through the Escape workflow process:

- Meeting announcement for meeting in which the SPSA modification was approved.
- Minutes for meeting in which the SPSA modification was approved indicating approval of the modification.
- Sign-in sheet for meeting in which the SPSA modification was approved.

3. **Waivers:** *OUSD has waived the following. Confirmation of the waiver is attached herewith:*

X Tuberculosis Screening (Waiver only available, at OUSD's sole discretion, if VENDOR's employees, subcontractors, volunteers, and agents will have no in-person contact with OUSD students.)

X Fingerprinting/Criminal Background Investigation (Waiver only available, at OUSD's sole discretion, if VENDOR's employees, subcontractors, volunteers, and agents will have no contact (in-person **or virtual**) with OUSD students.)

EXHIBITB

Service Level Agreement

1. Definitions

The following terms shall have the following respective meanings:

- 1.1 "Event" is an online gathering that includes registration before the event begins and activities between the event's start and end time.
- 1.2 "Live Event" is the duration of time between the event's scheduled start time and its end time.
- 1.3 "Application" is the application suite provided by Brazen to Customers to create, manage and execute Events.
- 1.4 "Critical Application Functionality" covers these Application functions: Login, Create Event Registration, Participate in Chat, Rate a Chat, View Event Lobby and View Booths.
- 1.5 "Supporting Application Functionality" covers these Application functions: View Chat History, Edit Event Registration, Edit Event Design, Edit Event Content, Edit Booth Settings, Edit Booth Content, Edit Booth Representatives, Edit Opportunities, Preview Event Landing Screen, Preview Booth Screen, Download Event Registration CSV Report, View Event Statistics Report, View Line Activity Report.
- 1.6 "Event Services" includes both "Critical Application Functionality" and "Supporting Application Functionality."
- 1.7 "Customer" means the individual or organization with whom Brazen has a signed contract to provide Event Services.
- 1.8 "Scheduled Maintenance Window" is the time during which the Event Services are not required to be available in accordance with the following schedule, which schedule Brazen may change from time to time upon reasonable notice to Customer:

Period	Duration of Scheduled Downtime	Time Period
weekly	6 hours	Saturdays 6:00PM to 11:59 PM US Eastern Time

Brazen is relieved of its duty to provide the Services only if it has elected to schedule maintenance during the Scheduled Maintenance Window.

- 1.9 "Unscheduled Maintenance" means maintenance performed (i) when, in Brazen's commercially reasonable discretion, it is necessary to avoid loss of Services, or (ii) during any downtime mutually agreed to with Customer to correct a situation that endangers Customer's ability to utilize the Services.
- 1.10 "Total Event Failure" means that greater of fifty percent (50%) of the total event attendees cannot access the Application during the Live Event, or Critical Application Functionality does not work for fifty percent (50%) of the Live Event duration.
- 1.11 "High Impact Event Failure" means that greater than twenty five percent (25%) of the total event attendees cannot access the Application during the Live Event, or Critical Application Functionality does not work for twenty five percent (25%) of the Live Event Duration.
- 1.12 "Partial Event Failure" means that greater than fifteen percent (15%) of the total event attendees cannot access the Application during the Live Event, or Critical Ap Application Functionality does not work for fifteen percent (15%) of the Live Event Duration.
- 1.13 "Standard Business Hours" means the time between 8 AM and 6 PM Eastern Standard Time on business days.
- 1.14 "Acknowledgment" is the act by Brazen support personnel to indicate to the Customer that Brazen has received the request. Acknowledgments are typically communicated via email or phone call.
- 1.15 "Start" is when Brazen support personnel start working a support request.
- 1.16 "Resolution" means that an issue has been conclusively settled or solved.
- 1.17 "Determination" means that a decision has been made regarding the prioritization of a feature request.
- 1.18 "Remedy Plan" means the plan produced by Brazen to remedy issues that impact "Service Availability" as defined in Brazen's service commitment.
- 1.19 "Event Value" is the pro-rated value of a single Event based on the Customer's total contract value.
- 1.20 "Contract Value" means the total value of the signed Customer contract.

Continued on next page.

2. Service Availability

- 2.1 Customer acknowledges that it will not be able to access Event Services during the Scheduled Maintenance Window on those occasions when maintenance is actually scheduled, or during Unscheduled Maintenance.
- 2.2 Brazen shall endeavor to provide advance notice to Customer of Unscheduled Maintenance that affects Customer. Brazen shall indicate to Customer the reasons for and duration of any Unscheduled Maintenance.

3. Support

- 3.1 On call support for Live Events will be available only during Standard Business Hours
- 3.2 Brazen will classify Customer service requests for all Application access issues using the following classes:
 - 3.2.1 Critical
Event Services are unavailable.

Business Hours Resolution Goals	After Hours Resolution Goals
<ul style="list-style-type: none"> • 15 minute acknowledgment • 15 minute start • 1 day resolution 	<ul style="list-style-type: none"> • 60 minute acknowledgment • 60 minute start • 1 day resolution

- 3.2.2 Major
Event Services are available but are either diminished or subject to constant interruption.

Business Hours Resolution Goals	After Hours Resolution Goals
<ul style="list-style-type: none"> • 15 minute acknowledgment • 15 minute start • 1-2 day resolution 	<ul style="list-style-type: none"> • 60 minute acknowledgment • 60 minute start • 1-2 day resolution

- 3.2.3 Minor
Event Services are available but with less than perfect quality.

Business Hours Resolution Goals	After Hours Resolution Goals

<ul style="list-style-type: none"> • 15 minute acknowledgment • 30 minute start • 1-4 day resolution depending on impact 	<ul style="list-style-type: none"> • Support is not available after hours
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3.2.4 Question

A Customer inquiry about Event Services (e.g. how do I reset by password).

Business Hours Resolution Goals	After Hours Resolution Goals
<ul style="list-style-type: none"> • 1 hour acknowledgment • 1 hour start • 1 day resolution 	<ul style="list-style-type: none"> • Support is not available after hours

3.2.5 Feature

A Customer request for new or enhanced Application functionality.

Business Hours Resolution Goals	After Hours Resolution Goals
<ul style="list-style-type: none"> • 1 hour acknowledgment • 1 day start • 1 week determination 	<ul style="list-style-type: none"> • Support is not available after hours

4. Service Commitment

Brazen warrants that it will make reasonable efforts within industry standards to provide Service Availability of at least 99%. "Service Availability" is the sum of hours that the Application is available divided by total hours in the measurement period, excluding any scheduled maintenance. Service Availability is measured on a calendar year-to-date basis based on data gathered by Brazen's monitoring systems via a process by which verifiable attempts shall be made periodically to access a standard URL within the Application. If an access test succeeds, then the Service and Application shall be deemed as available.

In the event that a Customer independently determines that System Availability has been measured at less than the Service Commitment, the Customer may communicate this problem in writing to Brazen, stating in detail the exact nature of the problem. Brazen will provide to the Customer a Remedy Plan within fifteen (15) business days from its receipt of such notice. The Customer will have the right to review and discuss the Remedy Plan with Brazen for a reasonable period of time. Upon mutual agreement to the Remedy Plan, Brazen will then execute that Remedy Plan.

If Brazen should fail to provide a Remedy Plan within that time period, the Customer may provide written notice to Brazen stating that the Customer believes Brazen has materially breached (the "Breach") its Agreement with the Customer. Customer may then terminate the Agreement only if Brazen fails to remedy the Breach within thirty (30) business days from the date that Brazen confirms receipt of such written notice from the Customer of the Breach.

5. Remedies

5.1 Credits

5.1.1 If a Total Event Failure occurs, and Customer notifies Brazen within three (3) business days of the failure, the Customer will qualify for a credit equal to the Event Value.

5.1.2 If a High Impact Event Failure occurs, and Customer notifies Brazen within three (3) business days of the failure, the Customer will qualify for a credit equal to fifty percent (50%) of the Event Value.

5.1.3 If a Partial Event Failure occurs, and Customer notifies Brazen within three (3) business days of the failure, the Customer will qualify for a credit equal to fifteen percent (15%) of the Event Value.

5.2 Exceptions

5.2.1 Customer shall not earn any credit if the failure qualifying the Customer for a credit occurs

- (i) During any Scheduled Maintenance Window;
 - (ii) During any Unscheduled Maintenance Window;
 - (iii) Whenever Brazen has the right to suspend Customer's access to Event Services pursuant to the Agreement;
 - (iv) As the result of any occurrence, cause or event outside Brazen's reasonable control, which includes but is not limited to a. Any Force Majeure event under the Agreement;
- b. Any failure of Customer's equipment or service;
 - c. Any third party equipment or service not within the sole control of Brazen;

d. The result of the network equipment or network conditions between Brazen and the Customer's personal computers.

5.3 Sole and Exclusive Remedy

Except as specifically expressed in the Agreement, Section 5 of this Service Level Agreement ("SLA") states Customer's sole and exclusive remedy for any failure or interruption of Services and for any failure by Brazen to meet any Service Commitment level or issue resolution goal, as well as for any breach or other violation by Brazen or any supplier of any warranty or obligation under this SLA.

Amendment to Order Form

This Amendment is made to that Order Number 28155 - Q-02569 previously executed between Oakland Unified School District, ("Customer"), and Brazen Technologies, Inc. ("Brazen"), with a Subscription Start date of 4/1/2023.

It is mutually understood and agreed by and between the undersigned contracting parties to amend that previously executed agreement as follows:

- 1. The **Terms and Conditions** shall be replaced in its entirety with the following:

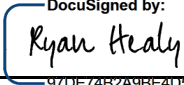
This Order Form is governed by the Services Agreement 2022-2023 ("Agreement") with a Start Date of April 1, 2023 as concurrently signed by the parties with this Amendment and attached below. Any conflict in interpretation between this Order Form and the Agreement will be resolved in favor of this Order Form. Capitalized terms not defined herein shall have the meanings ascribed to them in the Agreement.

- 2. All other terms and conditions that are not hereby amended are to remain in full force and effect.

Additional Amendment Details: N/A

Brazen Technologies, Inc.

Oakland Unified School District

By: 
 97DE74B2A9BE4D5...

By: 

Name: Ryan Healy


Name: Tara Gard

Title: President

Title: Chief Talent Officer

Date: 5/23/2023

Date: 5/24/2023

Legal Approval: 

Approved as to form:


Roxanne M. De La Rocha
OUSD Staff Attorney

05/25/2023
Date