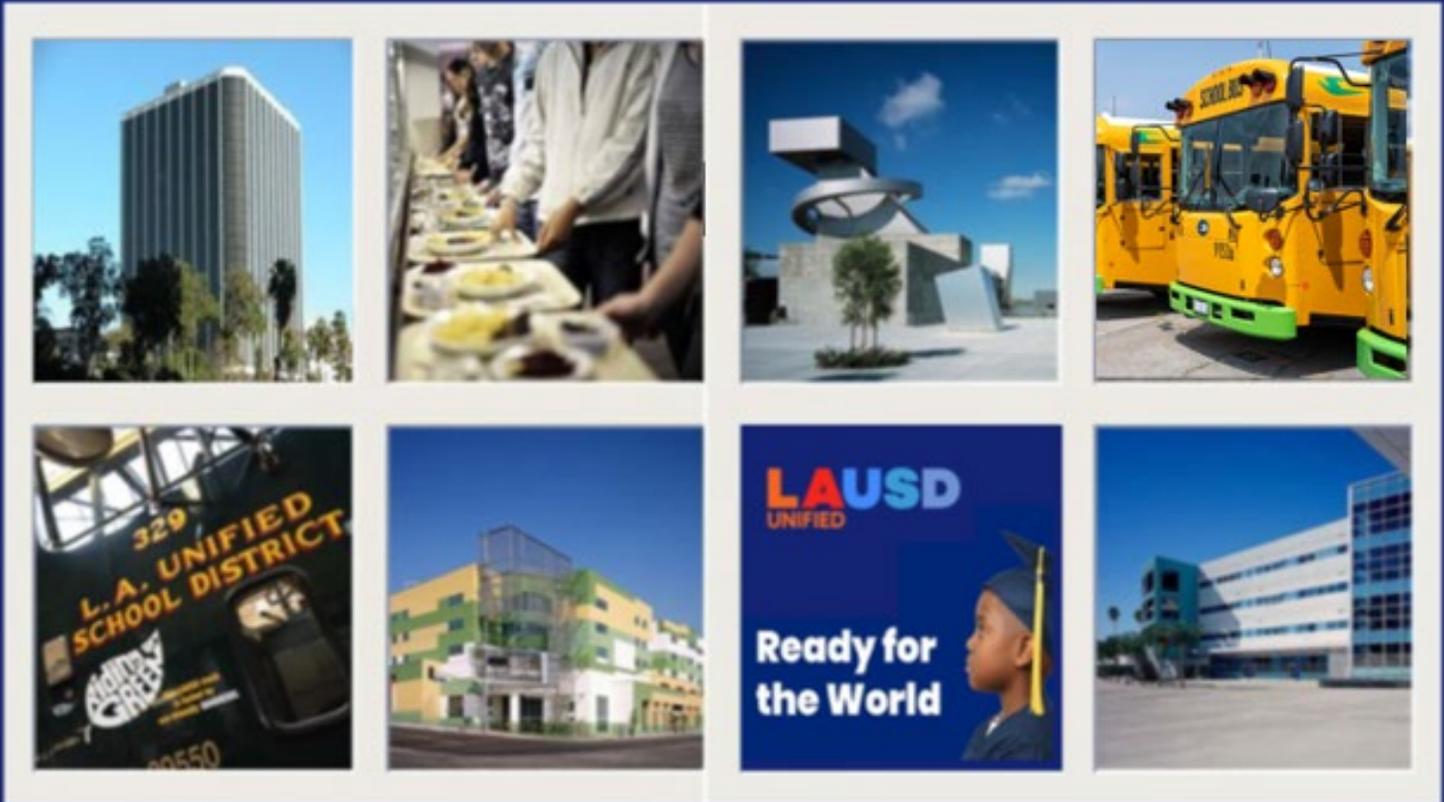




LOS ANGELES UNIFIED SCHOOL DISTRICT

**REQUEST FOR PROPOSAL (RFP)
NO.: 2000003623**



**Cybersecurity Software Solutions
ISSUED: June 11, 2024**

Los Angeles Unified School District Procurement Services Division

ALBERTO M. CARVALHO
Superintendent

KARLA ESTRADA
Deputy Superintendent of Instruction

PEDRO SALCIDO
Deputy Superintendent of Business Services & Operations



DAVID D. HART
Chief Business Officer

SUNG YON LEE
Deputy Chief Business Officer

CHRIS MOUNT
Chief Procurement Officer

REQUEST FOR PROPOSAL LETTER

Date: June 11, 2024

Attention: Proposers

Subject: REQUEST FOR PROPOSAL (RFP) NO. 2000003623
CYBERSECURITY SOFTWARE SOLUTIONS

The Los Angeles Unified School District (District or LAUSD) seeks proposals from qualified firms to establish a “bench” of pre-qualified firms to provide CYBERSECURITY SOFTWARE SOLUTIONS as described below and in the accompanying Statement of Work (SOW). The SPECIALIZATIONS FOR CYBERSECURITY SOFTWARE SOLUTIONS are: (1) Cybersecurity Software Solution and (2) Enterprise Software Solution.

A “bench” is defined as a roster of qualified firms to provide the same services. Zero-dollar (zero-based) Master Service Agreements (MSA) are established for each firm on the Bench. During the period of performance, the District intends to issue Purchase Orders to the firms on the Bench according with the hourly rates and terms and conditions of the Master Service Agreement. Purchase Orders will be issued through competitive process among the bench firms.

You are invited to submit a proposal to furnish all of the labor, materials, and other related items required for the performance of a contract resulting from this procurement. The resulting contract(s) is anticipated to have a term of five (5) years, commencing on or about January 1, 2025 (approximate date). Funding is contingent on fiscal year availability.

PROPOSAL PACKAGE(S) AND SUBMISSION INSTRUCTIONS

Complete proposals must be emailed to cp-richard.lee2@lausd.net and psd-technologycontracts@lausd.net on or before **11:00 a.m.** (local time) on **Friday, July 10, 2024**. Proposals received later than the above date and time may be rejected.

Due to the District’s email system limits, proposers are cautioned to **keep a 20MB email size limit**. PDF size can be reduced by using products such as Adobe Acrobat DC. It is the Proposer’s responsibility to verify the emailed Proposal was received prior to 11:00 am, July 10, 2024.

Proposers may submit separate proposals for up to two (2) Cybersecurity Software Solution specializations and shall explicitly state in their proposals which Cybersecurity Software Solution Specialization(s) which they are responding to:

The following are the Specializations for Cybersecurity Software Solutions and Hardware:

- (1) Cybersecurity Software Solution;
- (2) Enterprise Software Solution

For example, if a proposer intends to provide services and hardware for all two (2) Specializations, said proposer must submit two (2) complete submittal packages, one for each Specialization.

Proposers must submit a separate email to the Contract Analyst to confirm receipt of proposals. The only acceptable evidence to establish the time of receipt is a confirmation email from the Contract Analyst identified in the Request for Proposal Letter.

Proposers shall clearly label their files as follows:

- Volume I – Technical Proposal
- Volume II – Certification Forms
- Volume III – Price Proposal

All files must show all required signatures.

PRE-PROPOSAL CONFERENCE

A Preproposal Conference will be held via Zoom on June 18, 2024 at 10:00 A.M. (local time). All proposers are urged to attend, but attendance is not mandatory.

Join Zoom Meeting

<https://lausd.zoom.us/j/86115556402?pwd=zlDphvIWVvgaPqlo9LprzGCjLcUbj.1>

Meeting ID: 861 1555 6402

Passcode: 590528

GROUND RULES AND ASSUMPTIONS

The ground rules and assumptions for this procurement, incorporated herein are as follows:

1. **CONTRACT TYPE** – Zero dollar value (zero-based) Master Service Agreement will be established for each firm on the bench. During the period of performance, the District intends to issue Work/Purchase Orders with a specific scope of work in accordance with the hourly rates and terms and conditions of the Master Service Agreement.
2. **PERIOD OF PERFORMANCE** - The period of performance shall be a term of five (5) years. The anticipated effective date will be on or about January 1, 2025.
3. **NO OBLIGATION TO ENTER INTO CONTRACT** – The District reserves the right to reject a firm as non-responsive, regardless of the stage of the procurement process, if there is

a failure to successfully negotiate price or fees, terms and conditions, or a failure of the firm to satisfy any of the final requirements necessary to do business with the District.

4. MODIFICATIONS - The proposer shall submit its basic proposal in strict conformity with the requirements of this RFP document. Proposers are cautioned to limit exceptions, conditions, limitations or new provisions in their proposal as such restrictions or new provisions may be determined sufficiently significant to cause the proposal's rejection.
5. ALTERNATE PROPOSALS – Not applicable.
6. PRE-AWARD AUDIT - All proposers doing business with the District are subject to pre-award audits. The District's Procurement Services Division may request that the Office of the Inspector General (OIG) perform pre-award audits on any contract to be awarded as a result of this RFP.
7. EXPENSES – Travel is not applicable.
8. COSTS OF PROPOSING - Any and all costs arising from this RFP process incurred by the proposer shall be borne by the proposer, without reimbursement by the District.
9. COMMUNICATIONS WITH THE DISTRICT - All communications with the District regarding this procurement shall be governed by the District's Contractor Code of Conduct as referenced herein as Attachment C.
10. CONE OF SILENCE – As described in the Contractor Code of Conduct, this procurement is under a "Cone of Silence." Except for questions submitted prior to the proposal due date and inquires made to the District's Ethics Office, all communications regarding this RFP between potential Proposers and the staff of the District and consultants engaged by the District shall be addressed only to the Contract Analyst identified in the Request for Proposal Letter. At no time PRIOR to the District's public posting of the Board Report shall Proposer(s) contact District officials or personnel regarding this RFP or any contract(s) to be awarded in response hereto. To do so may subject the Proposer to disqualification.
11. SBE COMPLIANCE - Proposers should use their best efforts to comply with the District's Small Business Enterprises (SBE) Utilization Program's 25% goal. Proposers are required to submit the SBE Utilization Report that is in Section II-B4. **See Section II-B4 to this RFP for additional information regarding the District's SBE Utilization Program AND MANDATORY SBE REGISTRATION REQUIREMENTS FOR PROPOSERS RESPONDING TO THIS RFP.**
12. Disabled Veteran Business Enterprise (DVBE) compliance - Proposers should use their best efforts to comply with the District's DVBE Utilization Program's 5% goal. Proposers are required to submit the DVBE Utilization Report that is in Attachment E. See Attachment E to this RFP for additional information regarding the District's DVBE Utilization Program.
13. Minority Business Enterprise (MBE) and Women Business Enterprise (WBE) – Proposers should complete the MBE Utilization Report and WBE Utilization Report. These are for informational purposes only and are not given evaluation points.

- 14. Work Based Learning Partnership (WBLP) Plan– A WBLP will be an RFP submittal and contract requirement. “Work-based learning partnerships are opportunities for District secondary school students to receive practical education relating to real-life work experience. They are part of the District’s Linked Learning initiative, which recognizes the benefits to students, vendors and our communities by helping students graduate better prepared for post-secondary training and careers. The District is asking all vendors to consider how they might best expose District students to the careers represented by the vendors’ businesses. Vendors can find more information regarding the District’s Linked Learning initiative here: <https://achieve.lausd.net/LinkedLearningVendors>. See evaluation criteria “F.”
- 15. Proposers will **not be permitted to take exceptions** to the District Terms and Conditions – Section III, Attachment B, otherwise such **Proposers may be deemed non-responsive**:

KEY EVENTS SCHEDULE

The anticipated schedule for completion of this procurement is shown below. The dates are subject to change.

Milestone	Date
RFP Release	June 11, 2024
Pre-Proposal Conference	June 18, 2024 at 10:00 a.m. (local time)
Deadline for Final Written Questions	June 20, 2024
Proposal Due Date	July 10, 2024 at 11:00 a.m. (local time)
Board of Education Approval Date	November 14, 2024 (tentative)
Contract Start Date	January 01, 2025 (approx.)

PROPOSER QUESTIONS

Final questions regarding this Procurement must be received by the close of business on **June 20, 2024**. Questions shall be in writing and submitted via email in the provided downloadable **Excel** file document titled “**Proposer Questions**” as an attachment. The e-mail shall be to the attention of the Contract Analyst at cp-richard.lee2@lausd.net and psd-technologycontracts@lausd.net. Verbal inquiries will not be accepted.

Sincerely,

Los Angeles Unified School District

Richard Lee

Richard Lee
 Contract Administration Analyst

LOS ANGELES UNIFIED SCHOOL DISTRICT

RFP NO.: 2000003623
Cybersecurity Software Solutions Bench

TABLE OF CONTENTS

<u>Title</u>	<u>Page Number</u>
SECTION I	
Evaluation Criteria.....	7
Proposal Submittal Requirements	10
Project Overview.....	15
Statement of Work / Specifications	16
Instructions to Proposer	29
SECTION II – CERTIFICATIONS/SUBMITTAL FORMS	
SECTION III – ATTACHMENTS	
A: Reserved	38
B: District Terms and Conditions.....	39
C: Contractor Code of Conduct.....	99
D: Data Use Agreement	113
E: Reserved	135
F. LAUSD Information Security Policies	136
G. Provisions Required of Federally Funded Contracts	137
H. Lobbyist Registration	148

The following are available as a separate downloadable file:

- 1. Section II – Certifications/Submittal Forms**
- 2. Proposer Questions**
- 3. Price Proposal Summary Rate Sheet – Cybersecurity Software Solution;**
- 4. Price Proposal Summary Rate Sheet – Enterprise Software Solution Part 1;**
- 5. Price Proposal Summary Rate Sheet – Enterprise Software Solution Part 2;**

LOS ANGELES UNIFIED SCHOOL DISTRICT

RFP NO.: 2000003623
Cybersecurity Software Solutions Bench

SECTION I

EVALUATION CRITERIA

EVALUATION AND SELECTION

Proposals shall be evaluated for responsiveness to the requirements of the RFP and on the responsibility of the Proposer. A Proposal shall be considered responsive if it complies in all material respects to the requirements of the RFP document. Refer to Instructions to Proposers IP-11, for the definition of responsibility. A Proposal not meeting the requirements may be rejected as being non-responsive and/or non-responsible.

EVALUATION

Any Contract(s) resulting from this RFP shall be awarded to those responsible and responsive contractors whose proposals are the most advantageous in terms of meeting the technical requirement as defined in the Overview of Services considering the Evaluation Criteria stated herein and who offer a justifiably fair and reasonable price. Proposals shall be evaluated in the following order:

PHASE I - Minimum Qualification Review: The District shall perform an initial responsiveness review to determine compliance to the RFP administrative requirements and the minimum qualification requirements as defined herein and notify all disqualified Proposers. Proposers that are deficient in meeting the minimum qualifications at the time of Proposal submittal shall be deemed non-responsive to this RFP and no further consideration shall be granted.

PHASE II - Evaluation – Technical Evaluation: Proposals that meet the Phase I Minimum Qualification Requirements shall be evaluated based on the Phase II evaluation criteria herein. A “competitive range” (short list) shall be established. At the option of the District, Proposers with the highest rated written submissions may be invited to give a clarification interview with the District regarding proposed services as an additional step in the Phase II process. Evaluation of the clarification interview will be incorporated into the Phase II Evaluation process.

BASIS OF AWARD

Subject to the provisions herein, contract award shall be made to the responsive and responsible proposer(s) that receives the highest total score per Category, with the appropriate consideration given to the evaluation factors stated herein. The District reserves the right to select as many or as few firms that will be in the bench as it determines in its best judgment.

PHASE I - MINIMUM QUALIFICATIONS – Pass/Fail

Proposers shall meet the minimum qualifications requirements at the time of proposal submittal.

1. Firm must be an Original Equipment Manufacturer (“OEM”) and/or approved partner/reseller/distributor for the software tool(s) proposed.
2. Firm must possess a minimum of five (5) years of experience in successful deployment and/or distribution of the software tool(s) proposed for a major organization of at least 10,000 employees, or for any of its partner/reseller, U.S. government agencies and/or K-12 learning institutions.
3. Firm must propose a named Single Point of Contact (POC) with a minimum of five (5) years of experience managing deployment and/or distribution of the software tool(s) proposed.

PHASE II - EVALUATION CRITERIA (ON EACH CATEGORY SUBMITTED)

The proposer shall be evaluated on the following criteria:

Evaluation Criteria:	Points
A. Qualifications and Experience of Firm and Personnel	20
B. Compliance to the Statement of Work	35
C. Small Business Enterprise (SBE) Participation	5
D. Work Based Learning Partnership (WBL) Plan	5
E. Price Proposal	35

Total Possible Points: 100

A. Qualifications and Experience of Firm & Personnel (20 points maximum)

The proposer’s qualifications and experience shall be evaluated according to the following sub-criteria listed below in equal order of importance.

1. The extent to which the firm and its personnel have a successful track record in work done with organizations of at least 10,000 employees, government agencies and/or K-12 learning institutions.
2. The extent to which the firm and its personnel have a successful track record in completing deployment and/or distribution of the software tool(s) proposed.
3. The extent to which the firm and its personnel possess relevant certifications, special skills and proficiencies for proposed roster of resources supporting this agreement.

B. Compliance to the Statement of Work (35 points maximum)

The proposer's Compliance to the Statement of Work shall be evaluated according to the following sub-criteria listed below. Sub-criteria are of equal importance.

1. The extent to which the proposed software tools, as listed in each Category, meets the requirements as indicated in the Statement of Work?

C. Small Business Enterprise (SBE) Participation (5 points maximum)

SBE participation will be evaluated for the extent to which SBE Utilization Report (II-B4) is completed. Proposers are required to submit all applicable SBE certification documentation.

Firms must be certified as an SBE by LAUSD's online SAP system at the time of proposal submittal to receive maximum points.

Points will be given proportionately based on the percentage of work that will be subcontracted to SBEs. Participation shall be defined as the value in contract dollars. For example, a vendor that proposes 25 percent SBE participation will get 25 percent of the five (5) possible points (i.e. $5 \times 0.25 = 1.25$) and a certified SBE with 100 percent participation would get the full five (5) points.

D. Work Based Learning Partnership (WBLP) Plan (5 points maximum)

The higher-rated opportunities will benefit a larger number of students, cover a longer period of time, and do more of the following:

1. If an internship, be a paid internship (at least minimum hourly wage and transportation assistance),
2. Lead to a credential or certificate in the industry.
3. Provide substantive on-the-job training tied to the industry (i.e., work on a project that benefits the organization and teaches the student valuable workplace skills, not just answering phones or emptying garbage), and/or
4. Assist with school-based activities (e.g., project-assessments, job-shadowing, mentoring, workplace tours, etc.).

Proposers can receive credit for already-established programs that District students can access.

E. Price/Cost (35 points maximum)

The Price Proposal evaluation shall cover the entire contract term, based on percentage discount off Price list, in conjunction with price realism and price reasonableness. The price realism review shall consist of an assessment of whether a proposed price is realistic for the work to be performed and whether it is reflective of a clear understanding of the Statement of Work.

END OF EVALUATION CRITERIA

LOS ANGELES UNIFIED SCHOOL DISTRICT

RFP NO.: 2000003623
Cybersecurity Software Solutions Bench

SECTION I (Continued)

PROPOSAL SUBMITTAL REQUIREMENTS

CONTENTS OF PROPOSAL

1.0 GENERAL FORMAT OF PROPOSAL AND SUBMITTAL INSTRUCTIONS

Proposer shall clearly label their proposals with the Cybersecurity Software Solutions Specialization they are responding to. Proposers shall submit complete proposals **for each Specialization being proposed:**

- Volume I – Technical Proposal
- Volume II – Certification Forms
- Volume III – Price Proposal
- Searchable PDF format of the above volumes with all the required signatures.
- Use separate file for each volume.
- PDF file name format should be:

“Proposers Name – Volume I – Technical Proposal – “IT Category”

“Proposers Name – Volume II – Certification Forms – “IT Category”

“Proposers Name – Volume III – Price Proposal – “IT Category”

Due to the District’s email system limits, proposers are cautioned to **keep a 20MB email size limit**. PDF size can be reduced by using products such as Adobe Acrobat DC.

2.0 PROPOSAL CONTENT - Indicate **Cybersecurity Software Solutions Specialization** on the cover of the proposal.

The Proposal shall have the following components and shall be laid out in the format exactly as shown here:

VOLUME I

A. COVER LETTER

The cover letter shall not exceed three (3) single pages and must be signed by an authorized representative of the proposing firm. The summary shall cover the following:

1. Briefly summarize your understanding of the requested services.
2. Discuss the firm’s specific role and present the firm’s relevant qualifications for performing that role. Identify the names, address, affiliation, e-mail, and

telephone number of the key contact person(s) for both prime and sub-contractor, if any.

3. Proposer shall acknowledge acceptance of all terms and conditions of the District's Contract and insurance requirements.

Proposers will **not be permitted to take exceptions** to District Terms and Conditions, otherwise such Proposers may be deemed **non-responsive**.

4. Disclosure of Litigation: Each Proposer (and each subcontractor/joint venture included in the Proposer's Proposal) shall include a complete disclosure of any civil litigation, settlement, arbitration, or proceeding to which it is a party and which is pending or was concluded within one year from the date of this RFP. THIS REQUIREMENT IS A CONTINUING DISCLOSURE REQUIREMENT. Any such litigation, settlement, arbitration, or other proceedings commencing after submission of a Proposal shall be disclosed in a written statement to the Contract Administration Analyst within 30 days of its occurrence. Details of settlements that are prevented from disclosure by the terms of the settlement may be annotated as such.
5. Has the Proposer ever defaulted on a contract or been denied a bid award due to prior breach of contract or to non-responsibility to perform? If so, provide the facts and circumstances. Provide information on default, breach, non-responsibility, etc., if any.

B. MINIMUM QUALIFICATION PACKAGE

Proposer shall specify how compliance was achieved for each of the Minimum Qualifications requirements listed for each Cybersecurity Software Solutions SPECIALIZATIONS proposer submits, and if applicable, submit documentation for evidence of compliance. Please reference page and section number of your proposal to validate compliance with each of the minimum qualifications. Proposers shall meet the minimum qualifications requirements at the time of proposal submittal.

Proposers that are deficient in meeting the below minimum qualifications shall be deemed non-responsive to this RFP and no further consideration shall be granted.

1. Firm must be an Original Equipment Manufacturer ("OEM") and/or approved partner/reseller/distributor for the software tool(s) proposed Firm shall affirm that they are an OEM and/or approved partner/reseller/distributor satisfying the requirement.
2. Firm must possess a minimum of five (5) years of experience in successful deployment and/or distribution of the software tool(s) proposed for a major organization of at least 10,000 employees, or for any of its partner/reseller, U.S. government agencies and/or K-12 learning institutions. Firm shall provide three (3) client references within the past three (3) years validating the requirement.
3. Firm must propose a named Single Point of Contact (POC) with a minimum

of five (5) years of experience managing deployment and/or distribution of the software tool(s) proposed. Firm shall submit a resume for the POC validating the requirement.

C. QUALIFICATIONS AND EXPERIENCE OF FIRM AND PERSONNEL

The Proposer shall submit a qualification statement by addressing the firm's and subcontractor and/or partner's record of successful experience and technical capabilities to perform the types of service required by the Statement of Work. The qualifications statement should, at a minimum, address the following.

1. Discuss the firm's qualifications and experience in providing the requested IT services to organizations of at least 10,000 employees, government agencies and/or K-12 learning institutions. Include the size of the firm, the number of employees, and the number of years the firm has provided requested services.
2. Discuss the firm's experience, quality, and timely completions demonstrating successful deployment and/or distribution of the software tool(s) proposed .
3. Describe relevant certifications, special skills and proficiencies relevant of the firm and proposed roster of resources supporting this agreement. Firm shall submit resumes for the proposed roster of resources supporting this agreement, validating the requirement.

D. COMPLIANCE WITH THE STATEMENT OF WORK

1. Provide a list of all software tool(s) proposed and the Category the tool(s) belong to as part of Proposer's response.
2. Submit a detailed description of each software tool proposed and how each software tool meets the specific requirements outlined in the SOW for each Category.

E. WORK BASED LEARNING PLAN (WBLP)

Requirement to include Work-based Learning Partnership (WBLP) Plan in Proposal

Description of Purpose of WBLP:

"Work-based learning partnerships are opportunities for District secondary school students to receive practical education relating to real-life work experience. They are part of the District's Linked Learning initiative, which recognizes the benefits to students, vendors and our communities of helping students graduate better prepared for post-secondary training and careers. The District is asking all vendors to consider how they might best expose District students to the careers represented by the vendors' businesses. Vendors can find more information regarding the District's Linked Learning initiative here:

<http://achieve.lausd.net/LinkedLearningVendors.>”

Items to include in WBLP Plan:

- Nature of WBLP;
- Frequency;
- Location (District-provided, Contractor-provided, virtual);
- For each WBLP occurrence or event:
 - Duration commitment
 - Number of participants permissible,
 - Number of proposer staff actively involved,
 - Prerequisites for eligible participants, if any
- Opportunity for participant compensation (e.g., scholarships, prizes, transportation costs or other expenses, salary); and
- Discussion of how the WBLP Plan addresses the evaluation criteria.

VOLUME II – CERTIFICATION FORMS

1. Proposer’s Letter/Certification of Acceptance – Section II-B1
2. Certification of Compliance with LAUSD Ethics and Integrity Standards – Section II-B2
3. Insurance Requirements – Section II-B3 (evidence that proposer has or can obtain prior to contract award)
4. Small Business Enterprise Utilization Report – Section II-B4
5. Disabled Veterans Business Enterprise (DVBE) Utilization Report – Section II-B5
6. Minority Business Enterprise (MBE) Utilization Report- Section II-B6
7. Women Business Enterprise (WBE) Utilization Report- Section II-B7
8. Public Records Act- Section II-B8

VOLUME III – PRICE PROPOSAL

By submitting a response to this RFP, Responder confirms it meets, understands, and will comply with the following mandatory requirements.

1. Provide minimum percentage discount off Price List and/or fixed-price or fixed-rate structure depending on Price Structure.
2. Provide the most current version of its OEM Educational Price List which will be used by the District to verify pricing during the evaluation as well as verify pricing of any proposed future product additions and purchases.
3. Submit an OEM Educational Price List, signed by an authorized party to verify authenticity, with the Price Proposal response.
4. Provide pricing in each of the applicable Pricing Sheets.

END OF PROPOSAL SUBMITTAL REQUIREMENTS

LOS ANGELES UNIFIED SCHOOL DISTRICT

RFP NO.: 2000003623
Cybersecurity Software Solutions Bench

SECTION I (Continued)

PROJECT OVERVIEW

ABOUT LAUSD

As the second largest in the nation, the Los Angeles Unified School District (LAUSD) serves over 600,000 students in kindergarten through twelfth grade at over 1,000 schools. The District also has over 200 independently-operated public charter schools, authorized by the Los Angeles Unified School District Board of Education.

Los Angeles Unified's boundaries stretch across 720 square miles and include the City of Los Angeles as well as all or parts of 31 municipalities and several unincorporated regions of Southern California.

"All youth achieving", the mission of LAUSD, is reflected in continued double-digit growth on the state Academic Performance Index (API); its upward trend in its graduation rate, progress in the pass rate on the California High School Exit Exam (CAHSEE) and other academic indicators.

LA schools boast more winners of the United States Academic Decathlon championships-12-than any other District in the country. Adding to those impressive victories, outstanding individual student and team achievements in: science, mathematics, social studies, language arts, foreign and dual languages, business and entrepreneurial skills, the visual and performing arts, and athletics.

Nationally recognized by the Physicians Committee for Responsible Medicine for serving healthy, low fat and vegetarian school lunches, LAUSD's standards also call for: whole grains, low sodium, locally grown fruits and vegetables and no trans fat; flavored milk or carbonated beverages.

Founded in 1853, the District, today, contains more than 115 new schools and campuses, thanks to the nation's largest public works project, funded by bond measures, a testament to the District's broad voter support.

ABOUT INFORMATION TECHNOLOGY SERVICES

The Information Technology Services (ITS), led by the Chief Information Officer, is responsible for supporting the District's instructional mission and operations through deployment of the most current, robust, user-friendly, and cost-effective technology solutions.

Our mission is to enable student achievement and operational efficiency through the deployment of appropriate technical solutions for our students and their families, our employees, and the community.

- High Performing: We provide schools and offices with the technology they need for 21st century teaching and learning.
- Customer Focused: We provide excellent service and support to our schools and offices.

- Proactive: We work proactively with all stakeholders to align our work and support the District's mission.
- Innovative: We provide innovative solutions to our schools, students, and employees.
- We support the needs of LAUSD, providing appropriate and effective technological solutions to facilitate each student's path to college and career readiness.

Everything we do in the Information Technology Services is aligned to priorities set by the Board of Education, Superintendent, and is in concert with industry, state, and national standards.

- Meet the student information needs of schools and offices by providing a functional My Integrated Student Information System.
- Extend ITS's service delivery model to provide excellent IT support to schools and offices.
- Actively collaborate with offices, schools, and stakeholders to align ITS' work to the District's strategic initiatives.
- Strengthen ITS to better support the District's modern technology needs.
- We have developed an action plan, timeline, and measures of success for each of these goals
- Our IT Strategic Execution Plan outlines our commitment to implementing technology solutions to equip our schools with 21st century tools.

For additional information, please refer to the ITS (Information Technology Services) website (<http://itd.LAUSD.net>).

PROCUREMENT OBJECTIVES

With this Bench, contractors will be pre-qualified for each IT Category. The purpose of this solicitation is to establish a source of supply for contractors with IT specialized skills. Due to the dynamic nature of each project's requirements, the District cannot predict the number of projects and/or consultants that will be needed throughout the term of the contract. Therefore, the District makes no guarantees, either stated or implied, about the demand of resources.

All required services will be awarded through issuance of Purchase Orders among pre-qualified contractors. The District retains the right to also solicit and evaluate proposals from other contractors if it believes the District may be better served.

CATEGORIES:

- (1) Cybersecurity Software Solution;
- (2) Enterprise Software Solution; and

END OF PROJECT OVERVIEW

STATEMENT OF WORK

SCOPE

The Contractor shall provide all service and deliverables as required, described, and detailed by this Scope of Services and shall meet all service and delivery timelines as required, described, and detailed by the District during each individual solicitation process.

Specialization I CYBERSECURITY SOFTWARE SOLUTIONS

A. Overview

1. The scope of this section is to provide Cybersecurity Software Solution and related services on “as needed” or “as required” basis. This is an indefinite requirement contract; actual quantities may vary during the contract period.
2. The configurations provided herein are for the District’s minimum specifications only. The District reserves the right to modify, alter and/or upgrade certain configurations and shall be covered under the provision of this contract.
3. The District is seeking Cybersecurity Software Solutions in the following categories:
 - a. Privileged Access Management
 - b. Application Monitoring Tools
 - c. Vulnerability Management Automation
 - d. Endpoint Detection and Response (EDR)
 - e. Security Service Edge (Zero Trust for Endpoints)
 - f. Zero Trust for Data Center
 - g. Network Traffic Analysis
 - h. Inventory Asset Management

B. Privileged Access Management

1. Must be in the Gartner’s 2023 Magic Quadrant for Privileged Access Management – Leaders section
 - a. Ability to securely connect with on-premises and cloud systems (Azure, AWS, Google)
 - b. Ability for external resources to access systems without VPN
 - c. Provide integration with Azure AD authentication
2. Provide discovery of privileged accounts across multiple systems

3. Provide Privileged Credential (Identity) Management functionality:
 - a. Secrets vault and management for applications, service and devices
 - b. Password Management - Auto-generation, rotation, and workflow approval
 - c. Establish and enforce password policies
4. Provide Session and Access Management functionality:
 - a. Ability to control the transfer of binary and text file transfer to and from the target system
 - b. Conditional Access/Multifactor Authentication
 - c. Access lockdown (e.g. for administrative incidents)
 - d. Delegation of access to privileged accounts
 - e. Least-access privilege
 - f. Just-in-time access
 - g. Controlled elevation of commands
5. Provide session audit functionality:
 - a. Monitor, Log, and Audit privileged access - Logging all privileged account activity
 - b. Session recording including 3rd party (vendor) usage and recording on their devices
 - c. Session recording for SSH scripts/commands that are being used
 - d. Oracle/MS SQL session recording
6. Products/Brands apparently conforming to District requirements, including:
CyberArk, BeyondTrust, Delinea

C. Application Monitoring Tools

1. Type: Must be in the Gartner's 2023 Magic Quadrant for Application Performance Monitoring and Observability – Leaders section
2. Real-time monitoring: The tool must provide real-time visibility into the performance and availability of our applications. This includes monitoring metrics such as CPU usage, memory usage, response times, and error rates.

3. Historical data: The tool must collect and store historical data on application performance and availability. This data must be accessible and searchable so that trends and patterns can be identified.
4. Alerting: The tool must be able to generate alerts when application performance degrades or when errors occur. The format and frequency of receiving alerts must be configurable.
5. Reporting: The tool must be able to generate reports on application performance and availability. These reports must be customizable so that we can see the data that is most important to us.
6. Scalability: The tool must be scalable to meet the needs of our growing organization. This means that the tool must be able to monitor a large number of applications and users without sacrificing performance.
7. Ease of use: The tool must be easy to use and manage. The tool must be configured to allow the District to monitor applications and generate alerts and reports.
8. Application topology mapping: The tool must be able to automatically map the topology of our applications, including the relationships between different components.
9. Root cause analysis: The tool must be able identify the root cause of application problems.
10. Performance optimization: The tool must be able to identify ways to improve the performance of our applications for better user experience.
11. Products apparently conforming to District requirements, including:
AppDynamics, Dynatrace

D. Vulnerability Management Automation

1. Eliminate the operational risks associated with Enterprise Resource Planning (ERP) system maintenance and modernization by fortifying code maintenance and transport processes, while also identifying system misconfigurations and vulnerabilities.
2. Deliver automated governance that provides compliance, IT and ERP administrators with enforcement and reporting capabilities that reduce the burden of defining and demonstrating compliance
3. Deliver continuous monitoring for complete, real-time visibility into ERP systems that arm Security Operations Center (SOC) and Incident Response (IR) teams with the capabilities to respond to internal and external threats in real time.

4. Deliver actionable insight so development and security teams can discover, assess and eliminate application vulnerabilities, and prioritize and improve code quality.
5. Products apparently conforming to District requirements, including:
Qualys, Rapid7, Tenable, Nessus, HCL Big Fix

E. Endpoint Detection and Response (EDR)

1. The solutions must include the following:
 - a. Endpoint visibility: The solution must provide visibility into all endpoints on the network, including laptops, desktops, servers, and mobile devices.
 - b. Threat detection and prevention: The solution must be able to detect and prevent a variety of security threats, including malware, ransomware, and zero-day attacks.
 - c. Incident response: The solution must provide tools and capabilities to help administrators respond to security incidents.
2. EDR solutions must also provide the following features:
 - a. User behavior analytics (UBA): UBA uses machine learning to identify anomalous user behavior that could be indicative of a security threat.
 - b. Application monitoring: Application monitoring can help administrators to identify performance problems and security threats with applications.
 - c. Integration with other security solutions: EDR solutions must be able to integrate with other security solutions, such as firewalls, intrusion detection systems, and security information and event management (SIEM) systems.
 - d. Support for multiple platforms: EDR solutions must be available on a variety of platforms, including Windows, macOS, Linux, and Android.
 - e. Scalability: The solution must be able to scale to support growing number of endpoints.
 - f. Usability: The solution must be easy to use and manage for both administrators and users.
 - g. Products/brand apparently conforming to District requirements, including:
CrowdStrike, SentinelOne, Microsoft Defender for Endpoint

F. Security Service Edge (Zero Trust for Endpoints)

1. Must provide the following capabilities:

- a. Security Service Edge (SSE) is a cloud-delivered security architecture that converges several network security services into a single, integrated solution. SSE services typically include:
 - (i) Secure Web Gateway (SWG): Protects users from malicious websites and other web-based threats.
 - (ii) Cloud Access Security Broker (CASB): Secures access to cloud applications and data.
 - (iii) Zero Trust Network Access (ZTNA): Provides secure access to applications and resources based on the identity.
 - b. Continuous verification of user identity and device posture. This must include multi-factor authentication (MFA), device health checks, and risk assessment.
 - c. Least privilege access control. Users and devices must only be granted access to the resources they need to perform their job duties.
 - d. Micro-segmentation of the network. The network must be divided into small segments, with each segment isolated from the others. This will limit the blast radius if a breach does occur.
 - e. Endpoint protection and detection. The solution must include antivirus, malware protection, and intrusion detection and prevention capabilities.
 - f. Visibility and control over endpoints. The solution must provide administrators with visibility into the activity of all endpoints on the network. This includes the ability to remotely manage and configure endpoints, as well as to quarantine and isolate devices that are suspected of being compromised.
2. Must also include:
- a. Scalable and cloud-ready. The solution must be able to scale to support a large number of endpoints, both on-premises and in the cloud.
 - b. Easy to deploy and manage. The solution must be easy to deploy and manage, even for organizations with limited IT resources.
 - c. Support for a variety of endpoints. The solution must support a variety of endpoint devices, including laptops, desktops, mobile devices, and servers.
 - d. Integration with other security solutions. The solution must be able to integrate with other security solutions, such as identity and access management (IAM) solutions, security information and event management (SIEM) solutions, and network security solutions.

3. Must be in the 2023 Gartner Magic Quadrant for Security Service Edge (SSE), Leaders section. Products/brands apparently conforming to District requirements, including:
 - Zscaler, Netskope, Palo Alto Networks

G. Zero Trust for Data Center

1. Must provide the following capabilities:
 - a. Micro-segmentation. Micro-segmentation divides the data center network into small segments, each with its own security policy. This limits the spread of an attack if it does occur.
 - b. Continuous authentication and authorization. Users and devices must be continuously authenticated and authorized to access resources.
 - c. Threat intelligence integration. The solution must be able to integrate with threat intelligence feeds to identify and block malicious traffic.
 - d. Visibility and control over network traffic. The solution must provide administrators with visibility into all data center network traffic, as well as the ability to control and manage traffic flows.
 - e. Support for a variety of data center workloads. The solution must support a variety of data center workloads, including virtual machines, containers, and bare metal servers.
 - f. Integration with other security solutions. The solution must be able to integrate with other security solutions, such as identity and access management (IAM) solutions, security information and event management (SIEM) solutions, and endpoint security solutions.
2. Zero trust data center network solutions must also be:
 - a. Scalable and cloud-ready. The solution must be able to scale to support large and complex data center networks, both on-premises and in the cloud.
 - b. Easy to deploy and manage. The solution must be easy to deploy and manage, even for organizations with limited IT resources.
 - c. Support for specific data center technologies. The solution must support a variety of data center technologies, such as hypervisors, container orchestration platforms, and cloud management platforms.
 - d. Support for specific data center security features. The solution must support data center security features, such as micro-segmentation, encryption, and access control.

- e. Support for specific compliance requirements. The solution must support compliance with specific industry and government regulations that apply to data centers.
- 3. Must be in the 2023 Gartner Magic Quadrant for Data Center Network Segmentation, Leaders section. Products apparently conforming to District requirements including:
 - Cisco, Juniper Networks, Palo Alto Networks

H. Network Traffic Analysis

- 1. Must include the following:
 - a. Comprehensive visibility into network traffic: The solution must be able to collect and analyze all network traffic, regardless of protocol or port. This includes traffic from both trusted and untrusted sources, as well as encrypted traffic.
 - b. Real-time analysis: The solution must be able to analyze network traffic in real time to identify and respond to threats and anomalies.
 - c. Deep packet inspection (DPI): The solution must be able to perform DPI to inspect the contents of packets and identify malicious traffic patterns.
 - d. Flow-based analysis: The solution must be able to perform flow-based analysis to identify trends and patterns in network traffic.
 - e. Historical data analysis: The solution must be able to store and analyze historical network traffic data to identify long-term trends and patterns.
 - f. Threat detection and alerting: The solution must be able to detect and alert on a variety of threats, including malware, denial-of-service attacks, and data breaches.
 - g. Reporting and dashboards: The solution must provide comprehensive reporting and dashboards to give administrators visibility into network traffic and security threats.
- 2. Must also offer the following features:
 - a. User behavior analytics (UBA): UBA uses machine learning to identify anomalous user behavior that could be indicative of a threat.
 - b. Application monitoring: Application monitoring can help administrators to identify performance problems and security threats with applications.

- c. Integration with other security solutions: Must be able to integrate with other security solutions, such as firewalls, intrusion detection systems, and security information and event management (SIEM) systems.
3. Products apparently conforming to District requirements, including:
Cisco, ExtraHop, NetScout

-End Specialization 1-

SPECIALIZATION 2 ENTERPRISE SOFTWARE SOLUTION

A. Overview

1. The scope of this section is to provide Enterprise Software Solution and related services on “as needed” or “as required” basis. This is an indefinite requirement contract; actual quantities may vary during the contract period.
2. The configurations provided herein are for the District’s minimum specifications only. The District reserves the right to modify, alter and/or upgrade certain configurations and shall be covered under the provision of this contract.
3. The District is seeking Enterprise Software Solutions in the following categories:
 - A. ETL
 - B. ELT / Data Transformation
 - C. Data Science Environment
 - D. Cloud Compute and Storage
 - E. Collaboration Tools
 - F. Advanced Software Development
 - G. Software Testing
 - H. Identity Management
 - I. Application Vulnerability Scanning
 - J. Data Governance
 - K. Web CMS
 - L. Website Analytics and Section 508 Compliance
 - M. Video Hosting Service (add to renewal and keep as new)
 - N. QR Code Generator
 - O. Visitor/Guest Management System
 - P. Employee Check-in/Check-out
 - Q. Security Patrol Monitoring System

B. ETL

1. Provide ability to move data sets from one location to another regardless of size (KB through PB) or types (csv, XML, SQL database such as Oracle and MSSQL or cloud databases such as Snowflake and Redshift)
2. Provide ability to update data in real time (including streaming) and incrementally where only changed rows are touched or according to schedule.
3. Products/brands apparently conforming to District requirements, including:
Fivetran, Oliq, Informatica

C. ELT/Data Transformation

1. Provide ability to transform data within the same environment.
2. Must be able to create interfaces for developers to collaborate on transformations and release their changes.
3. Provide ability to perform transformations on schedule.
4. Provide ability to discern dependencies when determining which order to run transformations.
5. Products/brands apparently conforming to District requirements, including:
DBT, Informatica, Olik, Databricks, AWS Glue, Snowflake's Snowpark

D. Data Science Environment

1. Provide ability to provision a collaborative environment for Data Scientists to develop code in SQL, Python or R.
2. Provides secure environment that limits local computer access to data.
3. Provide ability to visualize data.
4. Provide user interface for Data Scientists through notebooks such as Jupyter.
5. Products/brands apparently conforming to District requirements, including:
Posit, Databricks

E. Cloud compute and storage

1. Cloud provides scalable compute and storage facilities.
2. Products/brands apparently conforming to District requirements, including:
Amazon AWS including but not limited to Distributed Load Testing, AmazonMQ, CertificateManager, CloudFormation, CloudTrail, CloudWatch, Cognito, Config, DMS, DynamoDB, EC2, ECS, ElastiCache, ElasticLoadBalancingV2, OpenSearchService, Events, KMS, Lambda, RDS, ResourceGroups, Route53Resolver, S3, SES, SNS, SQS, SSM, SecretsManager, StepFunctions, , API Gateway, Web Application Firewall, Application Load Balancer, Event Bridge, , Microsoft Azure including but not limited to Azure DevOps, Google GCP including but not limited to maps, translate, analytics, firebase)

F. Collaboration Tools

1. Provide ability to host and share files.
2. Provide ability for document synchronization
3. Must support for mobility – collaborate from anywhere, anytime, on any device securely.
4. Provide ability to collaborate within the District and with students and parents.
5. Provide ability to store files securely, with provision for data privacy, data residency and industrial compliance.
6. Provide ability to prevent, detect and respond to security threats.

7. Provide ability to perform data governance in the collaborative platform.
8. Products/brands apparently conforming to District requirements, including:
Amplify Content Services, Box, Dropbox, Egnyte Platform, FileCloud, ShareFile, Zoho, WorkDrive

G. Advanced Software Development

1. Provide ability to develop software visually with low or no code.
2. Provide ability to seamlessly build, integrate and manage all software and data.
3. Provide ability to create reusable APIs and expose business logic.
4. Provide ability to secure code through Role Base Access Control.
5. Provide ability to create a branded user experience.
6. Provide ability to generate pdf
7. Provide ability to schedule a job
8. Products/brands apparently conforming to District requirements, including:
Unqork, Quickbase, Toad, pdf Generator for Applications, Hangfire job scheduling

H. Software Testing

1. The solution must be capable to support automated testing of SAP across ECC.
2. Provide ability to perform automated functional testing.
3. Provide ability to execute load and stress testing
4. Provide ability to perform mobile testing
5. Provide ability to perform automated testing of other packaged software or web applications, including custom software.
6. Provide ability to perform unit tests, regression tests, integration tests and system tests.
7. Provide ability to record and playback test cases.
8. Provide ability to self-heal.
9. Facility to create a reusable test case repository capable of cloning, reusing, and extending test cases and scripts.
10. Provide ability to generate test intelligence, reports, analyses and insights.
11. Provide ability to maximize business value from a lesser the work effort.
12. Products/brands apparently conforming to District requirements, including:
Tricentis, UiPath, Worksoft, Kobiton, Postman, Artillery.io GitHub Copilot , Azure Load Testing

I. Identity Management

1. Provide cloud-based identity and access management
2. Provide identity service in a multi-tenant environment
3. Products/brands apparently conforming to District requirements, including:
Oracle (IDCS), Microsoft (Azure AD)

J. Application Vulnerability Scanning

1. Provide ability to identify weaknesses and flaws in systems and software (Cloud and On-Premise vulnerabilities)
2. Provide ability to detect vulnerabilities arising from mis-configurations or flawed programming
3. Rate weaknesses according to severity using industry rating system
4. Provide ability to integrate with development pipelines
5. Generate reports listing vulnerabilities requiring remediation
6. Products/brands apparently conforming to District requirements, including:
Veracode, Onapsis

K. Data Governance

1. Provide ability to capture data lineage.
2. Provide ability to perform Elastic Search on JSON documents.
3. Provide ability to generate standard and ad hoc reports.
4. Provide ability to create a Business Glossary.
5. Provide ability to create Data Dictionary.
6. Create foundation for data sharing.
7. Provide ability to support a broad range of data sources.
8. Provide ability to integrate with APIs.
9. Products/brands apparently conforming to District requirements, including:
Informatica, Dataedo, Erwin

L. Web CMS

1. Provide ability to manage web content throughout its lifecycle
2. Provide ability to provide website authoring, collaboration, and administration
3. Provides the foundation for collaboration
4. Provide ability to manage documents and output for multiple authors editing and participation
5. Must use a content repository to store page content, metadata, and other information assets
6. Products/brands apparently conforming to District requirements, including:
Laserfiche, Edlio

M. Website Analytics and Section 508 Compliance Scanning

1. Provide ability to optimize the website
2. Improve the website for inclusivity and accessibility
3. Improve the website for marketability and ability to generate revenue
4. Ensure the website is ADA compliant
5. Develop website based statistics
6. Products/brands apparently conforming to District requirements, including:
Siteimprove, Audio Eye , aUser way

N. Video Hosting Service

1. Provide ability to create and manage videos
2. Provide ability to host webinars
3. Provide ability to generate leads
4. Provide ability to develop video analytics
5. Products/brands apparently conforming to District requirements, including:
Wistia, Granicus

O. QR Code Generator

1. Provide ability to generate up to 1 million QR codes
2. Provide ability to integrate QR Code with other student id cards and visitor management system, badge-in/badge-out systems, library check out /check in system and others
3. Products/brands apparently conforming to District requirements, including:
BL.INK, Bitly, QR Tiger

P. Visitor Management System

1. Ability to badge in/badge out visitors to LAUSD schools and offices
2. Products/brands apparently conforming to District requirements, including:
Envoy, The Receptionist, FairHarbor, SignInn App

Q. Employee Check-in/Check-out

1. Ability for employees to badge in/badge out to LAUSD schools and offices
2. Products/brands apparently conforming to District requirements, including:
Workforce Software, Ceridian

R. Security Patrol Checkpoint and Monitoring System

1. Ensuring security guards conduct the scheduled patrols of school facilities such as transportation yards.
2. Features include, but not limited to
 - Scan QR code, RFID or NFC tags at checkpoints in real-time
 - Time-stamp and geo-tagged location
 - Real time monitoring, reporting and analytics

END OF STATEMENT OF WORK

SECTION I (Continued)

INSTRUCTIONS TO PROPOSERS

<u>INST. NO.</u>	<u>DESCRIPTION</u>
IP-1	EXAMINATION OF RFP DOCUMENTS
IP-2	INTERPRETATION OF RFP DOCUMENTS
IP-3	PREPARATION OF PROPOSAL
IP-4	MODIFICATION AND ALTERNATIVE PROPOSALS
IP-5	PRE-PROPOSAL CONFERENCE
IP-6	ADDENDA
IP-7	SIGNING OF PROPOSAL AND AUTHORIZATION TO NEGOTIATE
IP-8	WITHDRAWAL OF PROPOSALS
IP-9	INSURANCE REQUIREMENTS
IP-10	SUBMISSION OF PROPOSAL
IP-11	PROPOSAL EVALUATION PROCESS
IP-12	DEBRIEFING
IP-13	PUBLIC RECORDS ACT
IP-14	DISTRICT RIGHTS
IP-15	DISTRICT OWNERSHIP OF PRODUCTS
IP-16	COMMUNICATION WITH THE DISTRICT
IP-17	DISQUALIFICATION OF PROPOSERS
IP-18	EXECUTION OF CONTRACT
IP-19	FINGERPRINTING
IP-20	FILING OF PROTESTS
IP-21	SMALL BUSINESS ENTERPRISE (SBE) UTILIZATION PROGRAM
IP-22	LAUSD'S ETHICS STANDARDS
IP-23	MANDATORY LOBBYING DISCLOSURE
IP-24	PRE-AWARD AUDITS

LOS ANGELES UNIFIED SCHOOL DISTRICT

SECTION I (Continued)

INSTRUCTIONS TO PROPOSERS

To be considered by the District for a contract award, proposals shall be prepared and submitted in accordance with these Instructions to Proposers.

IP-1 EXAMINATION OF RFP DOCUMENTS

The proposer shall be solely responsible for examining the enclosed RFP Documents, including any addenda issued during the Proposal period and for informing itself with respect to any and all conditions that may in any way affect the amount or nature of the proposal or the performance of the services in the event the proposer is . No relief for error or omission will be given.

IP-2 INTERPRETATION OF RFP DOCUMENTS

Prospective proposers with questions regarding interpretation or clarification of the RFP document shall put all questions in writing and submit them via to the District's Vendor Registration website (<http://psd.lausd.net/procurementOpportunities.asp>). The District's responses to requests for interpretation or clarification which require a change in the Statement of Work or in the RFP requirements will be made in writing via RFP addendum.

The proposer must acknowledge receipt of any and all addenda in the proposer's Proposal Letter. The District shall not be bound by, and the proposer shall not rely on, any oral interpretation or clarification of this RFP document.

IP-3 PREPARATION OF PROPOSAL

Each proposal must be formatted in accordance with the requirements specified in Proposal Submittal Requirements. Accordingly, each proposal must include the Proposal Letter/Certificate of Acceptance provided with the RFP documents. The Proposal Letter/Certificate of Acceptance and any other certifications or forms that require a signature for the proposer shall be executed by an authorized signatory as described in IP-7, the instructions entitled "SIGNING OF PROPOSAL AND AUTHORIZATION TO NEGOTIATE." All Proposals shall be prepared by and at the expense of the proposer.

IP-4 MODIFICATIONS AND ALTERNATIVE PROPOSALS

The proposer shall submit its basic proposal in strict conformity with the requirements of this RFP document. Proposers are cautioned to limit exceptions, conditions, limitations or new provisions in their proposal as such restrictions and new provisions may be determined sufficiently significant to cause the proposal's rejection.

In addition to submitting proposals that conform in every respect to the requirements of this RFP, proposers **may** also submit alternate proposals in response to this RFP as complete **separate** offers, if the alternate proposals offer technical improvements or modifications that are to the

overall benefit of the District. The District reserves the right to accept or reject any alternate proposal. Oral, e-mailed, faxed, or telephonic proposals and/or modifications will not be considered.

IP-5 PRE-PROPOSAL CONFERENCE

The District may conduct a pre-proposal conference. In that event, proposers are invited to attend. Unless specifically stated in the RFP, attendance is not mandatory to be considered for award of a contract. Should the District elect not to hold a pre-proposal conference, its decision shall not relieve the potential proposer of the proposer's sole responsibility for informing itself with respect to any and all conditions as required by Instruction to Proposers IP-1, entitled EXAMINATION OF RFP DOCUMENTS.

IP-6 ADDENDA

The District reserves the right to revise the RFP Documents prior to the proposal submittal due date. Such revisions, if any, will be made by addenda to this RFP. Notice of the online availability of such addenda will be furnished, without additional charge, to all those who have downloaded this RFP.

If an addendum includes significant changes, the proposal submittal due date may be postponed by the number of days that the District considers appropriate for Proposers to revise their proposals. The announcement of a new due date, if any, will be included in the addendum. In any event, the last addendum will be issued no later than five (5) working days prior to the proposal submittal due date.

Proposers shall acknowledge receipt of all addenda to the RFP documents in the proposer's Proposal Letter. Failure to acknowledge receipt of all addenda may render the proposal non-responsive.

IP-7 SIGNING OF PROPOSAL AND AUTHORIZATION TO NEGOTIATE

All proposals submitted shall be executed by the proposer or by its authorized representative. In addition, the proposer must identify those persons authorized to negotiate on its behalf with the District in connection with this RFP.

IP-8 WITHDRAWAL OF PROPOSALS

A proposal may be withdrawn by the proposer by means of a written request signed by the proposer or its properly authorized representative. Such written request shall be delivered to the Contract Analyst identified in the Request for Proposal Letter prior to the due date and time for submittal of proposals.

IP-9 INSURANCE REQUIREMENTS

As part of its proposal, the proposer shall provide the District with satisfactory evidence of insurance coverage as indicated in the RFP document, and shall confirm that such coverage is in full force by providing properly executed certificates of insurance. Alternatively, if the

proposer will obtain the required insurance coverages prior to the District's issuance of the executed contract, a letter from the proposer's insurance agent or broker may be used to demonstrate satisfactory intent to provide coverage. However, properly executed certificates of insurance indicating that the required coverages are in full force must then be provided to the District prior to the proposer's receipt of a fully executed contract.

IP-10 SUBMISSION OF PROPOSAL

Each proposal must be received by the District at the address shown on the Request for Proposal Letter at or before the due date and time shown in that letter. It is the Proposer's sole responsibility to ensure that its proposal is received as stipulated. The District may leave unopened any proposal received after the date and time for receipt of proposals. Any such unopened proposal may be returned to the proposer.

IP-11 PROPOSAL EVALUATION PROCESS

The proposal evaluation period will close upon the District's completion of its review and evaluation of proposals received. The District shall not give notice to the proposers of the close of the proposal evaluation process. A proposal not meeting the requirements set forth in this RFP may be rejected as being non-responsive and/or as reflecting a proposer who is non-responsible.

All proposals shall be evaluated for responsiveness to the requirements of the RFP and to the responsibility of the proposer. A proposal shall be considered responsive if it complies in all material respects to the requirements of the RFP documents.

Responsibility is defined as the apparent ability of the proposer to meet and successfully complete the requirements of the contract that is to result from the procurement. Responsibility includes consideration of a proposer's trustworthiness, the quality of past performance, financial ability, and fitness and capacity to do the proposed work in a satisfactory manner. Proposers may be required to present further evidence that they have successfully performed similar work of comparable magnitude or provide other proof satisfactory to the District that they are competent to successfully perform the work.

In addition, the District reserves the right to request payment and performance bonds as the District deems appropriate.

IP-12 DEBRIEFINGS

Debriefing requests must be received by the District within ten (10) calendar days after the District's issuance of the Notice of Intent to Award. No debriefing shall take place until after the execution of the contracts that result from this procurement. Requests for debriefings must be submitted in writing. Debriefings shall be confined to a discussion of the proposer's proposal and that proposal's advantages and disadvantages in relation to the requirements of the RFP. The debriefing shall not include point-by-point comparisons of the debriefed proposer's proposal with those of other proposers. Moreover, the debriefing shall not reveal any information prohibited from disclosure.

IP-13 PUBLIC RECORDS ACT

Responses to this RFP shall be subject to the provisions of the California Public Records Act.

Those elements in each Proposal that are trade secrets as that term is defined in Civil Code section 3426.1(d) or otherwise exempt by law from disclosure and that are prominently marked as "TRADE SECRET," "CONFIDENTIAL," or "PROPRIETARY" may not be subject to disclosure. However, it is incumbent on the proposer to assert any rights to confidentiality and to seek and obtain a court order prohibiting the release of such information. Under no circumstances will the District be responsible or liable to the proposer or any other party for the disclosure of any such labeled information, whether the disclosure is required by law or a court order or occurs through inadvertence, mistake, or negligence on the part of the District or its officers, employees, and/or contractors.

The proposer, at its sole expense and risk, shall be responsible for prosecuting or defending any action concerning the information contained in the proposer's proposal and shall hold the District harmless from all costs and expenses, including attorneys' fees, in connection with such action.

IP-14 DISTRICT RIGHTS

The District may investigate the qualifications of any proposer under consideration, require confirmation of information furnished by a proposer, and require additional evidence of qualifications to perform the services described in this RFP. Furthermore, the District reserves the right to:

1. Reject any or all of the Proposals,
2. Issue subsequent RFPs for the same statement of work,
3. Cancel the entire RFP,
4. Remedy errors in the RFP,;
5. Reduce the scope of work if in the best interest and at the sole discretion of the District;
6. Appoint evaluation committees to review proposals;
7. Seek the assistance of technical experts to review proposals;
8. Approve or disapprove the use of particular subcontractors and suppliers;
9. Establish a short list of proposers eligible for discussions, clarifications or interviews after review of written proposals;
10. Negotiate with any, all, or none of the proposers;
11. Solicit best and final offers from all, some or none of the proposers;
12. Award a contract to one or more (or none) of the proposers;
13. Accept other than the lowest priced proposal;
14. Waive informalities and irregularities in proposals;
15. Award a contract without discussions or negotiations;
16. Disqualify proposers upon evidence of collusion with intent to defraud or other illegal practices on the part of the proposers;

This RFP does not commit the District to enter into a contract nor does it obligate the District to pay for any costs incurred in the preparation and submission of proposals or in anticipation of a contract.

IP-15 DISTRICT OWNERSHIP OF PRODUCTS

Excluding licensed software and other mutually agreed upon products, all deliverables and products developed and delivered in association with any contract awarded as a result of this RFP shall be the property of and belong solely to the District.

IP-16 COMMUNICATIONS WITH THE DISTRICT

All communications shall be in writing. All communications regarding this RFP between potential proposers and the staff of the District (including District consultants) shall be addressed only to the Contract Analyst identified in the Request for Proposal Letter, except for proposer questions submitted prior to the proposal due date and inquiries of the District's Ethics Office.

At no time prior to the District's Notice of Award shall proposer(s) contact other District officials or personnel regarding this RFP or any contract(s) to be awarded in response hereto. To do so may subject the proposer to disqualification.

IP-17 DISQUALIFICATION OF PROPOSERS

Contractors, subcontractors or suppliers that do not comply with all requirements associated with the RFP documents may be found non-responsive.

Any person, firm, corporation, joint venture, partnership, or other interested party that has been compensated by the District or a by a contractor engaged by the District for assistance in preparing the RFP documents and/or any cost estimate related to this procurement shall be considered to have gained an unfair competitive advantage in proposing and shall be precluded (unless the District obtains a waiver) from submitting a proposal in response to this RFP.

After the RFP is issued, any person, firm, corporation, joint venture/partnership, or other interested party that has discussions regarding this RFP with anyone other than the Contract Analyst may be considered to have gained an unfair competitive advantage. Said interested person may be disqualified from participating in this RFP process. Potential proposers shall adhere to current District policy governing the conduct of all contractors of the District. The current District Contractor Code of Conduct can be found at the District's website: <https://achieve.lausd.net/ethics>.

IP-18 EXECUTION OF CONTRACT

The proposer to whom an award is made shall execute the contract within seven (7) calendar days after receiving a Notice of Intent to Award unless that timeframe requirement is waived by the District. Under no circumstances shall a contractor be entitled to payment from the District for any work begun prior to there being a fully-executed contract in place. The District may require appropriate evidence that the persons executing a contract for the proposer are duly authorized to do so.

IP-19 FINGERPRINTING

If the nature of the work is such that the proposer and its staff will have any interaction with the District's pupils outside of the immediate supervision and control of the pupil's parent or guardian or a school employee, that proposer will be required to comply with the fingerprinting requirements of California Education Code Section 45125.1 and as detailed in the LAUSD contract. In addition, to the extent known at the time of the proposal submittal, the proposer must include with the proposer's proposal a list of the names of staff members who may interact with pupils in the course of the proposer's performance of the services that are the subject of this RFP.

IP-20 FILING OF PROTESTS FOR NEGOTIATED PROCUREMENTS

All District procurements shall be conducted in a manner which assures that all prospective contractors are afforded fair and equal consideration and the award of District contracts preserves and protects the integrity of the procurement process. To that end, any interested party who desires to raise concerns regarding a District award shall have the right to have its complaint considered and resolved administratively by the District in an expeditious manner. "Interested party," as used herein, means an actual or prospective offeror whose direct economic interest would be affected by the award of a contract or by the failure to award a contract.

All protests shall be filed, handled, and resolved in a manner consistent with the District's protest procedures. The District will respond to each substantive issue raised in the protest. Protests relating to the content of this Request for Proposal document must be filed within ten (10) calendar days after the issuance of the RFP document.

Protests relating to a recommendation for contract award must be filed by an "interested party" within five (5) business days after release to proposing firms of the Notice of Intent to Award letter. Failure to file a timely protest is a failure to exhaust an administrative remedy and shall act as a waiver of the right to challenge the recommendation for contract award.

All protests shall be filed in writing with the District's Chief Procurement Officer, or designee, Los Angeles Unified School District, 333 South Beaudry Avenue, 28th Floor, Los Angeles CA 90017. **No other location shall be acceptable.** The protest shall, at a minimum, contain the following:

- The name and address of the interested party and its relationship to the procurement;
- Identification of the proposed procurement or contract;
- Substantive description of the nature of the protest;
- All documentation supporting the allegations of the protest;
- Statement of the specific relief requested;
- Identification of the provision(s) of the solicitation, regulations, or laws upon which the protest is based; and
- Signature of an authorized executive with the authority to bind the company.

The Chief Procurement Officer, or designee shall, make a determination on the protest normally within (10) working days after its receipt. The Chief Procurement Officer, or designee, has the authority to make a final determination and the decision shall constitute the protestor's final administrative remedy.

IP-21 SMALL BUSINESS ENTERPRISE (SBE) UTILIZATION PROGRAM

Firms submitting proposals for this RFP shall be responsible for the submission of plans to utilize SBE firms as part of their proposal response per the 25% SBE goal established by the District's Board of Education.

SBE credit may be gained from the utilization of SBE firms in either prime or subcontracting capacities.

Responding firms will detail, per SBE Utilization Reports, the percentage or amount of any proposal amount to be assigned to SBE firms.

For further details, please see Section II-B4 - Small Business Enterprise (SBE) Utilization Program.

IP-22 LAUSD'S ETHICS STANDARDS

The District's Contractor Code of Conduct, included as Attachment C, was adopted to enhance public trust and confidence in the integrity of the District's decision-making process, and sets forth the ethical standards and requirements that all contractors and their representatives are expected to adhere to in their dealings with or on behalf of the District.

Contractors are responsible for ensuring that all their representatives understand and comply with the duties and requirements outlined in the Code and to ensure that their behavior, decisions, and actions demonstrate the letter and spirit of this Code. Contractors are encouraged to use training resources made available by the District's Ethics Office and are expected to proactively manage any potential ethics concerns that may arise in the course of doing business with the District.

IP-23 MANDATORY LOBBYING DISCLOSURE

To promote transparency and maintain a fair and open playing field, the District's Board of Education enacted an updated Lobbying Disclosure Code in 2006. The Code applies to vendors, contractors, consultants, and other outside organizations that seek to influence District decisions. If you or your organization is seeking to influence a purchasing, policy, site selection or any other District decision – you may be required to register under the Lobbying Disclosure Code.

Please note that lobbying activities are defined broadly and include sales and marketing efforts directed towards District employees. To learn about the specific criteria that trigger the need for organizations and individuals to register, visit the Ethics Office website at <https://achieve.lausd.net/ethics> (click on "Lobbying Disclosure") or call the Ethics Office at: 213-241-3330 before your organization begins any efforts to promote products or services at LAUSD.

IP-24 PRE-AWARD AUDITS

1. Definition. A pre-award audit, conducted by the District's Office of the Inspector General (OIG), examines the reasonableness of a contractor's cost proposal. It may also include an examination of the contractor's internal controls, accounting and billing systems, and financial capabilities.
2. All proposers doing business with the District are subject to pre-award audits. The District's Contract Administration Branch may request that the OIG perform pre-award audits on all contracts valued at over \$5 million. The Contract Administration Branch may request pre-award audits for contracts valued at \$5 million or less.

END OF INSTRUCTIONS TO PROPOSERS

END OF SECTION I

**SECTION II -
CERTIFICATION FORMS**

GENERAL INSTRUCTIONS

Proposals should adhere to the following requirements for completing the Certification Forms:

- Certification Forms are to be completed in accordance with the directions thereon and the Instructions to Proposers.
- All required explanatory narratives and supplementary data are to be included with the Certification Forms as indicated.
- Identify the proposer where indicated on each Certification Form.
- Unless otherwise specified, Certification Forms requiring signature(s) must be executed by the person who signs the Proposal Letter.
- Use of black ink and/or typewritten entries is preferred on the Certification Forms and all additionally requested information.

Failure to comply with any of the above requirements may render the proposal non-responsive.

Certifications forms have been provided as a separate downloadable attachment.

END OF SECTION II

SECTION III
ATTACHMENT A
RESERVED

SECTION III

ATTACHMENT B

DISTRICT TERMS AND CONDITIONS

The following is the District's term and conditions. Proposers are advised to read the Contract in its entirety. There shall be no negotiation of these terms and conditions.

The District reserves the right to reject a firm, as non-responsive, regardless of the stage of the procurement process, if there is a failure to successfully negotiate price/fees, or failure of the firm to satisfy any of the final requirements necessary to do business with the District.

**MASTER INFORMATION TECHNOLOGY
SERVICES AND SUPPORT AGREEMENT**

BETWEEN

THE LOS ANGELES UNIFIED SCHOOL DISTRICT

AND

**Vendor
Street Address
City, Zip
POC
Email**

Period of Performance: **Month Day, Year** (the “**Effective Date**”) through **Month Day, Year**

Contractor Service Area(s): Pursuant to **Schedule A** of this Agreement
Cybersecurity Software Solutions and Hardware

Contract Type: Bench – Master Services Agreement

MASTER INFORMATION TECHNOLOGY SERVICES AND SUPPORT AGREEMENT

THIS MASTER INFORMATION TECHNOLOGY SERVICE AND SUPPORT AGREEMENT (this “**Agreement**”) is made and entered into as of the **Day of Month, 20XX**, between The Los Angeles Unified School District (“**LAUSD**” or the “**District**”), and the entity named on the cover page to this Agreement and identified as “**Contractor**” by the parties’ signatures below (“**Contractor**”).

1. BACKGROUND AND OBJECTIVES

1.1 *Background*

- (a) This Agreement is entered into as part of LAUSD’s “Bench Contract Program,” a program whereby District enters into an indefinite number of contracts for the future provision of information technology services related to LAUSD’s operations. LAUSD anticipates contracting with a variety of potential service providers for such services on a nonexclusive basis.
- (b) The Bench Contract Program covers the following types of services: (Name of Services).
- (c) This Agreement sets forth the general terms and conditions governing the contractual relationship between LAUSD and Contractor for Contractor’s participation in the Bench Contract Program. Work performed under this Agreement will be pursuant to specific terms and conditions set forth in one or more Work Orders executed by the parties hereunder.
- (d) Contractor is an established provider of services in the Contractor Service Area described below. Contractor represents that it has, and will have, the skills, qualifications, expertise and experience necessary to perform and manage the services described in each Work Order in an efficient, cost-effective manner with a high degree of quality and responsiveness, and that it has performed and continues to perform similar services for other customers in such manner.

1.2 *Objectives*

LAUSD’s objectives in entering into this Agreement include obtaining:

- (a) high quality services in the Contractor Service Area provided in a cost-effective manner;
- (b) a flexible relationship with Contractor under which Contractor will be highly responsive to LAUSD requirements as LAUSD may establish them from time to time; and
- (c) consistent and effective management of the relationship between Contractor and LAUSD.

2. DEFINITIONS

2.1 *Certain Definitions*

As used in this Agreement and the Schedules, capitalized terms will have the meanings set forth in this Article 2

- (a) “**Affiliate**” means any entity controlled by, controlling, or under common control with, a party, where “control” means the possession of the power, directly or indirectly, to direct the management and policies of a party whether through the ownership of voting securities, contract or otherwise.
- (b) “**Charges**” means the amounts payable to Contractor by LAUSD as payment in full for Services provided under each Work Order. All Charges will be in U.S. Dollars.
- (c) “**Change Order**” means an amendment to any Work Order executed by a duly authorized representative of Contractor and by District’s Chief Information Officer (or by a District officer authorized by the Chief Information Officer to execute Change Orders in his or her absence).
- (d) “**Confidential Information**” means any and all confidential information of LAUSD and/or LAUSD’s employees or students and includes, but is not limited to, LAUSD Data, all LAUSD student records and personnel records, and the minutes of any and all meetings between Contractor and LAUSD regarding this Agreement or the Services. Except to the extent that LAUSD is nonetheless required to maintain applicable information or data as confidential, Confidential Information excludes: (i) information independently developed by Contractor for a party other than LAUSD without the use of confidential information of LAUSD; (ii) information that is or becomes publicly known through no wrongful act of Contractor or of any third party; and (iii) any information obtained by Contractor without an obligation of confidentiality from a third party who did not receive it directly or indirectly from LAUSD.
- (e) “**Contractor Commercial Software**” means any software used to provide the Services that is commercially available off-the-shelf software owned by Contractor or a third party, which Contractor makes generally available for licensing by end users and which does not result, in whole or in part, from development or customization efforts under this Agreement.
- (f) “**Contractor Customized Software**” means any software used to provide the Services in which Contractor or third parties have all right, title, and interest (including ownership of copyright), but which is customized or otherwise modified by Contractor pursuant to the terms of an applicable Work Order for use by LAUSD. “**Customizations**” means those features, functions, interfaces or other aspects of the Contractor Customized Software that have been specifically developed or customized for District. Contractor Customized Software will include any and all bug fixes and other nonmaterial revisions to Contractor Customized Software, regardless of whether District has funded such bug fixes or other revisions.

- (g) “**Contractor Personnel**” means Contractor’s employees and subcontractors (as well as any employees or subcontractors of those subcontractors) performing the Services.
- (h) “**Contractor Service Area**” means the contractor service area(s) identified on the cover page attached hereto, as defined more specifically in **Schedule A**. The Contractor Service Area may also include related consulting services, as described in more detail in an applicable Work Order.
- (i) “**Deliverable**” means a deliverable to be delivered or provided by Contractor under an applicable Work Order as specified therein, and may be Contractor Commercial Software, Contractor Customized Software, Work Product, Documentation, Code Documentation or any other items identified for delivery in the applicable Work Order. “**System Deliverables**” are those software and software-related deliverables that Contractor will deliver to District under this Agreement and that require installation or operation in connection with or following such delivery.
- (j) “**District**” and “**LAUSD**” mean the Los Angeles Unified School District, each and every subdivision or unit thereof constituted now and in the future (including, if applicable, schools and or territories within Los Angeles County, California not currently serviced by the Los Angeles Unified School District, charter schools in Los Angeles County, and other entities with whom the Los Angeles Unified School District contracts to provide educational and education-related services to students resident in Los Angeles County), and each and every entity succeeding in the future to the responsibility of the Los Angeles Unified School District (including, if applicable, such other entities described in this definition) to provide educational services to students resident in Los Angeles County at any level of education.
- (k) “**Documentation**” means all operator guides, operating procedures (including any special year-end procedures), user manuals, training aides, installation guides, testing criteria, functional and detailed specifications and other technical documents with respect to a Deliverable or any portion or component thereof. “**Code Documentation**” is a specific type of Documentation (sometimes described as “internal software code”) comprising the written text that accompanies computer software source code, describing the functionality incorporated in the source code, its data structure, algorithms and application program interfaces, and explaining how the computer software performs its functions.
- (l) “**Final Criteria**” has the meaning given in Section 7.1.
- (m) “**Final Deliverable**” means all related Deliverables under a Work Order or a series of related Work Orders, where such Deliverables are intended or required to operate as a system or otherwise to perform interrelated functions.
- (n) “**Initial Acceptance Period**” has the meaning given in Section 7.2.
- (o) “**Key Contractor Personnel**” has the meaning given in Section 1.1(a).

- (p) “**LAUSD Data**” means information (regardless of format) entered into software or equipment by or on behalf of LAUSD, as well as information derived from this information.
- (q) “**LAUSD Information**” means all information, in any form, furnished or made available directly or indirectly to Contractor by LAUSD or otherwise obtained by Contractor from LAUSD, including: (i) all information of LAUSD or any LAUSD Affiliates to which Contractor has had or will have access, whether in oral, written, graphic or machine-readable form; (ii) all Work Product; and (iii) all Confidential Information.
- (r) “**LAUSD Information Security Policies**” means the written security policies and procedures that are in effect during the Term for the security of LAUSD facilities and LAUSD Information; as such policies may be modified, amended or replaced from time to time and provided to Contractor.
- (s) “**LAUSD Software**” means software owned by LAUSD and includes software developed by LAUSD internally and software developed by third parties for ownership by LAUSD.
- (t) “**Pass-Through Expenses**” means reasonable and actual out-of-pocket expenses incurred by Contractor for equipment, materials, supplies or other Services provided to LAUSD, but not including Contractor’s overhead costs, administrative expenses or other mark-ups.
- (u) “**Schedule**” means any schedule, exhibit, agreement or other document either (i) attached to this Agreement; (ii) attached to any Work Order; or (iii) executed by the parties at any time hereafter, if such document states that it is a schedule or exhibit to this Agreement or any Work Order.
- (v) “**Services**” means services within the Contractor Service Area to be performed under a Work Order.
- (w) “**Term**” means the initial term of this Agreement described in Section 4.1 and any and all renewal terms entered into pursuant to Section 4.2.
- (x) “**Term of Nondisclosure**” means, with respect to any Confidential Information, a period of five years from the last date of disclosure of any such Confidential Information, or such longer time as may be required by law. Contractor understands and agrees that, for certain kind of Confidential Information (such as, by way of example only, LAUSD student records and student information protected by FERPA, HIPAA, and State student data privacy laws), the Term of Nondisclosure may be a period of time with no expiration date.
- (y) “**Virus**” means any computer virus or other “contaminant,” including any codes or instructions that are designed to (or permit or enable anyone to) inappropriately access, modify, delete, damage or disable any aspect of the LAUSD information technology environment.

- (z) “**Work Order**” means a written agreement between LAUSD and Contractor implementing specific services and identifying certain deliverables to be provided by Contractor under the terms of this Agreement. A form of Work Order is attached hereto as **Schedule D**.
- (aa) “**Work Product**” means any tangible or intangible work product that is a literary or other work of authorship made specifically for and delivered to District by Contractor as part of the Services, either solely or jointly with others, including by independent contractors, Contractor’s employees or agents, during the course of or in relation to the performance of this Agreement. Work Product shall include Documentation, where such Documentation is made specifically for District. Notwithstanding anything herein to the contrary, nothing shall waive or otherwise impair District’s, Contractor’s or a third-party’s ownership of or other rights in any portions of Work Product, data, information or other intellectual capital, developed or acquired prior to or otherwise developed independent of this Agreement or any applicable Work Order, or derivatives thereof (collectively, the “**Pre-Existing Items**”). No party shall gain any ownership rights in the other party’s Pre-Existing Items or any derivative works thereof.

2.2 *Other Definitions*

To the extent not defined above, other capitalized terms used in this Agreement, the Schedules and the Work Orders will be defined in the context in which they are used and have the meanings there indicated.

3. **MASTER AGREEMENT - GENERAL**

3.1 *Agreement*

This Agreement contains general contractual terms for Services to be provided to LAUSD by Contractor under Work Orders to be prepared, negotiated and executed by LAUSD and Contractor pursuant to the terms of this Agreement. Separate Work Orders will be entered into for discrete Services. Each Work Order shall incorporate by reference and be subject to the terms of this Agreement including all of its Schedules, and shall describe the Services covered by the Work Order, the provisions for payment, the terms for performance, applicable service levels, and other provisions that are specific to the Work Order.

3.2 *Interpretation and Precedence*

This Agreement, the Schedules attached hereto, the Work Orders and any Schedules attached thereto are to be interpreted so that all of the provisions are given as full effect as possible. In the event of a conflict between these documents, the following order of precedence will apply:

- (a) This Agreement;
- (b) any Schedule to this Agreement;
- (c) the Work Order (provided, however, that the Work Order may contain an exception to or deviation from this Agreement with respect to the applicable Work Order only if specifically agreed upon in writing by District’s Chief Information Officer); and
- (d) any Schedule to the Work Order.

3.3 *No Implied Agreement; Nonexclusivity*

- (a) Nothing in this Agreement obligates LAUSD or Contractor to enter into any Work Order.
- (b) Except as expressly agreed upon under a Work Order, nothing in this Agreement requires LAUSD to purchase products or Services from Contractor. LAUSD may request information, proposals, or competitive bids from third parties on the same or different terms than as provided in this Agreement.
- (c) Contractor may provide products and services to any other parties on terms that are the same as or different than those provided herein, provided that Contractor complies with all of its obligations of confidentiality contained herein.
- (d) Except for express agreement for the purchase of specified amounts of Services set forth in a Work Order, LAUSD may obtain services similar to, identical to, or in addition to or outside the scope of the Services at any time during the Term from a third party or provide them internally. LAUSD shall have no obligation to obtain from Contractor any services that are not included within the definition of Services as described in a specific Work Order. Any Services that are limited to specific locations under a Work Order apply only to such locations.
- (e) Contractor acknowledges that LAUSD may be considering, and may in the future consider, the development and implementation of ideas, products and technologies similar to or the same as those that may be owned or controlled by Contractor. Nothing in this Agreement will prevent LAUSD from pursuing any such ideas or pursuing the development and implementation of products or technologies similar to or related to Contractor's, either internally or through third parties.

4. **TERM**

4.1 *Agreement Term*

The term of this Agreement shall begin on **Month Day, Year** and shall continue through **Month Day, Year**, unless terminated pursuant to the terms of this Agreement.

4.2 **RESERVED**

4.3 *Work Order Term*

The term of each Work Order shall be as stated in such Work Order but in no event shall a Work Order term extend beyond the Term unless District has specifically agreed in writing. If this Agreement is terminated for any reason, each Work Order hereunder shall also terminate unless District has specifically directed otherwise in writing.

5. SERVICES - GENERAL

5.1 General

The Services to be provided under this Agreement are limited to those within the Contractor Service Area and will only be performed subject to a Work Order approved by District.

5.2 Resources

Except as otherwise expressly provided in this Agreement or a Work Order, Contractor will be responsible for providing all facilities, personnel and other resources necessary to provide the Services.

5.3 Premier Customer

Contractor will treat LAUSD as a premier customer. As a premier customer of Contractor, LAUSD shall be entitled to:

(f) **Disaster Recovery Priority**

In the event of a disaster at a Contractor facility used to provide the Services, with respect to resources engaged in recovery efforts stemming from such disaster that Contractor must allocate between or among Contractor's customers, no other Contractor customer will receive higher priority than LAUSD with respect to those resources.

(g) **Priority Staffing**

Contractor shall make a good faith effort throughout the Term to ensure that Contractor's best qualified personnel resources are assigned to the LAUSD account.

5.4 Licenses and Permits

Contractor will be responsible for obtaining, at Contractor's cost, all applicable licenses, authorizations and permits required of Contractor to perform this Agreement. Contractor will pay all fees and taxes associated with such licenses, authorizations and permits.

5.5 RESERVED

5.6 RESERVED

5.7 Equal Employment Opportunity

It is the policy of District that, in connection with all work performed under District agreements, there shall be no discrimination against any employee or applicant for employment because of race, color, religious creed, national origin, ancestry, marital status, sex, sexual orientation, age, disability or medical condition and therefore Contractor agrees to comply with applicable federal and state laws. In addition, Contractor agrees to require like compliance by all subcontractors performing Services.

5.8 *Certification Regarding Debarment, Suspension, Ineligibility, or Voluntary Exclusion for Award*

- (a) By signing this Agreement, Contractor certifies that Contractor and any of its principals:
- (i) **Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded for the award of contracts by any Federal agency; and**
 - (ii) **Have not, within the three-year period preceding the Effective Date, been convicted of or had a civil judgment rendered against them for: commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a Federal, state or local government contract or subcontract; violation of Federal or state antitrust statutes relating to the submission of offers; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, tax evasion, or receiving stolen property; and are not presently indicted for, or otherwise criminally or civilly charged by a Government entity with, commission of any of these offenses.**
- (b) It shall be a material breach of this Agreement if, at any time during the Term hereof, Contractor shall be: debarred, suspended, proposed for debarment, or declared ineligible for the award of contracts by any Federal agency; or, convicted of or have a civil judgment rendered against it for: commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a Federal, state or local government contract or subcontract; violation of Federal or state antitrust statutes relating to the submission of offers; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, tax evasion, or receiving stolen property.

5.9 *Conflict of Interest*

Contractor agrees to comply with, and cause all Contractor Personnel to comply with, the Contractors' Code of Conduct attached hereto as **Schedule C**, as such Code of Conduct may be amended by LAUSD from time to time and provided to Contractor. Contractor will take all necessary steps to avoid the appearance of a conflict of interest and will have an ongoing duty to disclose to District any and all circumstances that pose a potential conflict of interest. Should a conflict of interest issue arise, Contractor agrees to fully cooperate in any inquiry and to provide District with all documents or other information reasonably necessary to enable District to determine whether or not a conflict of interest existed or exists. Any breach of this section shall constitute grounds for immediate termination of this Agreement, in addition to any other remedies District may have.

5.10 *Fingerprinting*

- (a) Contractor will comply with this Section 5.10 and shall require its subcontractors (if any) to comply with the requirements of California Education Code Sections 45125.1 and

45125.2, at no additional cost to the District. These requirements include, but are not limited to the following:

- (i) **Any employee or agent of Contractor, and any employee or agent of Contractor's subcontractors, who may interact with pupils outside of the immediate supervision and control of the pupil's parent or guardian or a school employee must submit (or, in the case of a sole proprietor, the District will submit on its behalf) his or her fingerprints to the California Department of Justice (DOJ) in a manner authorized by the DOJ to determine whether the employee or agent has been arrested or convicted of any crime. Contractor will be responsible for any expenses arising from its compliance with this Section, including, but not limited to, the payment of any fee required for fingerprinting or the processing thereof. Prohibit agents and employees of Contractor from coming into contact with pupils until the CADOJ has ascertained that the individual has not been convicted of a felony as defined in California Education Code § 45122.1.**
- (ii) **Contractor shall not permit an employee or other person requiring fingerprinting to interact with pupils until the DOJ has ascertained that the person has not been convicted of a felony as defined in Education Code Section 45122.1. Upon Contractor's receipt of such clearance from DOJ, Contractor shall certify in writing to District that none of the Contractor, its subcontractors and any of their employees or agent who are required by District to submit their fingerprints to the DOJ and who may interact with pupils has been convicted of a felony as defined in Section 45122.1. Provide a list of the names of Contractor's agents and employees who may have contact with pupils to the District Risk Finance and Insurance Services. This list shall be updated for Contractor staff changes and shall list agents and employees by appropriate school site.**
- (iii) **The District may require the Contractor and its agents and employees who may have contact with pupils to submit to additional background checks at the District's sole and absolute discretion.**
- (iv) **Alternatively, the District may require Contractor to provide continual supervision and monitoring of all employees and agents of Contractor and Contractor's subcontractors by an employee of Contractor whom the DOJ has ascertained has not been convicted of a violent or serious felony, as defined by the California Penal Code Sections 667.5 and 1192.7. If the District elects to require this supervision, the Contractor shall supply the supervision at no additional cost to the District.**
- (v) **The Contractor shall remove immediately from the District property any employee or agent (including employees or agents of its subcontractors) who has been arrested or convicted of any serious or violent felony, as defined by California Penal Code Sections 667.5 and 1192.7.**

- (b) In addition to the foregoing, District may require Contractor and Affected Persons to submit to tuberculosis testing and additional background checks and testing at District's sole and absolute discretion.

6. SERVICES – RESPONSE TO WORK ORDER REQUESTS

6.1 *Work Order Requests*

- (a) Should LAUSD desire to obtain Services from Contractor, LAUSD will initiate a request for Services by providing such request in writing (a “**Work Order Request**”) to Contractor. Subject to Section 3.3, Contractor may elect, within the time frame specified in a Work Order Request, to prepare and deliver to LAUSD a proposal in response to such Work Order Request (a “**Services Proposal**”). Contractor will prepare all Services Proposals in good faith. Contractor will be under no obligation to prepare any Services Proposal hereunder; provided, however, that if Contractor determines not to prepare a Services Proposal for any Work Order Request, Contractor will promptly notify LAUSD that Contractor will not respond to the applicable Work Order Request.
- (b) Once submitted to LAUSD, a Services Proposal shall constitute an offer by Contractor to provide the Services described therein on the terms set forth therein, and shall be irrevocable for a period of sixty (60) calendar days. LAUSD may provide Contractor with comments regarding a Services Proposal, and Contractor shall respond to such comments, if any. A Services Proposal will become effective only when a detailed Work Order has been drafted by the parties and accepted and executed by LAUSD, subject to any required approvals within LAUSD. LAUSD is under no obligation to accept any Services Proposal.
- (c) Contractor's failure to respond to a Work Order Request as required under Section 6.1 (a) above will initially be without prejudice to Contractor's ability to respond to subsequent Work Order Requests; provided, however, that if LAUSD should receive no response from Contractor to three separate Work Order Requests, and Contractor is not performing Services under any Work Order then in effect, LAUSD will be entitled to terminate this Agreement immediately upon written notice to Contractor.

6.2 *Changes to Work Orders*

Any change to a Work Order shall be made by Change Order executed pursuant to the change control procedures described in Section 11.4.

6.3 *Work Order Service Levels*

Each Work Order will, if required by LAUSD, include service levels applicable to certain specified Services under the Work Order.

7. SERVICES – APPLICATION MAINTENANCE AND ENHANCEMENT

The provisions of this Article 7 shall only apply to the extent that Contractor is required under a Work Order to deliver a Deliverable to District.

7.1 *Development of Acceptance Testing Criteria*

Unless otherwise specified in a Work Order, at least sixty (60) calendar days prior to the date on which Contractor is scheduled to deliver a System Deliverable, Contractor shall deliver to District its specifications and proposed acceptance test criteria for such System Deliverable. The specifications and proposed acceptance test criteria, once approved by the parties in writing, shall be the criteria used in acceptance testing of a System Deliverable (the “**Final Criteria**”). Contractor will not commence development of any System Deliverable hereunder until the parties have approved acceptance test criteria in writing, or, in the absence of such approval, District has specifically authorized Contractor in writing to commence development.

7.2 *Acceptance Testing*

- (a) Following delivery to District of a System Deliverable and the installation or other implementation thereof, the System Deliverable shall be subject to acceptance testing by District. If District notifies Contractor that a System Deliverable does not satisfy or conform to the Final Criteria within the time period prescribed in the applicable Work Order (the “**Initial Acceptance Period**”), Contractor shall, at no cost to District, take whatever action is necessary to correct any deficiencies within thirty (30) calendar days after District’s notification to Contractor.
- (b) Upon completion of corrective action by Contractor, District will subject the revised System Deliverable to acceptance testing. If, upon the expiration of the sixty (60) day period after the end of the Initial Acceptance Period, the System Deliverable still does not conform to the Final Criteria, District may: (i) immediately terminate, under Article 20 herein (but without any requirement of a 30-day cure period), the applicable Work Order, along with, in District’s discretion, any related Work Order(s); or (ii) require Contractor, at no cost to District, to continue (even beyond this sixty (60) day period) to correct the deficiencies and to take whatever action is necessary so that the System Deliverable shall conform to the Final Criteria, while reserving the right to terminate (as specified in (i) above) at any time so long as the System Deliverable fails to conform to the Final Criteria.
- (c) Notwithstanding the foregoing, if Contractor fails to cure a deficiency within one hundred twenty (120) calendar days after receipt of notification thereof from District, Contractor may elect to cease curing the deficiency if Contractor (a) notifies District that it will cease curing the deficiency and (b) promptly refunds District for all amounts paid under the Work Order and any related Work Order(s) for the System Deliverable(s). However, in the event that District has accepted a portion or component of the System Deliverable(s) in accordance with Article 7.3, and District desires to retain such portion or component, the refund owed to District shall be equitably reduced by the amount that such portion or component represents of the System Deliverable(s) taken as a whole.

7.3 *Acceptance Notice*

When, in District's reasonable judgment, a System Deliverable has satisfied the Final Criteria, District shall give Contractor written notice thereof. At the completion of installation of any Final Deliverable, the Final Deliverable shall operate for a period of sixty (60) consecutive calendar days in conformity with its Documentation (which shall include, if applicable and without limitation, Final Criteria). If a Final Deliverable does not operate for a period of at least sixty (60) consecutive days in conformity with its Documentation, District may (i) immediately terminate, under Article 20 herein (but without any requirement of a 30-day cure period), the applicable Work Order, along with, in District's discretion, any related Work Order(s), and, at District's request, Contractor shall promptly reimburse District any amounts paid for the non-conforming Final Deliverable; or (ii) if the parties agree in writing that it is commercially reasonable under the circumstances, Contractor shall, at no cost to District, continue correction of deficiencies for a period of time agreed to by the parties so that the Final Deliverable shall conform to its Documentation, while reserving the right to terminate (as specified in (i) above) at any time so long as the Final Deliverable fails to conform to its Documentation. Acknowledgement in writing by District of such operation for said sixty (60) day period shall constitute final acceptance of the Final Deliverable involved.

7.4 *Other Deliverables*

For any Deliverable that is not a System Deliverable, the applicable Work Order will set forth the acceptance criteria and other testing required for District to evaluate and accept (or, where necessary, reject) such Deliverable; provided, however, that in no case will a Deliverable be accepted by District until District has provided Contractor with District's written acceptance thereof.

8. SERVICE LEVELS; PERFORMANCE STANDARDS; EQUIPMENT AND FACILITIES

8.1 *Service Levels*

Work Orders may include quantitative service levels to be met by Contractor. Unless otherwise agreed, Contractor's performance of the Services against applicable service levels will be measured on a monthly basis. With respect to each Service that has an associated service level, Contractor shall provide such Service throughout the Term in a manner that meets or exceeds the associated service level. Regardless of whether a Work Order includes service levels, Contractor shall perform all Services and obligations promptly, diligently and in a workmanlike and professional manner, using qualified individuals.

8.2 *Performance Standards*

Regardless of whether there exists an associated Service Level, Contractor shall perform all Services and obligations promptly, diligently and in a workmanlike and professional manner, using qualified individuals.

8.3 *Measurement and Monitoring Tools*

Contractor shall implement measurement and monitoring tools and procedures reasonably designed to measure its performance of the Services and assess such performance against any applicable service levels. Contractor shall provide LAUSD with a monthly report of service level performance under any applicable Work Order. Upon LAUSD's request, Contractor shall provide LAUSD with access to the measurement and monitoring tools described herein, and to any information that they generate.

8.4 *Failure to Meet Service Levels*

Contractor acknowledges that its failure to meet one or more service levels may have a material adverse effect on the business and operations of LAUSD and that the actual amount of damage sustained by LAUSD because of such failure may be impossible or extremely difficult to determine. Accordingly, any Work Order may provide that if Contractor fails to meet a service level, LAUSD shall have the option, but not the obligation, to recover the amounts specified in such Work Order as service level credits against amounts owed to Contractor by LAUSD.

8.5 *Equipment*

- (a) The terms of this Section 8.5 shall only apply to the extent that Contractor provides or maintains equipment and tools in order to provide the Services under a Work Order.
- (b) Except as otherwise specified in a Work Order, each party will be responsible for providing and maintaining its own equipment and tools, and Contractor will be responsible for providing all equipment and tools necessary to provide the Services.
- (c) If LAUSD shall make available to Contractor any computer, communications or other equipment owned or leased by LAUSD, Contractor shall: (i) use such equipment for the sole purpose of providing the Services and shall not use such equipment to provide services to or for the benefit of any third party; (ii) comply with any directions from LAUSD concerning the use and location of such equipment; and (iii) return such equipment to LAUSD, upon termination of the applicable Work Order, in the same condition it was in when delivered or provided to Contractor, ordinary wear and tear excepted.

8.6 *Facilities*

- (a) The terms of this Section 8.6 shall only apply to the extent that Contractor is responsible for providing (i) a facility in order to provide or perform Services, or (ii) a data center for the hosting of applications or the storage of LAUSD Data.

- (b) Except as specifically set forth in a Work Order, Contractor will be responsible for providing all space and equipment necessary to provide the Services at its own or other facilities. Contractor will seek LAUSD's prior approval for any relocation of the facilities at and from which the Services are provided and will manage any such changes in accordance with the change control procedures described in Section 11.4.
- (c) With respect to any Contractor data center from which applications are hosted by Contractor on LAUSD's behalf or at which LAUSD Data is stored, Contractor shall establish and maintain proper and adequate facilities, equipment and supplies, and a properly trained and adequate staff, including necessary management and support staff. Such data center shall operate twenty-four (24) hours per day, seven (7) days per week.
- (d) Throughout the Term, Contractor shall maintain adequate physical and logistical security measures and safeguards at Contractor facilities (including security measures and safeguards specific to those areas of the facilities that are partitioned from the rest of the facilities and dedicated to the provision of the Services) to guard against the destruction, loss or alteration of any LAUSD property or LAUSD Data that is maintained or stored at such facilities.
- (e) The security measures and safeguards maintained at Contractor facilities shall be no less rigorous than those maintained by LAUSD as of the Effective Date at similar LAUSD facilities and shall be no less rigorous than those maintained by Contractor for its other facilities. Such security measures shall include at a minimum:
 - (i) **With respect to any Contractor data center at which LAUSD Data is stored, providing security guards and technical support engineers on a 24x7 basis and maintaining access controls which include, at a minimum (1) restricting access to the data center and any portions of the data center containing LAUSD Data, and (2) monitoring and logging access to the data center.**
 - (ii) **With respect to any Contractor facilities at which the Services are performed, maintaining access controls to such facilities (particularly with respect to the areas of such facilities from which the Services are performed or Confidential Information is stored), which controls will include, at a minimum (1) inspecting identification and allowing only authorized personnel to enter such facilities, (2) monitoring and logging access to such facilities, (3) utilizing equipment that does not allow for the physical download of Confidential Information (e.g., computers with disabled CD burners and disk drives without removable disks), and (4) printing hard copy only as necessary to perform the Services, providing LAUSD with reasonable access to print logs maintained by Contractor, and maintaining policies requiring the shredding of documents and prohibiting the removal of hard copies from the applicable secured areas of Contractor's facilities.**

8.7 *Use of LAUSD Property and Facilities*

- (b) If LAUSD shall make space in any LAUSD facility available to Contractor, Contractor shall: (i) use such space for the sole purpose of providing the Services to LAUSD and not for the benefit of or the provision of services to any third party; (ii) comply with all policies and procedures governing access to and use of LAUSD facilities; and (iv) return such space to LAUSD in the same condition it was in when provided to Contractor, ordinary wear and tear excepted. Except as otherwise provided in an applicable Work Order, LAUSD shall provide LAUSD facilities and access to normal office resources (e.g., fax, telephone and copier support) at no charge to Contractor. LAUSD facilities are made available to Contractor on an "as is, where is" basis, with no warranties whatsoever.
- (c) Contractor shall be responsible and liable for any damage to LAUSD property caused by Contractor or any Contractor Personnel in connection with performance of this Agreement. Contractor shall, at Contractor's own expense, replace or repair all damaged property to its original condition.

9. PERSONNEL

9.1 *Qualifications of Contractor Personnel*

- (a) Contractor shall provide all necessary personnel, adjudged by Contractor as qualified to perform the Services. District shall have the right to accept or reject assignment of any Contractor Personnel. Contractor will assign an adequate number of Contractor Personnel to perform the Services. The timing for transfer, reassignment or replacement of Contractor Personnel will be closely coordinated with the requirements for timing and other elements of the Services so as to maintain continuity in the performance of the Services.
- (b) All Contractor Personnel shall be required to comply with the LAUSD Information Security Policies. Contractor Personnel working at LAUSD facilities shall be subject to LAUSD-required verification (which may include, without limitation, background checks and finger printing). In hiring Contractor Personnel for the LAUSD account, Contractor will follow industry standard hiring practices, which will be available for review upon request by LAUSD.
- (c) All Contractor Personnel shall be required to execute a confidentiality agreement with Contractor that includes terms at least as restrictive as the terms in this Agreement and in any confidentiality agreement between Contractor and District, and such other terms as may be imposed by law on District and its contractors.

9.2 *Key Contractor Positions*

- (a) The key personnel assigned to perform the Services and their respective roles will be identified in each Work Order (the "**Key Contractor Personnel**"). Contractor shall not change any Key Contractor Personnel or reassign any of the Key Contractor Personnel to other projects without District's prior written approval and until a satisfactory replacement

has been approved by District. Contractor shall submit to District written documentation of the qualifications for a proposed replacement to any of the Key Contractor Personnel.

- (b) Contractor will designate an individual as its “project executive” for each Work Order, to serve as the onsite manager for the delivery of Services thereunder and have overall responsibility for Contractor’s performance of the Services thereunder. For each Work Order, Contractor’s project executive will (i) be one of the Key Contractor Personnel, (ii) serve as the single point of accountability for Contractor for the Work Order, (iii) manage and supervise the Contractor Personnel, and (iv) have such additional roles and responsibilities as may be outlined in the Work Order or designated by Contractor.

9.3 Contractor Employees Assigned to LAUSD Account

In the event that LAUSD determines in good faith that the continued assignment to LAUSD’s account of any of the Contractor Personnel is adversely affecting LAUSD, then LAUSD will give Contractor written notice to that effect. Promptly after receipt of such notice, Contractor will use commercially reasonable efforts to resolve any problems with the relevant Contractor Personnel. If, following such efforts, LAUSD requests replacement of the relevant Contractor Personnel, Contractor will replace the relevant Contractor Personnel with Contractor Personnel of equal ability and qualifications as expeditiously as possible. Notwithstanding the foregoing, in the event that LAUSD in good faith requests the immediate removal of any of the Contractor Personnel from the LAUSD account, Contractor shall immediately remove such person from the LAUSD account and at no charge to LAUSD promptly replace such person with another person of equal ability and qualifications.

10. SOFTWARE AND INTELLECTUAL PROPERTY RIGHTS AND OBLIGATIONS

10.1 Software Generally

Except as otherwise specified in a Work Order, each party will be responsible for providing and maintaining its own software, and Contractor will be responsible for providing all software necessary to provide the Services.

10.2 *Software Owned or Licensed by LAUSD; Work Product*

(a) LAUSD Software

Each Work Order will specify any LAUSD Software that Contractor is authorized to use to perform the Services and shall specify the rights of Contractor regarding use of such LAUSD Software. LAUSD will retain all rights to LAUSD Software. Pursuant to the terms of an applicable Work Order, Contractor will be granted a license during the term of such Work Order to use and access LAUSD Software for the sole purpose of providing the Services. Contractor will cease use of such LAUSD Software upon expiration or termination of the applicable Work Order. Without limiting the foregoing, District shall retain all right, title and interest in and to any other proprietary material that District supplies to Contractor. With respect to any District Pre-Existing Items provided to Contractor hereunder, District hereby grants Contractor only those rights and licenses necessary for Contractor to fulfill its obligations under each Work Order.

(b) Work Product

Except as otherwise agreed in writing by the parties under an applicable Work Order, LAUSD will own all right, title and interest in and to the Work Product, including (but not limited to) ownership of copyright therein, and Contractor hereby assigns and agrees to assign to LAUSD, its successors, assigns or designees, all of Contractor's rights in and to any such Work Product. Contractor will provide to LAUSD all copies of such Work Product (including, if applicable, the source code and Code Documentation for any software that constitutes Work Product), and LAUSD will have the exclusive right to copyright such material. District hereby grants and agrees to grant to Contractor an irrevocable, nonexclusive, worldwide, paid-up license to use, execute, reproduce, display, perform, and prepare derivative works based on, Work Product, only for Contractor's internal purposes; provided, however, that Contractor may make further use of the Work Product by complying with the terms of Section 10.6 below. Contractor will be responsible for ensuring that no Contractor Personnel retain rights to any Work Product in contravention to the grant of rights set forth herein.

(c) Third Party Software

Each Work Order will specify any third party software required in order to perform the Services and Contractor will not use in connection with any Work Order or introduce into District any third party software without District's written consent. All licenses to third party software may be retained by LAUSD in LAUSD's discretion. Any consents or agreements necessary to enable Contractor's use or operation of third party software shall be obtained by Contractor with such reasonable assistance from LAUSD as is requested by Contractor. Contractor will comply with the licenses for any third party software licensed by LAUSD and used by Contractor in relation to the Services. The respective financial, operational and other obligations of the parties with respect to any third party software shall be set forth in each applicable Work Order.

10.3 *Contractor Software and Other Intellectual Property*

- (a) Each Work Order will identify any Contractor Commercial Software that will be used to provide the Services, and Contractor Commercial Software (together with any applicable

Documentation) shall be provided under the terms of Contractor's standard license agreement for such software. Contractor shall install, operate and maintain at its expense any Contractor Commercial Software needed to provide the Services.

- (b) Pursuant to the terms of an applicable Work Order, Contractor shall grant to District with respect to all Contractor Customized Software and any Documentation owned by Contractor or a third party, a nonexclusive, worldwide, perpetual, royalty free, fully paid license permitting District internal use of such Contractor Customized Software and Documentation, which license shall, at District's option, be transferable to any Affiliate of District. As used in this Section, "internal use" shall mean use of the Contractor Customized Software on any or all central processing units at any or all locations owned or leased by District, any locations used by independent agents who contract with District, or any locations used by District employees or District subcontractors. Contractor shall also provide District with any nonproprietary software (including Code Documentation therefor) utilized by Contractor to develop any System Deliverable.
- (c) Unless specifically set forth under the terms of an applicable Work Order, District shall not be subject to any upgrade, maintenance, transfer, or other fees based upon District's use of any Contractor Commercial Software or Contractor Customized Software.
- (d) Contractor also grants and agrees to grant to District a nonexclusive, worldwide, perpetual, royalty free, fully paid license to use the source code, Code Documentation, and any software tools necessary to maintain or modify the Contractor Customized Software and, to the extent applicable, the Work Product. To the extent that LAUSD's use of any Contractor Commercial Software, Contractor Customized Software, Contractor Pre-Existing Items or Work Product would constitute an infringement of any patent, know-how, trade secret or other proprietary rights of Contractor or any third-party licensor of Contractor, Contractor further grants and agrees to grant to District a nonexclusive, worldwide, perpetual, royalty free, fully paid license (or, if applicable, sublicense) to such patents, know-how, trade secrets or other proprietary rights, to the extent necessary to permit District to make full use of the Contractor Commercial Software, Contractor Customized Software, Contractor Pre-Existing Items or Work Product as set forth herein.

10.4 *Modifications*

District shall have the right, in its sole discretion, to independently modify Work Product and Customizations for LAUSD-specific functions, through the services of its own employees or of independent contractors. Subject to any contrary terms in an applicable Work Order, District shall be the owner of any such modifications. Contractor shall not disclose such modifications to any third parties and shall not incorporate any such modifications into Contractor Commercial Software for distribution to third parties (or otherwise commercially exploit such modifications in any way) unless Contractor first obtains the written consent of District and complies with the terms of Section 10.6 below.

10.5 *Proprietary Notices*

District agrees that any copies of the Contractor Commercial Software, Contractor Customized Software, Contractor Pre-Existing Items, and Documentation shall bear all copyright, trademark, and other proprietary notices properly included therein by Contractor or a third party. District may add its own copyright or other proprietary notice to any copy of the Contractor Customized Software or Documentation that contains permitted modifications made by District.

10.6 *Royalties*

Contractor shall pay to District a royalty of two percent (2%) of all third party fees that are generated, billed or received by Contractor for Contractor's use or sublicensing of the Work Product or any Customizations in connection with any product or service distributed by Contractor or its Affiliates ("**Revenues**"), such royalty to be based upon the usual billing price for such products and services. Royalty payments, if any, shall be due annually on June 30, and, when due, must be accompanied by a statement of accounts setting forth all Revenues received as of May 31 of that same year. Contractor shall keep accurate books of accounts and shall keep and maintain all records, documents and other instruments relating to Revenues in such detail as shall enable District to ascertain royalties due under this Agreement in accordance with District's audit rights set forth under Section 12.1 below.

10.7 *Invention Assignment*

Contractor shall cause each of Contractor's employees, subcontractors, or subcontractors' employees charged with performance of a Work Order or granted access to confidential information to execute an agreement in a form acceptable to the District recognizing LAUSD's ownership rights and concurring with the obligations of Contractor as set forth herein. Contractor shall ensure that Contractor's employees, subcontractors or subcontractors' employees comply with the provisions of such confidentiality and invention agreement and shall be responsible for enforcing such agreement with respect to such personnel.

10.8 *Registrations*

In the event any intellectual property created under this Agreement and owned by LAUSD shall be determined by LAUSD to be copyrightable or patentable or otherwise registrable, Contractor shall assist LAUSD in obtaining and maintaining registrations and in vesting LAUSD with full title.

10.9 *Residual Knowledge*

Nothing contained in this Agreement shall restrict either party from the use of any general ideas, concepts, know-how, methodologies, processes, technologies, algorithms or techniques retained in the undocumented mental impressions of such party's personnel relating to the Services which either party, individually or jointly, develops or discloses under this Agreement, provided that in doing so such party does not (a) infringe the intellectual property rights of the other party or third parties who have licensed or provided materials to the other party, or (b) breach its confidentiality obligations under this Agreement or under agreements with third parties.

10.10 *Non-Exclusivity*

Contractor acknowledges that LAUSD may be considering, and may in the future consider, the development and implementation of ideas, products and technologies similar to or the same as those that may be owned or controlled by Contractor. Nothing in this Agreement will prevent LAUSD or any LAUSD Affiliates from pursuing any such ideas or pursuing the development and implementation of products or technologies similar to or related to Contractor's, either internally or through third parties.

11. CONTRACT AND PROJECT MANAGEMENT

11.2 *Reserved*

11.3 *Meetings*

(a) Meeting Schedule

Each Work Order may include a schedule for regular project management meetings between the parties, and the parties shall hold such meetings as are set forth therein.

(b) Meeting Agenda

Contractor will prepare and circulate an agenda sufficiently in advance of each project management meeting to give participants an opportunity to prepare for the meeting. Contractor will incorporate into such agenda items that LAUSD desires to discuss. At LAUSD's request, Contractor will prepare and circulate minutes promptly after a meeting.

11.3 *Performance Reports*

A Work Order may require Contractor to provide monthly performance reports, which will be delivered to LAUSD within fifteen (15) calendar days after the end of each month of the term of the Work Order, describing Contractor's performance of the Services in that month. Each monthly performance report will, to the extent applicable: (a) separately address Contractor's performance against any service levels; (b) describe the status of each key project, problem resolution effort and any other initiative; (c) explain deviations from service levels and include for each deviation a plan for corrective action; (d) set forth the utilization of resources for the month and utilization trends; and (e) provide LAUSD a projection of the Charges for the following month. Contractor will also provide such other reports as may be required under an applicable Work Order.

11.4 *Change Control Procedures*

- (a) No changes or additions may be made to any Work Order without the written agreement of LAUSD as evidenced by a duly executed Change Order.**
- (b) Contractor will not take an action or make a decision which may have a material effect on LAUSD or which adversely affects the function or performance of, or decreases the**

resource efficiency of, the Services, including implementing changes in technology or equipment and software configuration, without first obtaining LAUSD's written approval, which approval LAUSD may withhold in its sole discretion as respects any change which may have an adverse effect on LAUSD or the Services.

11.5 *Subcontracting*

- (a) Contractor will not enter into any subcontract for the provision of the Services without the prior written consent of LAUSD.
- (b) Subcontractors approved by LAUSD shall be set forth in the applicable Work Order. With respect to any subcontract related to the delivery or performance of Services, Contractor will include in such subcontract provisions substantially similar to those provisions of this Agreement material to the subcontractor's performance under such subcontract.
- (c) LAUSD shall have the right to revoke its prior approval of an authorized subcontractor if the subcontractor's performance is deficient, if misrepresentations were made concerning the subcontractor at the time of LAUSD's approval, or for other factors related to any LAUSD experience with the subcontractor.
- (d) Contractor will remain responsible for obligations, services and functions performed by subcontractors to the same extent as if these obligations, services and functions were performed by Contractor's employees. Contractor will be LAUSD's sole point of contact.

11.6 *Improvements in Technology*

- (a) Prior to using any new software or equipment to provide the Services, Contractor will have verified, to the extent possible in a test environment, that the item has been properly installed, is operating in accordance with its specifications and is performing its intended functions in a reliable manner. Contractor will move programs from development and test environments to production environments in a controlled and documented manner, reasonably calculated to avoid introduction of unauthorized changes into the relevant production environment.
- (b) Contractor will keep the equipment, software and other technologies Contractor provides in performing the Services current, and LAUSD will receive the benefits of upgrades in technology through increases in efficiency and productivity. Contractor will proactively seek out new technologies by surveying key suppliers to identify advances or changes in technology which are appropriate and beneficial to LAUSD. LAUSD is, however, under no obligation to implement any such new technologies.

12. AUDITS

12.1 *Audit Rights*

- (a) Contractor shall maintain, and District shall have the right to examine and audit, all of the books, records, documents, accounting procedures and practices and other evidence regardless of form (e.g., machine-readable media such as disk, tape, etc.) or type (e.g.,

databases, applications software, database management software, utilities, etc.), sufficient, at a minimum, to the extent permitted or required by any laws and regulations applicable to LAUSD or Contractor, to (i) with respect to Services or Deliverables supplied on a cost or cost-plus basis, properly reflect all costs claimed to have been incurred or anticipated to be incurred in performing this Agreement; (ii) with respect to Services performed on an hourly basis, properly reflect the hours billed; (iii) to the extent Contractor is performing operations involving LAUSD Data, verify the integrity of LAUSD Data and examine the systems that process, store, support and transmit that data; (iv) examine and verify Contractor's disaster recovery planning and testing, business resumption and continuity planning and testing, contingency arrangements and insurance coverage; and (v) review other areas of performance as set forth in the this Agreement or any Work Order, including, without limitation, any royalties due under Section 10.6 hereof.

- (b) Contractor shall make said evidence (or to the extent accepted by District, photographs, micro-photographs or other authentic reproductions thereof) available to District at District's or Contractor's offices (to be specified by District) upon reasonable notice and without charge to District. Said evidence shall be provided to District within five (5) working days after a written request from District. Contractor shall, at no cost to District, furnish reasonable assistance for such examination/audit. Contractor and its subcontractors and suppliers shall keep and preserve all such records for a period of at least 3 years from and after final payment or, if this Agreement is terminated in whole or in part, until 3 years after the final Agreement close-out. District's rights under this section shall also include access to Contractor's offices for the purpose of interviewing Contractor's employees who might reasonably have information related to such records.
- (c) Any information provided on machine-readable media shall be provided in a format accessible and readable by District. Contractor's failure to timely provide records or access shall preclude Contractor from receiving any payment due under the terms of this Agreement until such records or access are provided to District. Contractor shall also be responsible for ensuring that it obtains and maintains sufficient information and records to permit District to evaluate the performance of Contractor's subcontractors and suppliers in accordance with the requirements of this section.

12.2 *Audit Follow-Up*

Contractor shall meet to review each audit report promptly after the issuance thereof at the request of LAUSD to mutually agree upon an appropriate and effective manner in which to respond to the deficiencies identified and changes suggested by the audit report. If an audit reveals an overcharge, Contractor will promptly refund such overcharge (net of any undercharges).

12.3 *Records Retention*

Until (a) the earlier of three (3) years after the expiration or termination of this Agreement or three (3) years from District's last payment for specific goods or services under this Agreement; or (b) if pending matters relating to this Agreement (e.g., disputes) are open as of such date, the date such pending matters are closed, Contractor will maintain and provide access upon request to the

records, documents and other information required to meet LAUSD's audit rights under this Agreement.

13. CHARGES

13.1 *General*

Subject to the other provisions of this Agreement, LAUSD shall pay to Contractor the Charges. Except as otherwise expressly set forth in this Agreement, LAUSD shall not be obligated to pay any amounts to Contractor for its performance of the Services and its other obligations under this Agreement other than the amounts set forth in the Work Orders. Contractor's rates charged to LAUSD for the Services will not exceed those set forth on Contractor's schedule of rates set forth attached hereto as **Schedule B** (Contractor's Rates) without LAUSD's prior written approval.

The aggregate dollar amount value of purchase orders issued to Contractor under this agreement shall not exceed the total dollar amount authorized by the District's Board of Education.

13.2 *Pass-Through Expenses*

- (a) If a Work Order provides that a Pass-Through Expense is to be paid by LAUSD directly, Contractor will promptly provide LAUSD with the original third-party invoice for the Pass-Through Expense. If a Work Order provides that a Pass-Through Expense is to be paid by Contractor, Contractor will act as payment agent for LAUSD and will pay third-party charges comprising the Pass-Through Expense. For each Pass-Through Expense, Contractor will review the corresponding invoiced charges to determine whether the charges are proper and valid and should be paid, and will provide LAUSD with a statement to that effect. Where Contractor is paying a Pass-Through Expense on LAUSD's behalf, Contractor will provide LAUSD with a reasonable opportunity to review the applicable invoice. Following this review, Contractor will pay the amounts due and will invoice LAUSD for the charges.
- (b) Contractor will use commercially reasonable efforts to minimize Pass-Through Expenses. With respect to services or materials paid for on a Pass-Through Expense basis, LAUSD reserves the right to: (i) obtain these services or materials directly from a third party; (ii) designate the third party source for these services or materials; (iii) designate the particular services or materials (e.g., equipment make and model) that Contractor will obtain, provided that if Contractor demonstrates to LAUSD that this designation will have an adverse impact on Contractor's ability to meet applicable service levels, this designation will be subject to Contractor's approval; (iv) require Contractor to identify and consider multiple sources for these services or materials or to conduct a competitive procurement; and (v) review and approve the Pass-Through Expense for these services or materials before entering into a contract for these services or materials.

13.3 *Incidental Expenses*

Except as expressly provided in an applicable Work Order, those expenses that Contractor incurs in performing the Services (e.g., travel and lodging, document reproduction and shipping, and long

distance telephone) shall be included in Contractor's rates. Accordingly, Contractor's expenses are not separately reimbursable by LAUSD unless, on a case-by-case basis, LAUSD has agreed in advance and in writing to reimburse Contractor for particular expenses.

13.4 Taxes

- (a) Each party shall pay any real property taxes or personal property taxes on property it either owns or leases from a third party or any other taxes, fees or costs related to equipment or the lease of equipment.
- (b) Contractor shall pay any sales, use, excise, transfer, value-added, services, consumption, and other taxes and duties imposed on any goods and services acquired, used or consumed by Contractor in connection with the Services. As part of the Charges, LAUSD shall pay when due any sales, use, excise, value-added, services, consumption and other taxes and duties imposed on its acquisition of goods and Services from Contractor. Such taxes shall be included in the Charges for any applicable Work Order and shall not be charged to LAUSD separately. LAUSD shall withhold taxes as required by law and any such withholding shall reduce the payment otherwise required to be made to Contractor. Contractor shall be responsible for properly calculating and invoicing applicable taxes on the Services. Interest and penalties imposed with regard to taxes shall be borne by the same party who bears the responsibility for remitting the tax.
- (c) The parties shall cooperate to determine accurately their respective tax liabilities and to reduce such liabilities to the extent permitted by law. Contractor invoices to LAUSD shall separately state the amount of any taxes Contractor is collecting from LAUSD. Each party shall provide to the other any resale certificates, exemption certificates, information regarding out-of-state or out-of-country sales or use of equipment and services, and such other similar information as the other party may reasonably request.

14. INVOICING AND PAYMENT

14.1 Invoices

- (a) Contractor shall issue to LAUSD on a monthly basis, in arrears, one consolidated invoice per Work Order (one paper copy and one electronic version) for all Charges due under that Work Order. Each invoice shall summarize the total Charges payable by LAUSD to Contractor for Services rendered in the previous month, and shall separately state Charges for the Services, Pass-Through Expenses and taxes payable, and shall otherwise be in such detail as LAUSD may reasonably require. Invoices shall be in such form as the parties may mutually agree, or as otherwise required by LAUSD. In addition to providing invoices to the individuals identified on each Work Order as the LAUSD project executives, Contractor will provide paper and electronic copies of each invoice issued hereunder to LAUSD's IT Support Services division at the following addresses:

IT Support Services
333 South Beaudry Ave.
10th Floor

Los Angeles, CA 90017
Attention: Billing

InvoiceITD@lausd.net

- (b) For Services provided on a time and materials basis, Contractor will include with each invoice a chronological, itemized listing of the activities performed under the applicable Work Order during the prior month, showing: the date of service; a description of each item of work; the number of hours expended by Contractor Personnel on each item or work; and the hourly rate(s) for Contractor Personnel performing Services.
- (c) For Services provided on a fixed-fee or milestone basis, Contractor will include with each invoice a status report for such Services, and will include therein a copy of LAUSD's written acceptance of any Deliverable(s) for which payment is sought.

14.2 Payment

- (a) Subject to Section 14.5 each invoice delivered pursuant to Section 14.1 shall be due and payable within forty-five (45) calendar days after the date such invoice is received by LAUSD.
- (b) To the extent LAUSD is entitled to a credit (including, without limitation, any service level credit) pursuant to this Agreement or any Work Order, Contractor shall provide LAUSD with such credit on the first invoice delivered after such credit is earned. If the amount of any credit on an invoice exceeds the amount owing to Contractor reflected on such invoice, Contractor shall pay the balance of the credit to LAUSD within forty-five (45) calendar days after the invoice date, unless LAUSD agrees in writing to carry over the balance of the credit to subsequent Contractor invoices.

14.3 Proration

All periodic Charges (excluding those based upon actual usage or consumption of Services) shall be computed on a 30-day calendar month basis and shall be prorated for any partial month.

14.4 Refunds

If either party (a "rebate recipient") should receive a refund, credit or other rebate for goods or services paid for by the other party, the rebate recipient shall promptly notify the other party and shall pay such amount to the other party (or, if applicable, provide a credit on the next invoice) within thirty (30) calendar days after receipt thereof. Any amount that remains unpaid thirty (30) calendar days after receipt by the rebate recipient will begin to accrue interest at the prime rate of Citibank of New York.

14.5 *Set Off and Disputed Charges*

- (c) Notwithstanding any other provision of this Agreement, a party who is owed any undisputed amount by the other party may, at its option, set off any such undisputed amount as a credit against any amounts it otherwise owes to the other party.
- (d) If LAUSD disputes in good faith any portion of an invoice, LAUSD shall pay the undisputed amount of such invoice when due and may, at its option, withhold the disputed portion pending resolution of the dispute. If LAUSD withholds any payment pursuant to this Section, LAUSD shall notify Contractor in writing of the basis for such withholding. Upon resolution of the dispute, LAUSD shall pay to Contractor any amount then determined to be owing to Contractor.

15. DATA AND INFORMATION

15.1 *Public Records*

This Agreement and its Work Orders are subject to the California Public Records Act. Those elements of any document provided to District that are Contractor trade secrets, as defined in Cal. Civil Code §3426.1(d), or otherwise exempt by law from disclosure and which are prominently marked as “TRADE SECRET,” “CONFIDENTIAL” or “PROPRIETARY” may be protected from disclosure; provided, however, that if disclosure is deemed to be required by law or by court order then District shall not in any way be responsible or liable (to Contractor or to any third party) for any disclosure made under the California Public Records Act, including (without limitation) any disclosure of Contractor documents marked as “TRADE SECRET,” “CONFIDENTIAL” or “PROPRIETARY.” In addition, District shall have no obligation to resist any disclosure deemed to be required by law or by court order.

15.2 **Ownership and Protection of LAUSD Information**

- (a) Confidential Information (and any derivative works thereof or modifications thereto) is and will remain the exclusive property of LAUSD or its licensors, employees, or students, as applicable. Contractor will not possess or assert any lien or other right against or to Confidential Information. No Confidential Information, or any part thereof (including any LAUSD Data), will be sold, assigned, leased, or otherwise disposed of to third parties by Contractor or commercially exploited by or on behalf of Contractor, its employees or agents.
- (b) During the course and scope of its services hereunder, Contractor may gain knowledge of or have access to Confidential Information, or otherwise have Confidential Information disclosed to it. Contractor understands that Confidential Information is made available to it only to the extent necessary to perform its duties within the course and scope of this Agreement, and Contractor and the Contractor Personnel will use Confidential Information for no other purpose. Contractor agrees that neither it nor the Contractor Personnel shall, directly or indirectly, disclose or distribute any Confidential Information to any third party or use Confidential Information for the benefit of itself or any third party without LAUSD’s prior written consent. Contractor will disclose Confidential

Information only to Contractor Personnel with a need to access such information as a necessary part of the performance of the Services.

- (c) Contractor acknowledges and agrees that LAUSD Data includes confidential student and employee information that is protected by applicable laws and standards, including FERPA and HIPAA. Contractor Personnel may, by nature of the Services, have the ability to defeat security provisions on LAUSD devices and may, by the nature of their work, have access to systems and devices containing Confidential Information, but have no need to actually access such Confidential Information in order to perform Services. Contractor therefore agrees to use its best efforts to avoid unnecessary exposure by Contractor Personnel to Confidential Information. Contractor further agrees to comply, and agrees to require Contractor Personnel to comply, with all applicable laws relating to the access, use and disclosure of Confidential Information and any LAUSD Data embodied therein. Contractor agrees to inform LAUSD whenever access is sought by Contractor or Contractor Personnel to student or employee data files.
- (d) In the event the Contractor needs to have access to Confidential Information of students, Contract agrees to further comply with the requirements of California Education Code section 49073.1 and enter into a **Data Use Agreement**, substantially in the form of **Schedule E**, attached hereto and made a part hereof. Contractor agrees to inform LAUSD whenever access is sought by Contractor or Contractor Personnel to student or employee data files.
- (e) Upon request, Contractor will propose, for LAUSD review and approval, policies and procedures for informing Contractor Personnel of restrictions regarding access to and use of Confidential Information and for monitoring compliance with such restrictions and with the terms of this Article 0.
- (f) Contractor will cooperate, and will cause Contractor Personnel to cooperate, fully in resolving any actual or suspected acquisition or misuse of Confidential Information.
- (g) Data Privacy

If Contractor is an operator of an Internet website, online service, online application, or mobile application, Contractor shall comply with the requirements of California Business and Professions Code sections 22580 through 22585 (notwithstanding statute operative dates), and LAUSD policy as follows:

(i) Contractor shall not (a) knowingly engage in targeted advertising on the Contractor's site, service or application to District students or their parents or legal guardians; (b) use a student's personally identifiable information ("PII") or other non-public information (e.g., metadata) to amass a profile about a District student; (c) sell information, including PII; or (d) disclose PII without the District's written permission.

ii) Contractor will store and process LAUSD Data in accordance with commercial best practices, including appropriate administrative, physical, and technical

safeguards, to secure such data from unauthorized access, disclosure, alteration, and use. Such measures will be no less protective than those used to secure Contractor's own data of a similar type, and in no event less than reasonable in view of the type and nature of the data involved. Without limiting the foregoing, Contractor warrants that all electronic District data will be encrypted in transmission using secure hypertext transfer protocol (HTTPS) with transport layer security (TLS) protocol version 1.2 to enable secure communications over the internet and encrypted in transit using cryptographic protocol TLS 1.2 or greater and encrypted at rest using a key no less than 128 bits in length.

iii) Contractor shall delete a student's covered information upon request of the District.

(h) Single Sign On (SSO). Use of District Single Sign-on for Students and Staff.

It is the intent of the District to facilitate the log on process to all external services including online learning tools and accounts, learning management systems and the like using single sign-on (SSO). The District requires all service providers/contractors to align their product(s) to the following requirements, complying with all federal, state and District rules and policies regarding security of data transferred for the purposes of authorization.

NOTE: Contractors are reminded that protocol versions specified at the time of execution of this Agreement may not be current. It is the responsibility of the Contractor to verify the protocol versions used are the currently available versions that support versions being used by the District.

For Authentication:

The District uses implementation of the current version of Security Assertion Mark-up Language (SAML) using the current version of Active Directory Federated Services (ADFS) for authentication. The Contractor must support SAML or the use of Azure AD via SAML or OpenID Connect (OIDC). If the system is deployed on premise in the District's Data Center, the current version of Active Directory (AD), which leverages LDAP, may be used as well as SAML.

For Authorization:

Authorizations must support role-based management.

The District requires data exchanged with vendors via flat file be accomplished in an automated manner using SFTP or File transfer Protocol over Secure Socket Layer (FTPS). The process must not require manual intervention by LAUSD staff in order to complete transfers. Additionally, the file must be encrypted using Pretty Good Privacy (PGP) keys. It is preferred that the vendor log into the District's Secure File Transfer (SFT) system to retrieve and upload files.

15.3 *Return of Data*

At no cost to LAUSD, Contractor shall upon (a) request by LAUSD at any time, and (b) upon termination or expiration of this Agreement, promptly return to LAUSD, in the format and on the media in use as of the date of request, all or any requested portion of Confidential Information that may be in Contractor's possession or control and shall permanently delete any electronic copies of any such Confidential Information, in accordance with the applicable version of BUL-6916, "Data Destruction and Disposal."

15.4 **Security**

- (a) Contractor and Contractor Personnel will comply with the LAUSD Information Security Policies.
- (b) Contractor shall take appropriate security measures to protect the confidentiality, integrity, and availability of Confidential Information that it creates, receives, maintains, or transmits on behalf of the District and to prevent any use or disclosure of Confidential Information other than as provided by the Agreement. Appropriate security measures include, but are not limited to, the implementation of the best practices as specified by the ISO 27001/2, NIST, or similar security industry guidelines. Contractor shall provide, upon the District's request, evidentiary documentation of Contractor's current implementation of information security practices.
- (c) In addition to the restrictions applicable to other Confidential Information, LAUSD Data will be stored separately from Contractor's property or any property or data of third parties and will not be comingled with Contractor's or any third party's data. Contractor will utilize commercially reasonable efforts, including the use of systems security measures, to guard against the unauthorized access, alteration, reassurance or corruption of LAUSD Data. Such measures will include the use of software that (i) requires all users to enter a unique role-based user identification and password before gaining access to the information systems; (ii) controls and tracks the addition and deletion of users; (iii) controls and tracks user access to areas and features of the information system; and (iv) requires all users to have a need-to-know and need-to-use
- (d) Contractor shall employ the most current version of a virus detection mechanism to detect and eradicate malicious code (e.g., viruses, worms, Trojan horses) in any Deliverable or LAUSD's information technology environment. Contractor will not willfully or negligently insert or include, or permit or cause any third party under its control to insert or include, any Virus into any Deliverable or LAUSD's information technology environment. Contractor will use commercially reasonable efforts to reduce the likelihood that any Virus is introduced into any software or LAUSD's information technology environment, and will test Deliverables for Viruses. In the event a Virus is introduced into Contractor Off-The-Shelf Software, Contractor Customized Software, Work Product, LAUSD Software or any other part of the LAUSD information technology environment by Contractor or any third party under its control who has access to such materials, Contractor will remove such Virus and will provide all necessary services to minimize the impact of such Virus, all at no cost to LAUSD. In such event,

Contractor will be liable for loss of data or records of LAUSD to the extent such loss of data or records is due to the willful or negligent introduction of such Virus into a Deliverable or the LAUSD information technology environment by Contractor or any third party under its control who has access to such Deliverable, or any part thereof, or any part of the LAUSD information technology environment.

15.5 *Destroyed or Lost Data*

- (a) Contractor will not delete or destroy any LAUSD Data or media on which LAUSD Data resides without prior written authorization from LAUSD. In the event any LAUSD Data is lost or destroyed due to any act or omission of Contractor, including any breach of the security procedures described in this Article 15 and any Work Order, and such LAUSD Data cannot be fully restored by a reload under Section 1.1(b) below, Contractor shall be responsible for the prompt regeneration or replacement of such LAUSD Data. Contractor shall prioritize this effort so that the loss of LAUSD Data will not have an adverse effect upon LAUSD's business or the Services. LAUSD agrees to cooperate with Contractor to provide any available information, files or raw data needed for the regeneration of the LAUSD Data. If Contractor fails to regenerate the lost or destroyed LAUSD Data within a time reasonably set by LAUSD (or within a reasonable time, if no such time is set), then LAUSD may obtain data reconstruction services from a third party, and Contractor shall cooperate with such third party as requested by LAUSD. In addition to any other damages incurred by LAUSD, Contractor will be responsible for the actual costs incurred by LAUSD for the reconstruction of LAUSD Data by a third party. In the event it is determined that LAUSD Data has been lost or destroyed as a result of the willful conduct of Contractor or its employees, contractors or agents, LAUSD may terminate the applicable Work Order or this Agreement pursuant to Section 20.3.
- (b) Without limitation to Contractor's obligations regarding data regeneration set forth in Section 1.1(a) above, in the event of the loss of, damage to, or corruption of data caused by Contractor or any Contractor Personnel, Contractor shall, promptly and without charge to LAUSD, reload such data as shall be issued by LAUSD to Contractor from LAUSD back-up stores, provided that LAUSD has kept proper and adequate back-up copies of such data.

15.6 *Unauthorized Uses and Disclosures*

Without limiting Districts other rights in respect of a breach of this Article 0, Contractor will:

- (a) only install software and hardware on District systems, including but not limited to network infrastructure, software, devices, cloud, and other virtualized environments, that have been authorized for use by the District;
- (b) only connect to District systems using authorized devices;
- (c) only use District systems to conduct District business necessary to perform the Services;

- (d) promptly notify District of any unauthorized possession, use, knowledge, or attempted possession, use, or knowledge of Confidential information by any person or entity that may become known to Contractor;
- (e) promptly furnish District with full details of the unauthorized possession, use, or knowledge, or attempt thereof, and assist District in investigating or preventing the recurrence of any unauthorized possession, use, or knowledge, or attempt thereof, of Confidential Information;
- (f) cooperate with District in any litigation or investigation against third parties deemed necessary by District to protect its rights in Confidential Information to the extent such litigation or investigation relates to the Services; and
- (g) use diligent efforts to prevent a recurrence of any such unauthorized possession, use, or knowledge, or attempt thereof, of District's Confidential Information.

15.7 Reporting and Mitigating the Effect of Unauthorized Uses and Disclosures

Contractor will comply with the following obligations in connection with the use or disclosure of Personally Identifiable Information that is not expressly permitted by this Agreement, and that takes place while such information is in the custody or control of Contractor or a Contractor Agent (a **"Security Incident"**).

- (a) Contractor will report to District each Security Incident of which it becomes aware. The initial report of a Security Incident will be made by telephone call to the [District Relationship Manager] no later than twenty-four (24) hours after Contractor becomes aware of the Security Incident. The initial report will be followed by a written report to District no later than three (3) days after the date on which Contractor became aware of the Security Incident.
- (b) The written report of the Security Incident will include: (1) the date the Security Incident occurred; (2) a description of the unauthorized uses or disclosures involved in the Security Incident; (3) the number of Data Subjects affected by the Security Incident; (4) to the extent possible, the identities of the Data Subjects whose Personally Identifiable Information has been, or is reasonably believed by Contractor to have been, accessed, acquired, used or disclosed during the Security Incident; (5) the types of Personally Identifiable Information involved in the Security Incident; and (6) the steps Contractor has taken to investigate the Security Incident, mitigate potential harm to the affected Data Subjects, and prevent further Security Incidents, including steps Contractor believes the affected Data Subjects should take to protect themselves against potential harm resulting from the Security Incident.
- (c) Contractor will promptly supplement the written report with additional information about the Security Incident as Contractor obtains the information, including Contractor's assessment as to whether the Security Incident is reportable under applicable laws.

- (d) To the extent that any applicable law requires that the affected Data Subjects or any governmental authorities be notified of a Security Incident, Contractor will be responsible at its cost and expense for:
- (i) at District's request, and where possible under law, providing such notices to Data Subjects or governmental authorities containing the information required by applicable law, provided that Contractor will provide District's prior approval of any content, form and timing of such notice;
 - (ii) conducting any forensic and security review and audit in connection with such Security Incident;
 - (iii) providing any forensic and security review and audit in connection with such Security Incident;
 - (iv) providing remediation services and other reasonable assistance to such Data Subjects as are (1) required by law, (2) requested by governmental authorities, (3) requested by District, or (4) consistent with customary industry practice; and
 - (v) reasonably cooperating with District and its Affiliates in responding to such Security Incident.

15.8 Residuals

Notwithstanding anything else contained within this Agreement, Contractor may use in its business activities the ideas, concepts and know-how that are contained in District's Confidential Information or that are developed or provided by District or jointly developed by the parties under any Work Order, and which are retained in the unaided memories of Contractor Personnel who have had access to such ideas, concepts and know-how under this Agreement. Nothing contained in this paragraph modifies any of Contractor's obligations with respect to the Confidential Information.

16. CERTAIN REPRESENTATIONS, WARRANTIES AND COVENANTS

For purposes of this Article 16, all matters to which Contractor represents are true on the Effective Date, and all matters to which Contractor warrants shall continue throughout the Term.

16.1 General Matters

Contractor represents and warrants that it is a corporation duly incorporated, validly existing and is in good standing under the laws of the state in which it is incorporated, and is good standing in each other jurisdiction where the failure to be in good standing would have a material adverse effect on its business or its ability to perform its obligations under this Agreement. Contractor represents and warrants that it has all necessary corporate power and authority to own, lease and operate its assets and to carry on its business as presently conducted and as it will be conducted pursuant to this Agreement.

Contractor represents and warrants that it has full power and authority to enter into this Agreement and each Work Order and to perform hereunder and thereunder, and Contractor will exercise commercially reasonable efforts to ensure that such entry and performance do not and will not violate any rights of any third party. Contractor represents and warrants that it has all necessary corporate

power and authority to enter into this Agreement and each Work Order and to perform its obligations thereunder. The execution and performance of this Agreement and the consummation of the transactions contemplated hereby have been and will be duly authorized by all necessary corporate actions on its part. This Agreement constitutes a legal, valid and binding obligation of Contractor, enforceable against it in connection with its terms and the terms of each Work Order.

16.2 *Efficiency and Cost Effectiveness*

Contractor will render the Services in as efficient a manner as is commercially reasonable and will exercise reasonable care to control resources (such as lighting, heating and other utilities) at LAUSD facilities used in providing Services. Contractor will provide the Services using technology that is reasonably intended to enable LAUSD to take advantage of relevant technological advancements.

16.3 *Non-infringement and Ownership*

If a Deliverable or any Services violate or infringe upon the rights of any third party, including, without limitation, any patent rights, copyright rights, trademark rights, trade secret rights, or other proprietary rights of any kind, District may seek the remedies set forth in Section 18.2. Contractor is and shall be (a) either the owner of, or authorized to use, the software and related material used in connection with the Services, which is not otherwise owned by LAUSD, and (b) sufficiently authorized to grant to LAUSD the rights, title, interest and/or ownership, specified in Article 10 or the applicable Work Order, in and to materials, information, Documentation, Work Product, or other Deliverables developed by Contractor for LAUSD as part of the Services. Contractor will use commercially reasonable efforts to perform its responsibilities under this Agreement in a manner that does not infringe, or constitute an infringement or misappropriation of, the patent, copyright, trademark, trade secret or other proprietary rights of a third party.

Contractor shall have sufficient title and rights to license to District, to the extent specified in Article 10 or any applicable Work Order, all Contractor Commercial Software, Contractor Customized Software, and Deliverables.

16.4 *Inducements*

Contractor represents and warrants to LAUSD that Contractor has not violated and will not violate any applicable laws or regulations, or any LAUSD policies of which Contractor has been given notice, regarding the offering of inducements in connection with this Agreement. In the event that Contractor does not comply with the foregoing, LAUSD will have the right to terminate this Agreement for cause without affording Contractor an opportunity to cure.

16.5 *Compliance with Laws*

At all times during the Term of this Agreement, Contractor shall comply with all federal, state, and local laws and regulations that are applicable to its performance of the Services. To the extent applicable, Contractor shall, as of the date of final acceptance of any System Deliverable, make such System Deliverable comply with all applicable federal, state and local laws and regulations. Contractor shall further provide District with reasonable assistance in complying with all federal, state, and local laws and regulations applicable to District under any Work

Order.

16.6 *Year 2000*

All System Deliverables will operate on date-related data using four-digit year fields and will function in such a way that all date-related functionalities and data fields include the indication of century and millennium, and perform calculations that involve a four-digit year field.

16.7 *Facilities and Conditions*

The facilities used by Contractor to provide the Services to LAUSD will comply with the following standards related to Contractor's work force and facilities:

- (a) Contractor shall not use forced or compulsory labor in any form, including, but not limited to, prison, indentured, political, bonded or otherwise. Deposits or similar arrangements shall not be required as a condition of employment.
- (b) Contractor shall not use child labor in any facility providing Services to LAUSD.
- (c) Contractor shall not discriminate based on race, creed, gender, marital or maternity status, religious or political beliefs, age or sexual orientation. Contractor decisions related to hiring, salary, benefits, advancement, termination or retirement shall be based solely on the ability of an individual to do the job.
- (d) Contractor management practices shall recognize the dignity of the individual employees, the rights of free association and collective bargaining, and the right to a work place free of harassment, abuse or corporal punishment.
- (e) Contractor shall provide each employee at least the legal minimum wage or the prevailing industry wage where the facility is located, whichever is higher. Contractor shall provide each employee a clear, written accounting for each wage period and shall not deduct from employee pay for performance or disciplinary issues.
- (f) Contractor shall provide employees with a safe and healthy workplace that does not expose employees to hazardous conditions. Contractor shall have written health, safety and environmental guidelines, including those applying to employee residential facilities, where applicable.

16.8 *Warranty on Performance of Deliverables*

Except as may otherwise be set forth in a Work Order or under any license agreement for Contractor Commercial Software, for a period of one (1) year from the date of final acceptance of any Deliverable (including, but not limited to any Final Deliverable), such Deliverable (and for any Final Deliverable, the Final Deliverable and each System Deliverable therein) shall perform in accordance with all Final Criteria and Documentation therefor, and any other criteria agreed to by District and Contractor in the computer hardware and/or software environments with which such System Deliverable was intended to operate at the time of installation; provided, however, that this warranty shall not apply to the extent that any Deliverable is modified by LAUSD or any third party without Contractor's written authorization.

16.9 Accuracy of Documentation

Except as may otherwise be required by a Work Order, all Documentation shall be complete and describe the applicable System Deliverable and components thereof accurately so as to enable a staff consisting of a reasonable number of information systems professionals with ordinary skills and experience to fully utilize the System Deliverable for all purposes for which it is being acquired by or intended for use by District. To the extent required by a Work Order, all Code Documentation shall be complete and describe the source code and all components thereof accurately so as to enable computer programmers of ordinary skill and experience who are knowledgeable of the subject matter to fully utilize the source code to understand, support, modify, and otherwise use the software to which it relates.

16.10 No Claims

Contractor represents that there is no action, suit, proceeding, or material claim or investigation pending or threatened against it in any court, or by or before any federal, state, municipal, or other governmental department, commission, board, bureau, agency, or instrumentality, domestic or foreign, or before any arbitrator of any kind, that, if adversely determined, might adversely affect any Deliverable or restrict Contractor's ability to complete the transactions contemplated by this Agreement, or restrict District's right to use any Deliverable under this Agreement. Contractor knows of no basis for any such action, suit, claim, investigation, or proceeding.

16.11 Third Party Warranties

To the extent that it is legally able to do so, Contractor will assign and transfer to District all warranties received from the supplier (other than Contractor) of any component of any System Deliverable. As applicable, suppliers may provide their own warranties directly to District.

16.12 Disclaimer

THE WARRANTIES SET FORTH IN THIS AGREEMENT ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

16.13 Americans with Disabilities Act (ADA)

Contractor warrants that it complies with California and federal disabilities laws and regulations. (Americans with Disabilities Act of 1990, 42 U.S.C. 12101 et seq). Contractor hereby warrants the products or services it will provide under this Contract comply with the accessibility requirements of Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), and its implementing regulations set forth at Title 36, Code of Federal Regulations, Part 1194. Contractor agrees to promptly respond to and resolve any complaint regarding accessibility of its products or services. Contractor further agrees to indemnify and hold harmless District from any claims arising out of Contractor's failure to comply with the aforesaid requirements. Failure to comply with these requirements shall constitute a material breach of this Contract.

17. INSURANCE

17.1 *Certification*

Contractor in executing this Agreement hereby certifies, pursuant to Section 1861 of the California Labor Code, as follows:

I am aware of the provisions of Section 3700 of the Labor Code, which require every employer to be insured against liability for workers' compensation or to undertake self-insurance in accordance with the provisions of that code, and I will comply with such provisions before commencing the performance of the work of this contract.

17.2 *Required Insurance Coverages*

Contractor shall, at its sole cost and expense, maintain in full force and effect during the Term the following insurance coverage from a California licensed insurer with an A minus (A-), VII, or better rating from A.M. Best, sufficient to cover any claims, damages, liabilities, costs and expenses (including counsel fees) arising out of or in connection with Contractor's fulfillment of any of its obligations under this Agreement or either party's use of the Services or Deliverables or any component or part thereof:

- (a) Except as set forth in subsection (f) below, Commercial Form General Liability Insurance, including both bodily injury and property damage, with limits as follows:
 - (i) **\$1,000,000 per occurrence;**
 - (ii) **\$ 100,000 fire damage;**
 - (iii) **\$ 5,000 medical expenses;**
 - (iv) **\$1,000,000 personal & advertising injury;**
 - (v) **\$3,000,000 general aggregate;**
 - (vi) **\$3,000,000 products/completed operations aggregate;**
- (b) Business Auto Liability Insurance for owned scheduled, non-owned or hired automobiles with a combined single limit of no less than \$1 million per occurrence.
- (c) Workers' Compensation and Employers Liability Insurance in a form and amount covering Contractor's full liability under the California Workers' Compensation Insurance and Safety Act and in accordance with applicable state and federal laws, as follows:
 - (i) **Part A – Statutory Limits**
 - (ii) **Part B - \$1,000,000/\$1,000,000/\$1,000,000 Employers Liability**

If Contractor is not subject to the California Workers' Compensation Insurance and Safety Act, then in lieu of the foregoing requirements, Contractor will complete, execute and deliver to LAUSD the Workers' Compensation Statement attached hereto as **Schedule F**.

- (d) Except as set forth in subsection (e) below, **Errors & Omissions** (Professional Liability) coverage, when applicable, with limits of \$1,000,000 per occurrence and \$2,000,000 in the aggregate. **For cyber insurance**, the coverage is \$1,000,000 per occurrence and \$2,000,000 aggregate.

- (e) **For Sexual Abuse and Molestation Coverage when working at school site and students are present**, \$1,000,000 per occurrence/\$2,000,000 aggregate.
- (f) If the Contractor Service Area is or includes Database Administration, Document Management, Network Project Management, Software Applications, Software Support, or Program and Project Management, for any Work Order in any of the foregoing service areas that exceeds or is reasonably expected to exceed \$500,000 in Charges, Contractor's Commercial General Liability Insurance, Errors & Omissions, and Cyber Liability limits will be \$2,000,000 per occurrence under Section 17.2(a)(i), (d) above and \$5,000,000 general aggregate under Section 17.2(a)(v), (d) above, and provided, further, that if any Work Order exceed or is reasonably expected to exceed \$1,000,000 in Charges, Contractor's Commercial Form General Liability Insurance, Errors & Omissions, and Cyber Liability limits will be \$5,000,000 per occurrence under Section 17.2(a)(v), (d) above and \$10,000,000 general aggregate under Section 17.2(a)(v), (d) above.

17.3 Evidence of Insurance

Contractor, upon execution of this contract and periodically thereafter upon request, shall furnish District with certificates of insurance evidencing such coverage. The certificate of insurance shall include a provision requiring thirty (30) days advance notice to District of cancellation or non-renewal. The policies of insurance required under this Article 17 shall name District and its Board of Education as additional insureds with respect to any potential tort liability, irrespective of whether such potential liability might be predicated on theories of negligence, strict liability or products liability. Premiums on all insurance policies shall be paid by Contractor at no additional charge to District.

17.4 Additional Insurance

Additional or lesser insurance coverage(s) may be required under a Work Order. District reserves the right to require, with respect to any Work Order and in the coverage amounts specified in such Work Order: (a) Employee Dishonesty and Computer Fraud Insurance for loss arising out of or in connection with fraudulent or dishonest acts committed by the employees of Contractor, acting alone or in collusion with others; and (b) Employment Practices Liability Insurance covering all of Contractor's employment practices and covering LAUSD for vicarious liability as the result of Contractor's actions on behalf of LAUSD.

18. INDEMNIFICATION

18.1 Indemnification by Contractor

- (a) Contractor shall defend, indemnify and hold harmless District, its officers, directors, employees, agents, volunteers, and Affiliates and District's Board of Education from any and all damages, costs and expenses, including attorneys' fees, arising out of any third party claims for damages for bodily injury (including death) or for damage to real property or tangible personal property resulting from, arising out of or otherwise related to Contractor's performance of this Agreement.

- (b) In the event District receives a Public Records Act request for any Contractor documents marked “TRADE SECRET,” “CONFIDENTIAL” or “PROPRIETARY,” Contractor agrees to defend, indemnify and hold harmless District, its officers, directors, employees, agents, volunteers, and Affiliates and District’s Board of Education from any and all damages, costs and expenses, including attorneys’ fees, in any action or liability resulting from such Public Records Act request or otherwise arising under the Public Records Act in connection with such request.
- (c) Contractor shall defend, indemnify and hold harmless District, its officers, directors, employees, agents, volunteers, and Affiliates and District’s Board of Education from any and all damages, costs and expenses, including attorneys’ fees, resulting from or arising out of a breach by Contractor or any Contractor Personnel of Section 15.4. Contractor will provide such assistance and provide such Services as are reasonably requested by LAUSD as a result of, or in the furtherance of any investigation of, any breach of security in the LAUSD information technology environment.
- (d) Contractor agrees to defend, indemnify and hold harmless the District from any penalties, damages, taxes, costs, assessments, withholdings or other losses related to any allegation or determination that the District is the employer or joint employer of Contractor’s agent, employee or subcontractor.
- (e) Contractor agrees to defend, indemnify and hold harmless District, its officers, directors, employees, agents, volunteers, and District’s Board of Education from any and all damages, costs and expenses, including attorneys’ fees, resulting from or arising out of any claim of harassment, discrimination or retaliation by or of Contractor’s employee, agent or subcontractor.

18.2 *Action on Claim of Infringement*

- (a) If a third party claims that a Deliverable (or any component of a Deliverable) or any item used by Contractor to provide the Services infringes that party’s patent rights, copyright rights, trademark rights, trade secret rights, or other proprietary rights of any kind, Contractor will defend District, its officers, directors, employees, agents, volunteers, and Affiliates and District’s Board of Education from any and all damages, costs and expenses, including attorneys’ fees, arising out of or related to that claim, and pay all costs, damages, and attorney’s fees that a court finally awards or that are included in a settlement approved by Contractor, provided that District: (i) notify Contractor in writing of the claim in accordance with Section 18.3; and (ii) allow Contractor to control, and reasonably cooperate with Contractor in, the defense and any related settlement negotiations, as further set forth in Section 18.3.
- (b) If a claim under Section 1.1(a) is made or appears likely to be made, or if any item used by Contractor to provide the Services becomes, or in Contractor’s reasonable opinion is likely to become, the subject of an infringement or misappropriation claim or proceeding, Contractor shall, at its option: (i) replace the same without additional charge, by compatible, functionally equivalent and non-infringing product(s); (ii) modify such Deliverable, or component or part thereof, to avoid the claim or infringement and retain

materially similar functionality; or (iii) obtain license(s) for District to continue use of such Deliverable, or component or part thereof, and pay any additional fee required for such license(s). If Contractor determines that none of these alternatives is reasonably available, District agrees to return the Deliverable to Contractor on Contractor's written request, and Contractor will return all amounts paid under this Agreement (including, but not limited to, taxes, freight, shipping and handling costs, and license fees) for the applicable Deliverable and for any and all other Deliverables, or components or parts thereof, affected by loss of the applicable Deliverable.

- (c) Contractor's liability under this Section 18.2 shall be subject to an equitable reduction (as determined by written agreement of the parties, or by the court adjudicating the claim) to the extent that any claim arising hereunder is based on (i) any information, design, specification, instruction, software, data, or material not furnished by or authorized in writing by Contractor, or (ii) the unauthorized alteration of a Deliverable or the combination of a Deliverable with any products or services not provided, performed or authorized in writing by Contractor.

18.3 *Indemnification Procedures*

- (a) Promptly after receipt by District of any written claim or notice of any action giving rise to a claim for indemnification under this Section 18, District shall so notify Contractor and shall provide copies of such claim or any documents notifying District of the action and shall provide Contractor, at Contractor's expense, with all reasonable assistance in connection therewith. No failure to so notify Contractor shall relieve Contractor of its obligations under this Agreement except to the extent that the failure or delay is prejudicial. Within thirty (30) calendar days following receipt of such written notice, but in any event no later than ten (10) working days before the deadline for any responsive pleading, Contractor shall notify District in writing (a "**Notice of Assumption of Defense**") if Contractor elects to assume control of the defense and settlement of such claim or action.
- (b) If Contractor timely delivers a Notice of Assumption of Defense, Contractor shall have sole control over the defense and settlement of such claim or action; provided, however, that (i) District shall be entitled to participate in the defense of such claim or action and to employ counsel at its own expense to assist in the handling of such claim or action, and (ii) Contractor shall notify District in writing if Contractor intends to enter into any settlement of such claim or action (other than a settlement solely for the payment of money that Contractor is obligated to pay under this Section, for which Contractor shall only be required to notify District upon entry into such settlement) and shall not enter into such settlement without District's prior written consent, which consent shall not be unreasonably withheld.
- (c) If Contractor does not timely deliver a Notice of Assumption of Defense, District may defend the claim or action in such a manner as it may deem appropriate, at Contractor's expense. Contractor shall promptly reimburse any and all costs and expenses of defense, including attorneys' fees, upon District's written request therefor.

19. LIMITATION OF LIABILITY

NEITHER PARTY SHALL BE LIABLE FOR ANY INDIRECT, EXEMPLARY, SPECIAL, OR CONSEQUENTIAL DAMAGES ARISING OUT OF THIS AGREEMENT. Notwithstanding anything to the contrary in this Agreement, this Section shall not apply to damages arising out of or relating to any of the following: (i) either party's gross negligence or willful misconduct; (ii) breach of either party's confidentiality obligations, (iii) Contractor's indemnification obligations, (iv) claims for contributions or damages payable to third parties; and (v) violation of law.

20. REMEDIES AND TERMINATION

20.1 *Errors and Defects Escalation Procedures*

If District notifies Contractor of any material failure in performance of Services or material failure of a System Deliverable to operate as warranted, Contractor, at its own expense, shall promptly analyze the description of the circumstances relating to such material failure. The initial determination of priority, as described below, shall be made solely by District in its reasonable discretion by reference to the priority levels described in this Section 20.1. Contractor's obligations under this Section 20.1 are in addition to Contractor's remediation obligations for Deliverables that are rejected under the terms of Section 7.2 or Section 7.3, and Contractor's obligations under this Section 20.1 may arise at any time, including before District provides written notice of acceptance of any Deliverable or Final Deliverable. Contractor shall respond to notice from the District under this Section as follows:

(a) *Priority 1.*

A "**Priority 1**" condition is any failure caused by a System Deliverable or by Contractor's performance of Services that precludes all work from being done on a computer system or that materially impairs a major function of a computer system or software. Nonexclusive examples include system crashes, database-wide information corruption, and incorrect writing of critical fields. Priority 1 conditions are the highest in severity, for which District shall receive a response within one hour from Contractor's project executive or his or her designee, and a correction within four hours. If a Priority 1 condition cannot be corrected within four hours, then: (i) after four hours, Contractor's project executive will notify Contractor's on-call support team, who will immediately commence efforts to remedy the problem; (ii) after eight hours, Contractor's national sales manager and operations manager will become involved and will identify and deploy the resources necessary to correct the problem; and (iii) after twelve hours, Contractor's president will become involved, and, if necessary, Contractor will dispatch a team to District's location to correct the problem.

(b) *Priority 2.*

Any condition that impairs one or more functions that a System Deliverable is warranted to perform or that results from Contractor's performance of the Services and impairs District's use of any aspect of its information technology environment, but that does not involve a Priority 1 condition and is not a Priority 3 condition, is a "**Priority 2**" condition. Nonexclusive examples include database information corruption for a single District customer or incorrect writing of non-critical fields. Priority 2 conditions are less severe than Priority 1 conditions. For Priority 2 conditions, District shall receive

a response within four hours from the time Contractor is notified. Whenever possible, Priority 2 conditions will be addressed by providing a patch or suggested work-around to accommodate District's needs within eight hours, with a correction within 24 hours. If a patch or work-around cannot be provided within eight hours, the problem shall be escalated to a Priority 1 condition and treated as set forth above.

(c) *Priority 3.*

Any condition that constitutes a non-material defect or error in one or more functions that a System Deliverable is warranted to perform is a "**Priority 3**" condition. Nonexclusive examples include minor bugs and annoyances. Priority 3 conditions are the least severe. For Priority 3 conditions, District shall receive a response within 48 hours from the time Contractor is notified. Contractor shall use reasonable efforts to correct Priority 3 conditions within three weeks. There is no escalation policy for a Priority 3 condition.

(d) *Inability to Correct*

If Contractor is unable to correct a Priority 1 or Priority 2 condition within ten calendar days after the date Contractor is notified of the Priority 1 or Priority 2 condition, District may, in its sole discretion, (i) withhold payment of any amount due under this Agreement with respect to the portion(s) or component(s) of the Work Order or System Deliverable affected by the Priority 1 or Priority 2 condition until the condition is corrected; (ii) reject the System Deliverable or any part thereof or revoke acceptance and immediately terminate, under Section 20.3 herein (but without any requirement of a 30-day cure period), the applicable Work Order, along with, in District's discretion, any related Work Order(s); or (iii) exercise any other remedy available at law, in equity, by statute, under this Agreement or otherwise.

(e) *Remedies for Delay in Performing Critical Tasks*

If any task identified in a Work Order as a "Critical Task" is not completed and or delivered on the date specified in the Work Order, and such delay is not materially caused by any fault of District, District may (i) agree to extend the date upon which such task is to be completed and/or delivered, or (ii) immediately terminate this Agreement under Section 20.3. To the extent that any delay is materially caused by any fault of the District, then District will make reasonable and appropriate adjustments to the due date for such task, as determined in consultation with Contractor, to account for this delay.

(f) *Nonexclusively*

Except as explicitly set forth in this Agreement, no remedy set forth in this Agreement for breach of this Agreement is intended to be exclusive of any other remedy. Each remedy for breach shall be in addition to every other remedy given hereunder, or now or hereafter existing at law or in equity or by statute or otherwise.

Without limitation to District's other rights under this Section 20, District may immediately suspend its duties of performance under this Agreement, in whole or in part, if Contractor fails to observe or perform any condition or material obligation in this Agreement and fails to cure such default within

ten calendar days after District provides notice of the default.

20.2 RESERVED

20.3 Termination by LAUSD for Cause

(a) LAUSD may terminate this Agreement or any Work Order issued pursuant to this Agreement, or any part of a Work Order: :

- (i) **subject to Section 20.3(ii), for a material breach of a single Work Order by Contractor that is not cured by Contractor within thirty (30) calendar days after LAUSD provides written notice of such breach;**
 - (ii) **for a material breach of a single Work Order by Contractor that is not reasonably subject to cure within thirty (30) calendar days after its occurrence;**
 - (iii) **for numerous or repeated breaches of one or more Work Orders (even if subsequently cured) that collectively constitute a material breach; or**
 - (iv) **for a material breach of the terms of this Agreement by Contractor that is not cured by Contractor within thirty (30) calendar days after LAUSD provides written notice of such breach, or for numerous or repeated breaches of this Agreement (even if subsequently cured) that collectively constitute a material breach.**
- (b) LAUSD shall exercise its termination right hereunder by delivering to Contractor written notice of the breach or breaches under Section 20.3 giving rise to such termination right. Where Section 20.3 provides for a cure period, the applicable Work Order(s) or this Agreement will automatically and immediately terminate upon expiration of such cure period if the breach identified in LAUSD's notice has not been cured. If LAUSD chooses to terminate a Work Order in part, the Charges payable under such Work Order will be equitably adjusted to reflect those Services that are not terminated.

20.4 Termination by LAUSD for Convenience

- (a) LAUSD may terminate this Agreement or any Work Order issued pursuant to this Agreement, or any part of a Work Order immediately for convenience and without cause at any time by giving Contractor written notice designating the termination date, which in no case will be less than thirty (30) calendar days after the date of such notice without Contractor's approval, and paying to Contractor either: (i) in the case of a Work Order under which Services are charged on a time and materials basis, the unpaid Charges for Services performed by Contractor prior to the effective date of termination; or (ii) in the case of a Work Order under which Services are charged on a fixed-fee or milestone basis, (1) the unpaid Charges due for completed Deliverables (or portions thereof) accepted by LAUSD prior to the effective date of termination, and (2) unpaid Charges (calculated on a time and materials basis) for Services performed by Contractor for Deliverables (or

portions thereof) that are not completed or have not been accepted by LAUSD prior to the effective date of termination. Upon receipt of any termination notice from LAUSD hereunder, Contractor will immediately commence efforts to cease all affected Services, and will take all reasonable steps to minimize charges, fees or other costs that might be incurred by LAUSD after the date that LAUSD provides termination notice hereunder.

- (b) If LAUSD chooses to terminate a Work Order in part, the charges payable under such Work Order will be equitably adjusted to reflect those Services that are not terminated.
- (c) If a purported termination for cause by LAUSD under Section 20.3 is determined not to be a proper termination for cause, such termination shall be deemed a termination for convenience subject to this Section 20.4.

20.5 *Termination by LAUSD for Non-Appropriation*

If District is not appropriated adequate funds for or to continue this Agreement or any Work Order, District shall provide written notification to Contractor of non-appropriation of funds (a “Non-Appropriation Notice”). In such event, District will have no further liability hereunder except with respect to payment for Services rendered up to the date of Contractor’s receipt of the Non-Appropriation Notice. This Agreement and all Work Orders will terminate effective as of the date of the Non-Appropriation Notice, unless the Non-Appropriation Notice specifically provides otherwise.

20.6 *Termination for Change of Control*

In the event that Contractor undergoes a change in control where voting or other control of Contractor is acquired, directly or indirectly, in a single transaction or series of related transactions, or all or substantially all of Contractor’s assets are acquired, by any entity, or Contractor are merged with or into another entity to form a new entity, then, at any time within nine (9) months after the last to occur of these events, LAUSD may terminate this Agreement or one or more Work Orders by (a) giving Contractor ninety (90) calendar days’ prior written notice and (b) designating a date upon which the termination(s) will be effective.

20.7 *Termination for Insolvency*

LAUSD may terminate this Agreement in its entirety (including all Work Orders) if Contractor (a) becomes insolvent or is unable to meet its debts as they mature, (b) files a voluntary petition in bankruptcy or seeks reorganization or to effect a plan or other arrangement with creditors, (c) files an answer or other pleading admitting, or fails to deny or contest, the material allegations of an involuntary petition filed against it pursuant to any applicable statute relating to bankruptcy, arrangement or reorganization, (d) is adjudicated a bankrupt or makes an assignment for the benefit of its creditors generally, (e) applies for, consents to or acquiesces in the appointment of any receiver or trustee for all or a substantial part of its property, or (f) any such receiver or trustee is appointed and not discharged within thirty (30) calendar days after the date of such appointment.

20.8 *Extension of Termination Effective Date*

LAUSD may, at its option, upon thirty (30) calendar days prior notice, extend any termination date it

has specified pursuant to this Article 20 one or more times. In such event, the Services shall be provided pursuant to and on the terms and conditions set forth in this Agreement and each applicable Work Order and LAUSD shall compensate Contractor as specified in the applicable Work Order.

20.9 *Effect of Termination*

Termination of this Agreement or any Work Order for any reason under this Section shall not affect (a) any liabilities or obligations of either party arising before such termination or out of the events causing such termination, or (b) any damages or other remedies to which a party may be entitled under this Agreement or any Work Order, at law or in equity, arising from any breaches of such liabilities or obligations.

20.10 *Termination Assistance*

If this Agreement or any Work Order is terminated prior to completion, for a period of at least thirty (30) calendar days, Contractor, upon request, will provide to LAUSD or its designee termination assistance to allow the Services to continue without interruption or adverse effect and to facilitate the orderly transfer of the Services to District or to another contracted provider. Contractor will make available to LAUSD such information as LAUSD may reasonably request for purposes of transferring the Services back into LAUSD or the purposes of procuring services similar to the Services from a third party.

21. MISCELLANEOUS

21.2 *Applicable Law*

All questions concerning the validity, interpretation and performance of this Agreement and the transactions it contemplates shall be governed by and decided in accordance with the laws of the State of California without regard to choice of law principles.

21.2 *Jurisdiction and Venue*

The parties hereby submit and consent to venue in and the exclusive jurisdiction of any state or federal courts located within the City of Los Angeles and irrevocably agree that all actions or proceedings relating to this Agreement shall be litigated in such courts, and each of the parties waives any objection which it may have based on improper venue or forum non conveniens to the conduct of any such action or proceeding in such court. Contractor waives any right to trial by jury and consents to be joined in any action or proceeding in which LAUSD is a defendant and for which Contractor is required to indemnify LAUSD pursuant to the provisions of this Agreement.

21.3 *UCITA*

To the maximum extent permitted under applicable law, this Agreement shall not be subject to the Uniform Computer Information Transactions Act (prepared by the National Conference of Commissioners on Uniform State Laws) as currently enacted or as may be codified or amended from time to time by any jurisdiction.

21.4 *Equitable Remedies*

The parties agree that (a) in the event of any breach or threatened breach of any provision of this Agreement or any Work Order concerning (i) Confidential Information, (ii) intellectual property rights, or (iii) other matters for which equitable rights may be granted, money damages would be an inadequate remedy; and (b) if either party makes a good faith determination that a breach of this Agreement is such that the damages to the party resulting from the breach will be so immediate, so large or severe and so incapable of adequate redress after the fact that a temporary restraining order or other immediate injunctive relief is the only adequate remedy; then a party may seek immediate injunctive relief and such provisions may be enforced by the preliminary or permanent, mandatory or prohibitory injunction or other order of a court of competent jurisdiction.

21.5 *Interpretation*

The parties are sophisticated and have been represented by counsel during the negotiation of this Agreement and each Work Order. Any rule of construction to the effect that ambiguities are to be resolved against the drafting party shall not apply in interpreting this Agreement.

21.6 *Binding Nature and Assignment*

Contractor may not assign, voluntarily or by operation of law, any of its rights or obligations under this Agreement without the prior written consent of District. Subject to the foregoing, this Agreement and each Work Order shall be binding on the parties and their respective successors and permitted assigns.

21.7 *Expenses*

Except as expressly provided in this Agreement, each party shall pay its own fees and expenses (including, without limitation, the fees and expenses of its agents, representatives, attorneys and accountants) incurred in connection with the negotiation, drafting, execution, delivery and performance of this Agreement and the transactions it contemplates.

21.8 *Amendment and Waiver*

No supplement, modification, amendment or waiver of this Agreement or any Work Order shall be binding unless executed in writing by the parties in accordance with the terms hereof. No waiver of any term, provision or condition of this Agreement, whether by conduct or otherwise, in any one or more instances, shall be deemed to be or be construed as a further or continuing waiver of any such term, provision or condition or as a waiver of any other term, provision or condition of this Agreement.

21.9 *Further Assurances; Consents and Approvals*

Each party shall provide such further documents and instruments and take such other actions as may be reasonably necessary or desirable to give effect to this Agreement and to carry out its provisions. Whenever this Agreement requires or contemplates any action, consent or approval of a party, such party shall act reasonably and in good faith and (unless this Agreement expressly allows exercise of

a party's sole discretion) shall not unreasonably withhold or delay such action, consent or approval.

21.10 Publicity

Contractor may not use LAUSD's name or any of LAUSD's trade names, trademarks, service marks, slogans, logos or designs for any advertising, promotional or other purpose which is not necessary in Contractor's performance under this Agreement without the prior, written permission of LAUSD.

21.11 Severability

If any provision of this Agreement is determined by any court of competent jurisdiction to be invalid or unenforceable (other than provisions going to the essence of this Agreement), such provision shall be interpreted to the maximum extent to which it is valid and enforceable, all as determined by such court in such action, and the remaining provisions of this Agreement will, nevertheless, continue in full force and effect without being impaired or invalidated in any way.

21.12 Entire Agreement

This Agreement, each of the Work Orders and all Schedules constitute the entire agreement between the parties pertaining to the subject matter hereof and supersede all prior and contemporaneous agreements, understandings, negotiations and discussions, whether oral or written, of the parties pertaining to the subject matter hereof.

21.13 Notices

Any notice, demand or other communication required or permitted to be given under this Agreement or any Work Order shall be in writing and shall be deemed delivered to a party (a) when delivered by hand or courier, (b) when sent by confirmed facsimile with a copy sent by another means specified in this Section, or (c) three (3) calendar days after the date of mailing if mailed by United States certified mail, return receipt requested, postage prepaid, in each case to the address of such party set forth below (or at such other address as the party may from time to time specify by notice delivered in the foregoing manner):

If to Contractor, to the address set forth on the Cover Page, or such other address as the parties may mutually agree.

If to LAUSD:

Los Angeles Unified School District, Information Technology Division
333 S. Beaudry Avenue, 10th Floor
Los Angeles, CA 90071
Fax: (213) 241-8400
Attention: Soheil Katal, Chief Information Officer

Los Angeles Unified School District, Office of General Counsel
333 S. Beaudry Avenue, 20th Floor
Los Angeles CA 90017

Fax: (213) 241-3316
Attention: TBD

In addition, a copy of all questions and notices relating to contractual matters under this Agreement will be delivered electronically to District's Contract Administration Analyst, at contract.procurement@lausd.net (or to such other individual as District may designate in accordance with this section), and each Work Order will include contact information for the District representative(s) to whom Contractor should direct technical matters under such Work Order.

21.14 *Survival*

Any provision of this Agreement or of any Work Order which contemplates performance or observance subsequent to any termination or expiration of this Agreement or of any Work Order, including (without limitation) Article 10, Article 12, Section 13.4, Article 15, Article 16, Article 18, Article 19, Article 20 and Article 21, shall survive expiration or termination of this Agreement or any Work Order.

21.15 *Independent Contractors*

While engaged in performance of this Agreement, the Contractor is an independent contractor and is not an officer, agent, or employee of the District. Contractor is not entitled to benefits of any kind to which District's employees are entitled, including but not limited to unemployment compensation, workers' compensation, health insurance and retirement benefits. Contractor assumes full responsibility for the acts and/or omissions of Contractor's employees or agents as they relate to performance of this Agreement. Contractor assumes full responsibility for workers' compensation insurance, and payment of all federal, state and local taxes or contributions, including but not limited to unemployment insurance, social security, Medicare and income taxes with respect to Contractor and Contractor's employees. Contractor warrants its compliance with the criteria established by the U.S. Internal Revenue Service (I.R.S.) for qualification as an independent contractor, including but not limited to being hired on a temporary basis, having some discretion in scheduling time to complete contract work, working for more than one employer at a time, and acquiring and maintaining its own office space and equipment. Contractor agrees to indemnify District for all costs and any penalties arising from audits by state and/or federal tax entities related to services provided by Contractor's employees and agents under this Agreement.

21.16 *Third Party Beneficiaries*

Except for third parties specifically entitled to indemnification under the terms of, and as set forth in, Article 18, nothing in this Agreement or in any Work Order, express or implied, is intended to confer on rights, benefits, remedies, obligations or liabilities on any person (including, without limitation, any employees of the parties) other than the parties or their respective successors or permitted assigns.

21.17 *Cumulative Remedies*

Except as otherwise expressly provided in this Agreement, remedies provided for herein will be cumulative and in addition to and not in lieu of any other remedies available to either party at law, in equity or otherwise.

21.18 Counterparts

This Agreement and each Work Order may be executed in one or more counterparts, each of which shall be deemed an original, and all of which, taken together, shall constitute one and the same instrument.

21.19 Force Majeure

Neither party shall be liable for failure to fulfill its obligations under this Agreement (other than a failure to pay money) where such failure or delay could not have been prevented by reasonable precautions and cannot reasonably be circumvented by the nonperforming party through the use of alternate sources, work-around plans or other means, and if that failure is caused, directly or indirectly, by flood, extreme weather, fire, mud slide, earthquake, or other natural calamity or act of God, interruption in water, electricity, heating or air conditioning (depending on the season), riots, civil disorders, rebellions or revolutions, acts of governmental agencies, quarantines, embargoes, labor disputes affecting vendors or subcontractors and for which the party claiming force majeure is not responsible, or any other similar cause beyond the reasonable control of that party (each, a “**Force Majeure Event**”). The occurrence of a force majeure event suffered by another customer of Contractor that may require Contractor to allocate additional resources to service that customer shall not constitute a Force Majeure Event under this Agreement that excuses Contractor’s performance hereunder or permits it to reallocate required resources away from the performance of this Agreement. If either party is delayed by a Force Majeure Event it shall promptly notify the other party by telephone and describe in reasonable detail the nature of the Force Majeure Event (to be confirmed in writing within five calendar days after the inception of such delay). Any party claiming a Force Majeure Event hereunder shall: (a) use reasonable efforts to overcome the effects of the Force Majeure Event; (b) use reasonable efforts to mitigate any effects or consequences of such Force Majeure Event; and, (c) promptly notify the other party once the Force Majeure Event has ended or its effects have otherwise been remedied. If any Force Majeure Event results in a failure to deliver the Services for more than five business days after District’s initial receipt of notice, District may, upon notice to Contractor, terminate the applicable Work Order without any liability to Contractor other than payment for Services rendered prior to the occurrence of the Force Majeure Event.

22. WORK-BASED LEARNING PROGRAM (WBLP):

Notwithstanding any other provision of this Agreement, Contractor hereby acknowledges that the District has determined to enter into this Agreement with Contractor in reliance, in part, on:

- The veracity of the representations made by Contractor in Contractor’s Proposal,
- The quality of Contractor’s proposed staff and
- The WBLP Plan included in Contractor’s Proposal.

Except as otherwise specified herein, Contractor hereby warrants to provide the Services and the WBLP(s) in the manner represented in Contractor’s Proposal.

Specifically with respect to the WBLP(s), Contractor agrees to:

- Work with District Linked Learning office representatives to:

- Determine what aspects of the WBLP(s) will be implemented at what time,
- Who will be the best-suited WBLP participants where the WBLP anticipates the participation of District students or staff and
- Otherwise refine and finalize the WBLP;
- Appropriately supervise WBLP participants when those participants are on a Contractor-controlled site or otherwise in the care and under the direction of Contractor as WBLP participants;
- Take reasonable precautions to keep WBLP participants out of harm's way;
- Comply with this Agreement's Equal Employment Opportunity requirements with respect to WBLP participants as though those participants were prospective Contractor employees;
- Refrain from using images of District WBLP participants or disclosing participant names or data without:
 - The prior written consent of the District WBLP Program Administrator and
 - The written consent of those WBLP participants or their parents, as appropriate;

Furthermore, with respect to Contractor's WBLP, Contractor acknowledges that:

- The District is free to publicize its positive experiences with the Contractor and, if applicable, is also free to share with other school districts or organizations that inquire, whatever frustrations it may have experienced in Contractor's implementation of Contractor's WBLP(s);
- The District will, of course, share Contractor's name and information regarding Contractor's business and regarding Contractor's proposed WBLP(s) with District schools seeking partners;
- The District will also identify Contractor in District documentation regarding the District's Linked Learning program;
- The District may photograph participating Contractor representatives and publish those photographs in District promotional and reporting materials relating to the District's Linked Learning program; and
- Should Contractor fail to provide the WBLP, in particular, as provided herein, then, in addition to all other remedies to which the District may be entitled, at law and in equity, the District may take Contractor's failure to perform as promised into consideration in the event Contractor is under consideration to provide services to the District in the future.

23. COLLABORATION, USER FEEDBACK AND USER EXPERIENCE SESSIONS

Contractor shall host meetings among Contractor, LAUSD and Software Publisher/Manufacturer (if applicable), to foster collaboration, and to discuss user feedback and user experience observations. The goal of the sessions will be to ensure that there is a mechanism to share general ideas, concepts, know-how, methodologies, processes, technologies, algorithm or techniques for potential improvements and enhancements to the products and services. Any actual enhancements and improvements to the products and services resulting from these sessions during the term of the Agreement shall be included as part of the products licensing and/or subscription terms for the Agreement. The ownership and intellectual property rights of said actual enhancements and improvements to the products and services resulting from the sessions shall be subject to negotiation and execution of a separate intellectual property agreement between the parties that attended the sessions.

Additionally, Contractor may offer attendance to conferences, symposiums and/or training sessions regarding the products and services to the District at no additional costs. District may accept such no-cost offer at its own discretion, subject to and in accordance with applicable District policies and procedures.

Nothing contained in this Agreement shall restrict either party from the use of any general ideas, concepts, know-how, methodologies, processes, technologies, algorithms or techniques retained

in the undocumented mental impressions of such party's personnel relating to the Services which either party, individually or jointly, develops or discloses under this Agreement, provided that in doing so such party does not (a) infringe the intellectual property rights of the other party or third parties who have licensed or provided materials to the other party, or (b) breach its confidentiality obligations under this Agreement or under agreements with third parties.

25. COMPLIANCE WITH ADDITIONAL FEDERAL REGULATIONS FOR FEDERALLY FUNDED CONTRACTS

Contractor shall comply with the “Provisions Required of Federally Funded Contracts,” attached hereto as **Schedule G** and made a part hereof.

IN WITNESS WHEREOF the parties have executed this Agreement as of the Effective Date.

-DISTRICT-

-CONTRACTOR-

LOS ANGELES UNIFIED SCHOOL DISTRICT

NAME

BY LOS ANGELES UNIFIED SCHOOL DISTRICT BOARD OF EDUCATION

BY

BY

Chris Mount
Chief Procurement Officer
Procurement Services Division

(PRINT NAME)

TITLE

Dated

Fed. I.D. #:

Dated

**SCHEDULE D
FORM OF WORK ORDER**

WORK ORDER TYPE: STAFF AUGMENTATION CONSULTING SERVICES

CONTRACT NO. _____ WORK ORDER NO. _

This Work Order No. ___ (this “Work Order”) is entered into pursuant to the Master Services Agreement for Information Technology Service and Support (the “Agreement”), dated as of _____, by and between The Los Angeles Unified School District (“LAUSD” or the “District”), and _____, Inc., a _____ corporation (“Contractor”). The terms and conditions of the Agreement are incorporated by reference into this Work Order. Any capitalized terms used but not defined in this Work Order shall have the definitions given in the Agreement.

I. General Provisions

General Project Information

Project Name: _____

Work Order Start Date: _____ Work Order End Date: _____

Work Order Amount: \$ _____ Work Order Term: _____

LAUSD Representative:		Contractor Name:	
Name		Name of Project Executive:	
Address	333 South Beaudry Ave. Los Angeles, CA 90017	Address	
Phone		Phone	
Fax		Fax	
Mobile		Mobile	
Email		Email	

II. WORK TO BE PERFORMED

A. Scope of Services

In addition to the services, functions, responsibilities and Deliverables described in the Agreement, Contractor shall provide the services, functions, responsibility and Deliverables described in this Section II.

[This section should include a full description of the work to be provided by Contractor, including, as applicable, those specific items addressed below.]

The purpose of this Work Order is to provide

- i. Project scope/specifications.

A. Preparation



ii. Timetable for project completion.

iii. Deliverables and milestones (see tables below).

iv. Acceptance testing criteria and review periods (see tables below).

v. Project management structure.

vi. Training to be provided by Contractor.

vii. Project-specific warranties.

B. Deliverables and Acceptance Criteria *[See Section 7.1 of the Agreement which provides that, unless otherwise specified in a Work Order, at least sixty (60) days prior to the date on which Contractor is scheduled to deliver a System Deliverable, Contractor shall deliver to District its proposed acceptance test criteria for such System Deliverable and requires written approval of such criteria by the parties.]*

DELIVERABLES		
Deliverable	Description	Milestone

ACCEPTANCE CRITERIA

Deliverable	Acceptance Criteria	Review Period

C. Contractor Personnel

Contractor Personnel Working Under this Work Order

Name	% Time Dedicated to Project	Location	Responsibilities
_____	_____	LAUSD	_____

(k) indicates Key Contractor Personnel

Contractor Account Executive Responsibilities in addition to those listed in Agreement Section 9.2(b) _____

D. Facilities and Equipment

Facilities and Equipment

State any exceptions to the general rule, under Sections 8.5(b) and 8.6(b) of the Agreement, that Contractor will be responsible for providing all space and equipment that is necessary to provide the Services at its own or other facilities and will be responsible for providing and maintaining its own equipment and tools.

E. Identify any approved subcontractors below and the specific services each will provide (See Section 11.5(b) of Agreement)

Approved Subcontractors

Subcontractor:
Service Provided:

F. Software

LAUSD Software

Identify the LAUSD Software (including third party software licensed to LAUSD), if any, that Contractor is authorized to use to perform the Services and specify the rights of Contractor to use the LAUSD Software (Section 10.2(a) of Agreement)

LAUSD Software:

LAUSD Third Party Software:

Additional Third Party Software

Specify any Third Party Software in addition to that listed above required in order to perform the Services and the respective financial, operational and other obligations of the Parties with respect to the Third Party Software Licenses (Section 10.2(c) of Agreement)

Third Party Software

Contractor Software

Identify any Contractor Software that will be used to provide the Services (Section 10.3 of the Agreement)

Contractor Software:

Additional Matters Regarding Software

Unless already described above, explain any exception to the general rule under Section 10.1 of the Agreement that each party is responsible for providing and maintaining its own software and Contractor is responsible for providing all software necessary to provide the Services.

G. Reports and Meetings: Set forth schedule for regular project management meetings as required by Section 11.2 of the Agreement and list of reports, if any, to be provided in addition to those set forth in Section 11.3 of the Agreement.

Reports and Meetings

Reports:

Meetings:

III. PRICING

A. Service Charges

Time and Materials Pricing

The Service Charges payable for Services rendered in each month shall be derived by multiplying the hourly rate for each resource by the total hours worked by that resource during the applicable month.

Resource	Role	Hourly Rate	Total Authorized Hours	Extended Cost

Milestone-Based Pricing

In accordance with Section II-A (*Scope of Work*) and Section II-B (*Deliverables and Acceptance Criteria*), this Section includes a full description of the Deliverables to be provided by Contractor and the associated pricing for each Deliverable. This Section should also include Time and Materials rates to be applied in the event the Work Order is terminated prior to the delivery of a Deliverable upon which payment is based.

No.	Deliverable/Milestone	Deliverable Due Date	Payment Amount	Payment Date

B. Approved Pass-Through Expenses

Pass-Through Expense Category	Not to Exceed

C. Approved Incidental Expenses

Incidental Expense Category	Not to Exceed

D. Unauthorized Services

Contractors **SHALL NOT** be reimbursed for costs incurred for unauthorized services. Unauthorized services refer to work started prior to the Period of Performance, prior to the fully executed Task/Work Order and/or prior to Board approval.

IV. SERVICE LEVELS AND SERVICE LEVEL CREDITS

A. Service Levels (Agreement Section 6.3)

Are Work Order Service Levels applicable to this Work Order? Yes _____ No _____

If yes, please describe:

B. Service Level Credits (Agreement Sections 8.4 and 14.2)

Are Service Level Credits applicable to this Work Order? Yes _____ No _____

If yes, please describe:

V. ADDITIONAL MATTERS

A. All Contractors are required to comply with the requirements of California Education Code Section 45125.1 regarding fingerprinting (Agreement Section 5.10). Will this Work Order require the Contractor to perform services at any school sites: Yes _____ No _____

If yes, please describe.

B. Do any special security procedures or exemptions from existing security procedures, including the LAUSD Information Security Policies, apply to this Work Order? (Agreement Section 15.4)

Yes _____ No _____

If yes, please describe.

(These special terms and conditions will only apply to this Work Order and will only be effective if this Work Order is executed by the LAUSD Chief Information Officer)

C. Are there any special insurance requirements, coverage limits or bonding requirements that apply to this Work Order? (Agreement Section 17.4) Yes _____ No _____

If yes, please describe.

(These special terms and conditions will only apply to this Work Order and will only be effective if this Work Order is executed by the LAUSD Chief Information Officer)

VI. SPECIAL TERMS AND CONDITIONS

The following terms and conditions shall, where and to the extent expressly indicated, supersede those set forth in the Agreement (these special terms and conditions will only apply to this Work Order and will only be effective if this Work Order is executed by the LAUSD Chief Information Officer):

- 1. NONE

IN WITNESS WHEREOF, LAUSD and Contractor have each caused this Work Order to be signed and delivered by its duly authorized officer, effective as of the Work Order Start Date.

Required LAUSD School/Office Signatures:

CONTRACTOR

Signed

Signed

Name and Title

Name

Department

Title

Date

Date

Required LAUSD School/Office Signatures:

Signed

Name and Title

Department

Date _____

Contract Administration Branch Approval:

LOS ANGELES UNIFIED SCHOOL DISTRICT

By: _____
Contract Administration Branch

Date _____

AMENDMENT TO

Contract #: _____ Work Order # _____ Change Order# _____

Project Name: _____ Service Area/Skill-set Category: _____

This Amendment is written to modify the subject Contract and Work Order between the Los Angeles Unified School District ("LAUSD") and _____. ("Contractor") only to the extent specifically set forth herein. All other terms and conditions of both Contract _____ and Work Order #____, respectively, remain unchanged.

NO COST CHANGE ORDER

This Amendment does not increase the dollar amount of the Work Order and is written to:

_____ Amend the Contractor Personnel list by replacing staff or adding staff. (Attach list of names and/or titles with hourly rates.)

_____ Extend the completion date of the work order from _____ to _____

_____ Other (details attached)

_____ Revise funding source. (For internal purposes only. No contractor signature required.)

COST CHANGE ORDER

This Amendment is written to:

_____ Revise the scope of services of the Work Order. (Attach scope of work, deliverables and any changes in Contractor Personnel with hourly rates.)

_____ Increase/Decrease the Work Order in the amount of \$ _____

_____ Increase/Decrease the total value of the Work Order from \$ _____ to \$ _____

_____ If this change order increases the total Work Order amount to more than \$250,000, or if the original Work Order was more than \$250,000, this Amendment must go to the Board for approval before the Change Order work may begin.

_____ Extend the completion date of the Work Order from _____ to _____

LAUSD:

Submitted By:

Date _____

Date _____

Contractor:

Date _____

APPROVED NOT APPROVED



SECTION III (Continued)

**RFP 200003623
ATTACHMENT C**

**LOS ANGELES UNIFIED SCHOOL DISTRICT
Contractor Code of Conduct
(adopted 11/02, revision effective 11/06)**

Preamble

Los Angeles Unified School District's Contractor Code of Conduct was adopted to enhance public trust and confidence in the integrity of LAUSD's decision-making process. This Code is premised on three concepts:

- *Ethical and responsible use of scarce public tax dollars is a critical underpinning of effective government*
- *Contracting integrity and quality of service are the shared responsibilities of LAUSD and our Contractors*
- *Proactive and transparent management of potential ethics concerns improves public confidence*

This Code sets forth the ethical standards and requirements that all Contractors and their Representatives shall adhere to in their dealings with or on behalf of LAUSD. Failure to meet these standards could result in sanctions including, but not limited to, voidance of current or future contracts.

1. Contractors

All LAUSD Contractors and their Representatives are expected to conduct any and all business affiliated with LAUSD in an ethical and responsible manner that fosters integrity and public confidence. A "Contractor" is any individual, organization, corporation, sole proprietorship, partnership, nonprofit, joint venture, association, or any combination thereof that is pursuing or conducting business with and/or on behalf of LAUSD, including, without limitation, consultants, suppliers, manufacturers, and any other vendors, bidders or proposers. A Contractor's "Representative" is also broadly defined to include any subcontractors, employees, agents, or anyone else who acts on a Contractor's behalf.

2. Mission Support

LAUSD relies on Contractors and their Representatives to support our LAUSD mission statement of *"educating students to a higher level of achievement that will enable them to be responsible individuals and productive members of the greater society."* Contractors and their Representatives must provide high-value products, services and expertise which advance LAUSD's mission or provide mission-related benefits that support our goals for the students, employees, stakeholders, and the communities we serve.

3. Ethical Responsibilities

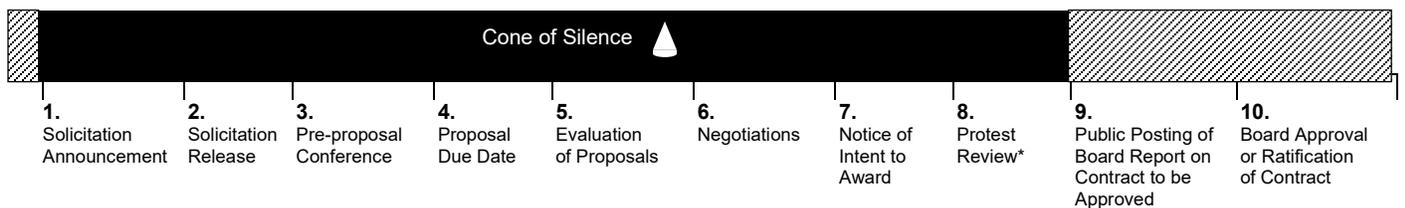
All LAUSD contracts must be developed and maintained within an ethical framework. LAUSD seeks to promote public trust and confidence in our contracting relationships and we expect every individual, regardless of position or level of responsibility, who is associated with an LAUSD procurement process or contract, to commit to exemplifying high standards of conduct in *all phases* of any relationship with LAUSD.

Given that the business practices and actions of Contractors and their Representatives may impact or reflect upon LAUSD, strict observance with the standards in this Code, all applicable local, state and federal laws, and any other governing LAUSD policies or agreements is not only a minimum requirement for all Contractors and their Representatives, but an ethical obligation as well.

In addition to any specific obligations under a Contractor's agreement with LAUSD, all Contractors and their Representatives shall comply with the following requirements:

- A. **Demonstrate Honesty and Integrity** – Contractors shall adhere to the highest standards of honesty and integrity in all their dealings with and/or on behalf of LAUSD. As a general rule, Contractors must exercise caution and avoid *even the appearance of impropriety or misrepresentation*. All communications, proposals, business information, time records, and any other financial transactions must be provided truthfully, accurately, and completely.
- B. **Be a Responsible Bidder** – Contractors shall demonstrate a record of integrity and business ethics in accordance with all policies, procedures, and requirements established by LAUSD.
 - (1) **Critical Factors** – In considering a Contractor's record of integrity and business ethics, LAUSD may consider factors including, but not limited to: criminal investigations, indictments, injunctions, fines, convictions, administrative agreements, suspensions or debarments imposed by other governmental agencies, tax delinquencies, settlements, financial solvency, past performance, prior determinations of failure to meet integrity-related responsibilities, and violations by the Contractor and its Representatives of any LAUSD policies and Codes in prior procurements and contracts. LAUSD reserves the right to reject any bid, proposal and contract, and to impose other sanctions against Contractors who fail to comply with our district policies and requirements, or who violate the prohibitions set forth below in Section 6, Prohibited Activities.
- C. **Maintain the Cone of Silence** – Contractors shall maintain a Cone of Silence during required times of the contracting process to ensure that the process is shielded from even the appearance of undue influence. Contractors and their Representatives risk disqualification from consideration and/or other penalties outlined in Section 8, Enforcement Provisions, if they engage in prohibited communication during the restricted period(s).
 - (1) **Competitive Contracting Process** – To ensure a level playing field with an open and uniform *competitive* contracting process, Contractors and their Representatives must maintain a Cone of Silence from the time when an Invitation for Bid (IFB), Request for Proposal (RFP), Request for Interest and Bid (RFIB), Request for Quote, Request for Qualification, or any other solicitation release is announced until the time a contract award recommendation is made public by the Board Secretariat's posting of the board report for the contract to be approved. During the time under the Cone of Silence, Contractors and their Representatives are prohibited from making any contact on any part of a proposal, negotiation or contract with any LAUSD official as this could appear to be an attempt to curry favor or influence. An "LAUSD official" is broadly defined to include "any board member, employee, consultant or advisory member of LAUSD" who is involved in making recommendations or decisions for LAUSD.

Schematic of LAUSD's Competitive Contracting Process (Illustrative Only)



Contracting Process

▨ Lobbying in this period may require registration and disclosure in LAUSD's Lobbying Disclosure Program, if the triggers are met.

* Note: Protests can sometimes extend past the contract approval process

- (a) **Prohibited Communication** – Examples of prohibited communication by Contractors and their Representatives under the Cone of Silence include, but are not limited to:
 - (i) contact of LAUSD Officials, including members of the department initiating a contract, or members who will serve on an evaluation team for any contract information that is not uniformly available to all other bidders, proposers or contractors;

- (ii) contact of LAUSD Officials, including Board Members and their staff, to lobby on any aspect relating to a contract matter under consideration, negotiation, protest or dispute;
 - (iii) contact of LAUSD Officials in the particular department requesting a competitive contract to discuss other business or partnership opportunities.
- (b) Exceptions – The following are exceptions to the Cone of Silence:
- (i) open and uniform communications which are made as part of the procurement process such as the pre-bid or pre-proposal meetings or other exchanges of information which are given to all proposers;
 - (ii) interviews or presentations to evaluation committee members which are part of the procurement process;
 - (iii) clarification requests made in writing, under the terms expressly allowed for in an LAUSD contracting document, to the appropriate designated contract official(s);
 - (iv) negotiations with LAUSD’s designated negotiation team members;
 - (v) protests which follow the process outlined by LAUSD’s protest policies and procedures; and
 - (vi) requests for technical assistance approved by LAUSD contract officials (for example questions relating to LAUSD’s Small Business Enterprise Program, or requests for formal guidance on ethics matters from the Ethics Office).
- (2) Non-Competitive Contracting Process – To ensure the integrity of the non-competitive contracting process, Contractors and their Representatives must maintain a Cone of Silence from the time when a proposal is submitted to LAUSD until the time the contract is fully executed. During this designated time, Contractors and their Representatives are prohibited from making any contact with LAUSD officials on any of the terms of the contract under consideration as this could appear to be an attempt to curry improper favor or influence. The only exceptions to this Cone of Silence are clarification requests made with the Contract Sponsor or the appropriate designated contract official(s) in the Procurement Services Group or Facilities Contracts Branch.

Examples of Maintaining the Cone of Silence

- (3) Mai Vien Da is the CEO of a firm that wants to do business with LAUSD. She is at a party when she sees the head of the LAUSD division that has just issued an RFP that her company is interested in bidding on.
- Mai can say “hello,” but she must not discuss her proposal or the contracting process at all with the division head.*
- (4) Mai is also interested in having her sales team meet with LAUSD officials district-wide to promote her firm’s services, so that they can sell work on smaller projects that do not need to be competitively bid.
- Mai and her employees may attempt to meet with district officials to discuss potential services outside of a competitive process, but she needs to recognize that her marketing activities may require her to register her firm and her employees in LAUSD’s Lobbying Disclosure Program. (See Section 5, Disclosure Obligations).*

- D. **Manage Potential Conflicts** – Contractors shall disclose all potential or actual conflicts to LAUSD on an ongoing basis with a Meaningful Conflict Disclosure. A “Meaningful Conflict Disclosure” is a written statement to LAUSD which lays out full, accurate, timely, and understandable information with regard to any potential conflicts involving Contractors and their work for LAUSD. The specific requirements for a Meaningful Conflict Disclosure are set forth in Section 3.D.(2) below. LAUSD relies on these proactive disclosures by Contractors to manage potential conflicts before they become actual conflicts of interest. A potential for conflict is present whenever a situation arises which creates a real or apparent advantage or a competing professional or personal interest for a Contractor. Such situations become conflicts of interest, if appropriate safeguards are not put into place. Examples of potential or actual conflicts include, but are not limited to situations when:
- a financial relationship (income, stocks, ownership, investments, loans, excessive gifts, etc.) or close personal relationship exists or has existed between a Contractor or its Representatives and a LAUSD official;
 - a financial or close personal relationship exists between any officers, directors or key employees of a Contractor or its Representatives and a LAUSD official;

- a prior, current or potential employment relationship exists between a Contractor or its Representatives and a current or former LAUSD official;
- an overlap exists between work that a Contractor or its Representative performs or has performed for LAUSD and work he or she will perform on behalf of another client; or
- an opportunity arises in which a Contractor or its Representative can make a governmental decision within the scope of LAUSD contractual duties that impacts his or her personal financial interests or relationships,

Contractors and their Representatives have a *continuing* obligation to advise LAUSD proactively of any potential conflicts which may arise relating to a contract.

- (1) State Conflict Standards – LAUSD is generally prohibited by California’s Political Reform Act (Government Code Section 87100) and Government Code Section 1090 from contracting with Contractors if the Contractors, their Representatives, their officers, or any household member of the preceding serve LAUSD in any way in developing, awarding, or otherwise participating in the making of the same contract.

California law also governs situations in which there has been a financial interest between a Contractor and a public official within a 12-month window leading up to a governmental decision. It does not matter whether the impact of an existing relationship is beneficial or detrimental to the interests of the Contractors, their Representatives, or the public agency. Moreover, Government Code Section 1090 defines “making a contract” broadly to include actions that are preliminary or preparatory to the selection of a Contractor such as but not limited to: involvement in the reasoning, planning, and/or drafting of scopes of work, making recommendations, soliciting bids and requests for proposals, and/or participating in preliminary discussions or negotiations.

Any contract made in violation of Section 1090 is void and cannot be enforced. When Section 1090 is violated, a government agency is not obligated to pay the Contractor for any goods or services received under the void contract. In fact, the agency can also seek repayment from the Contractor of any amounts already paid and the agency can refer the matter to the appropriate authorities for prosecution.

- (2) Meaningful Conflict Disclosure – Contractors shall provide a meaningful disclosure of all potential and actual conflicts in a written statement to the LAUSD Contract Sponsor, the Ethics Office and the contracting contact from the Procurement Services Group/or the Facilities Contracts Branch. This disclosure requirement is a continuing duty on all Contractors. At a minimum, a Meaningful Conflict Disclosure must identify the following:
- (a) names and positions of all relevant individuals or entities;
 - (b) nature of the potential conflict, including specific information about the financial interest or relationship; and
 - (c) a description of the suggested remedy or safeguard for the conflict.
- (3) Resolution of Conflicts – When necessary, LAUSD will advise Contractors on how a disclosed conflict should be managed, mitigated or eliminated. The Contract Sponsor, in consultation with the Procurement Services Group/Facilities Contracts Branch, the Ethics Office, and the Office of the General Counsel, shall determine necessary actions to resolve any of the Contractors’ disclosed conflict(s). When it is determined that a conflict must be addressed, a written notification will be made to the Contractor, indicating the actions that the Contractor and LAUSD will need to take to resolve the conflict.

Examples of Managing Potential Conflicts

- (4) Rhoda Warrior is a consultant from Global Consulting Firm. She has been assigned by her firm to do work for a particular LAUSD department. Although she does not directly work with him, her husband, Antonio, is one of the senior officials in that department.

Global Consulting must disclose this potential problem via a Meaningful Conflict Disclosure to LAUSD. Depending on the exact nature of her work within that department, Global Consulting and the LAUSD Contract Sponsor may need to take steps to safeguard Rhoda’s work from any actual conflict of interest.

- (5) Amartya Singh is a HR consultant from the Tip Top Talent Agency whose firm is providing temporary support to help LAUSD improve its recruitment efforts. Amartya is himself serving as acting deputy director for the HR division, and in that capacity has been asked to review and approve all bills for the

department. In doing his work, Amartya comes across a bill for the Tip Top Talent Agency which requires approval.

Tip Top Talent Agency must disclose the conflict and work with LAUSD to ensure that someone more senior or external to Amartya's chain-of-command is the one that reviews, evaluates, or approves bills relating to Tip Top Talent Agency. Even if Amartya decides to quit Tip Top Talent to join LAUSD, he cannot be involved with matters relating to Tip Top Talent until 12 months have passed from the date he received his last payment from the firm.

- (6) Greta Planner is a technology consultant that has been hired to design all the specifications for a group of new technology labs. One of the services that Greta will be specifying is an automated wireless projection system. As it turns out, Greta owns direct stock in a firm that manufactures these types of projection systems.

Greta's direct stock ownership constitutes a financial interest in that company. She must disclose the potential conflict right away in writing to the LAUSD Contract Sponsor, so that the appropriate safeguards can be put in place to prevent any actual conflict.

- E. *Provide Contracting Excellence* – Contractors are expected to deliver high quality, innovative and cost-effective goods and services to LAUSD, so that the public is served with the best value for its dollars.
- F. *Promote Ethics Standards* – Contractors shall be responsible for ensuring that their Representatives, regardless of position, understand and comply with the duties and requirements outlined in this Code and to ensure that their behavior, decisions, and actions demonstrate the letter and spirit of this Code. Contractors may draw upon the resources provided by LAUSD, including but not limited to those made available by the Ethics Office, the Procurement Services Group, and the Facilities Contracts Branch. Such training resources and additional information about LAUSD policies can be found on LAUSD's website (<https://achieve.lausd.net>).
- G. *Seek Advice* – Contractors are expected and encouraged to ask questions and seek formal guidance regarding this Code or other aspects of responsible business conduct from the LAUSD Ethics Office whenever there is a doubt about how to proceed in an ethical manner. A Contractor's proactive management of potential ethics concerns is necessary and vital since this Code does not seek to address or anticipate all the issues that may arise in the course of seeking or doing business with LAUSD.

Example of Seeking Advice

- (1) Abe Iznismann is President of Accelerated Sciences, a new company that makes supplemental teaching tools in the sciences. Over the summer, Abe hired Grace Principle, a seasoned LAUSD administrator who now works in teacher recruitment, to consult with Accelerated Sciences in developing a cutting-edge learning tool. Originally, the company planned to sell the products only to schools in other states, but now it wants to sell the products in California and possibly to LAUSD. Abe wants to work with Grace to develop a win-win strategy for offering the new tools to LAUSD at a discount.

Accelerated Sciences needs to be very careful to ensure that Grace is not involved in any aspect relating to selling the product to LAUSD, especially since Grace has a financial interest with the firm. Remember, under California law, the mere existence of a financial interest creates a concern that will cause the good faith of any acts to be questioned, no matter how conscientious the individuals. Before undertaking any effort to sell to LAUSD, Abe or another manager at Accelerated Sciences should seek out advice on other safeguarding measures to ensure that their good intentions do not inadvertently create a bad outcome for the firm or Grace.

4. Relationship Management

LAUSD expects Contractors and their Representatives to ensure that their business dealings with and/or on behalf of LAUSD are conducted in a manner that is above reproach.

- A. *Employ Good Practices* – Contractors and their Representatives shall conduct their employment and business practices in full compliance with *all* applicable laws, regulations and LAUSD policies, including but not limited to the following:

- (1) Equal Employment Opportunity – Contractors shall ensure that there is no discrimination in hiring due to race, color, religious creed, national origin, ancestry, marital status, gender, sexual orientation, age, or disability.
 - (2) Health and Safety – Contractors shall provide a safe and healthy work environment and fully comply with all applicable safety and health laws, regulations, and practices.
 - (3) Drug Free Environment – Contractors shall ensure that there is no manufacture, sale, distribution, possession or use of illegal drugs or alcohol on LAUSD-owned or leased property.
 - (4) No Harassment – Contractors shall not engage in any sexual or other harassment, physical or verbal abuse, or any other form of intimidation.
 - (5) Sweat-Free Conditions – Contractors shall ensure that no child and/or forced or indentured labor is used in their supply chain. Contractors shall require that all goods provided to LAUSD are made in compliance with the governing health, safety and labor laws of the countries of origin. Additionally, Contractors shall ensure that workers are free from undue risk of physical harm or exploitation and receive a non-poverty wage.
- B. *Use Resources Responsibly* – Contractors and their Representatives shall use LAUSD assets for LAUSD business-related purposes only unless given written permission for a specific exception by an authorized LAUSD official. LAUSD assets include: time, property, supplies, services, consumables, equipment, technology, intellectual property, and information.
- C. *Protect Confidentiality* – Contractors and their Representatives shall protect and maintain confidentiality of the work and services they provide to LAUSD. All communications and information obtained in the course of seeking or performing work for LAUSD should be considered confidential. No confidential information relating to LAUSD should ever be disclosed without express authorization by LAUSD in writing, unless otherwise legally mandated.
- D. *Guard the LAUSD Affiliation* – Contractors and their Representatives shall be cautious of how they portray their relationship with LAUSD to the Public. Communications on behalf of LAUSD can only be made when there is express written permission by an LAUSD official authorized by LAUSD’s Office of General Counsel.
- (1) LAUSD Name and Marks – Contractors shall ensure that all statements, illustrations or other materials using or referencing LAUSD or its marks and logos—including the names and logos of any of our sub-divisions, and/or any logos created by and for LAUSD—receive advance review and written approval of the relevant LAUSD division head prior to release or use.
 - (2) Commercial or Advertising Message – Contractors shall ensure that no commercial or advertising message, or any other endorsements—express or implied—are suggested or incorporated in any products, services, enterprises or materials developed for/or relating to LAUSD unless given written permission to do otherwise by LAUSD’s Board of Education.
- E. *Respect Gift Limits* – Contractors and their Representatives shall abide by LAUSD’s gift limits and use good judgment, discretion and moderation when offering gifts, meals or entertainment or other business courtesies to LAUSD officials, so that they do not place LAUSD officials in conflict with any specific gift restrictions:
- (1) No Contractor or their Representative shall offer, give, or promise to offer or give, directly or indirectly, any money, gift or gratuity to any LAUSD procurement official at any time.
 - (2) No Contractor or their Representative shall offer or give, directly or indirectly, any gifts in a calendar year to an LAUSD Official which exceed LAUSD’s allowable gift limit.

Example of Respecting Gift Limits

- (3) It’s the holidays and Sue Tienda, a Contractor, wants to take a few LAUSD officials out to lunch and to provide them with gift baskets as a token of thanks for the work they have done together.

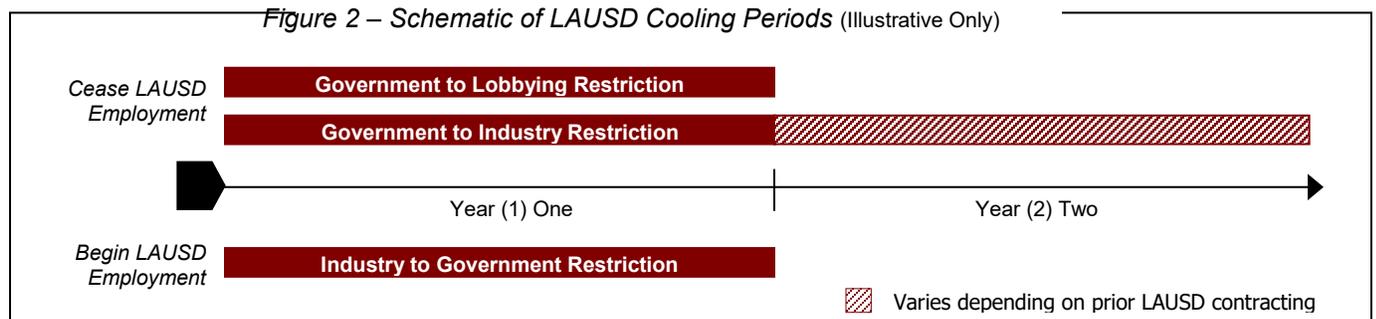
Assuming Sue is not attempting to take out any procurement officials (since they observe a zero tolerance policy on gifts), Sue needs to respect the Board-established gift limit for LAUSD officials. Sue

should also be aware that giving a gift totaling over \$50 in a year to LAUSD officials will create a reporting responsibility for the officials, if they are designated Form 700 Statement of Economic Interest filers. Additionally, if there is a procurement underway involving Sue or her firm, she should not give gifts to the LAUSD officials who are part of the evaluation process until the contract is awarded. Finally, Sue may also want to keep in mind that a nice personalized thank-you note can pack quite a punch!

Anyone doing business with LAUSD shall be charged with full knowledge that LAUSD’s contracting decisions are made based on quality, service, and value. LAUSD does not seek any improper influence through gifts or courtesies.

- F. **Observe Cooling Periods** – Contractors and their Representatives shall observe and maintain the integrity of LAUSD’s Cooling Periods. A “Cooling Period” is a mechanism used by public agencies and private organizations across the country to ensure that no unfair competitive advantage is extended due to the hiring of current or former employees. Allowing for some time to pass before a former official works on matters related to their prior agency or a new official works on matters related to their prior employer helps to mitigate concerns about the appearance of a “revolving door” where public offices are sometimes seen to be used for personal or private gain.

Contractors shall certify that they are upholding LAUSD’s revolving door provisions as part of the contracting process. In their certification, Contractors shall detail the internal firewalls that have been put in place to preserve LAUSD’s cooling periods. As with other public agencies, LAUSD observes three key types of cooling periods for safeguarding the critical transitions between public service and private industry:



- (1) **Government to Lobbying Restriction (One-Year Cooling Period)** – LAUSD will not contract with any entity that compensates a former LAUSD official who lobbies LAUSD before a one (1) year period has elapsed from that official’s last date of employment

Example of Lobbying Restriction

Ace Impact Group wants to hire Joe Knowsfolks, a former LAUSD official, to help the company cultivate new business opportunities with LAUSD and arrange meetings with key LAUSD officials.

To avoid the possibility of unfair advantage or improper influence, Ace Impact Group is prohibited from utilizing Joe to contact anyone at LAUSD on their behalf until at least one year has passed from Joe’s last date of employment. Joe may help Ace lobby other public entities, but Joe cannot communicate with anyone at LAUSD, either in person or in writing, on behalf of his new company.

- (2) **Government to Industry Restriction**

- (a) **Insider Advantage Restriction (One-Year Cooling Period)** – LAUSD will not contract with any entity that compensates any current or former LAUSD official to work on a matter with LAUSD, if that official, within the preceding 12 months, held a LAUSD position in which they personally and substantially participated in that matter.

Example of Insider Advantage Restriction

Risky Business is a small boutique firm that helps public agencies, including LAUSD, develop strategies for managing and overcoming their unfunded liability. Risky Business wants to extend an

offer of employment to Nooriya, a LAUSD official, whose previous responsibilities included advising LAUSD's Board and management on the issue of the district's unfunded liability.

As part of its certification, Risky Business needs to identify what safeguards it will have in place to ensure that Nooriya's work for them does not include matters relating to her prior LAUSD responsibilities for at least one year from when she left her LAUSD job. Given that "matters" include broad policy decisions, the general rule of thumb for avoiding any insider advantage is to have former LAUSD officials steer clear of LAUSD work for a year.

- (b) Contract Benefit Restriction (Two-Year Cooling Period) – LAUSD will not contract with any entity that employs any current or former LAUSD official who within the preceding two (2) years, substantially participated in the development of the contract's RFP requirements, specifications or any part of the contract's procurement process, if the official will perform any services for the Contractor relating to LAUSD on that contract.

Example of Contracting Benefit Restriction

Technology Advances has just won a big contract with LAUSD and is looking for talent to help support the company's growing work load. The firm wishes to hire some LAUSD employees: Aisha, a LAUSD technology official, her deputy Raj who was the individual who oversaw LAUSD's contracting process with Technology Advances, and Linda, an engineer who was on the evaluation committee that selected Technology Advances.

If Technology Advances hires any of these individuals, none may perform any work for the firm relating to this LAUSD work until two years have elapsed from the date that the contract was fully executed. This case is a good example of how the cooling period seeks to ensure that there is no benefit resulting from a public official's awarding of a contract. All of the LAUSD employees in this example would be considered to have substantially participated in the contract – Raj due to his direct work, Linda due to her role evaluating the bid proposals, and Aisha due to the fact that supervising both employees is a part of her official responsibility. Technology Advances should consider the implications before hiring individuals involved with their LAUSD contracting process.

- (3) Industry to Government Restriction (One-Year Cooling Period) – In accordance with California law, Contractors and/or their Representatives who act in the capacity of LAUSD officials shall be disqualified from making any governmental decisions relating to a personal financial interest until a 12-month period has elapsed from the time the interest has been disposed or severed.

Example of Industry to Government Restriction

Sergei Konsultantov is an outside contractor that has been hired to manage a major reorganization project for LAUSD. Sergei is on the Board of Directors for several companies who do business with LAUSD.

Sergei must not participate in any governmental decisions for LAUSD relating to any private organization for whom he has served as an employee, officer, or director, even in an unpaid capacity, if less than 12 months has passed since he held such a status. Sergei should contact the Ethics Office before starting his work to put a formal disqualification into effect and to seek out any other ethical safeguards he should have in place.

- (4) In rare and unusual circumstances, LAUSD's General Superintendent or his/her designee upon a showing of good cause may waive the Insider Advantage Restriction in writing with notification to the Board of Education, *prior* to approving a contract or its amendment.

- G. *Safeguard Prospective Employment Discussions* – Contractors and their Representatives shall safeguard any prospective employment discussions with current LAUSD officials, especially when the official is one who may participate "personally and substantially" in a matter relating to the Contractor.

Example of Safeguarding an Employment Offer

- (1) Audit Everything, a firm that does work for LAUSD, has been really impressed by Thora Revue, an audit manager that oversees some of their audits. Audit Everything is interested in having Thora work for their firm.

Before Audit Everything begins any prospective discussions with Thora, they should let her supervisor know of their interest and ask what safeguards need to be put in place. For example, if Thora does not outright reject the idea and is instead interested in entertaining the offer, she and her manager will have to work with the Ethics Office to put into effect a disqualification from any further involvement relating to the Contractor before any actual employment discussions are allowed to proceed. Any Contractor who engages in employment discussions with LAUSD officials before a disqualification has been completed is subject to the penalties outlined in this Code.

- H. **Conduct Political Activities Privately** – Contractors and their Representatives shall only engage in political support and activities in their own personal and voluntary capacity, on their own time, and with their own resources.
- I. **Make Philanthropy Voluntary** – Contractors and their Representatives shall only engage in philanthropic activities relating to LAUSD on their own time and with their own resources. LAUSD views philanthropic support as a strictly voluntary opportunity for Contractors to demonstrate social responsibility and good citizenship. No expressions of support should be construed to have a bearing on current or future contracts with LAUSD. And no current or potential contracting relationship with LAUSD to provide goods or services is contingent upon any philanthropic support from Contractors and their Representatives, unless otherwise designated as part of a bid or proposal requirement in an open, competitive contracting process to solicit a specific type of support.
 - (1) **Guidelines for Making a Gift to a Public Agency** – Contractors who wish to provide philanthropic support to LAUSD shall abide by the ethical and procedural policies and requirements established by LAUSD which build upon the “Gifts to an Agency” requirements established in California’s Code of Regulations Section 18944.2. For outside entities to make a gift or payment to LAUSD in a manner that maintains public integrity, the following minimum requirements must be met:
 - (a) LAUSD must receive and control the payment;
 - (b) LAUSD must use the payment for official agency business;
 - (c) LAUSD, in its sole discretion, must determine the specific official or officials who shall use the payment. The donor may identify a specific purpose for the agency’s use of the payment, so long as the donor does not designate the specific official or officials who may use the payment; and
 - (d) LAUSD must have the payment memorialized in a written public record which embodies the requirements of the above provisions and which:
 - Identifies the donor and the official, officials, or class of officials receiving or using the payment;
 - Describes the official agency use and the nature and amount of the payment;
 - Is filed with the agency official who maintains the records of the agency’s Statements of Economic Interests (i.e. the Ethics Office); and
 - Is filed as soon as possible, but no later than 30 days of receipt of the payment by LAUSD.

5. Disclosure Obligations

LAUSD expects Contractors and their Representatives to satisfy the following public disclosure obligations:

- A. **Identify Current and Former LAUSD Officials** – To ensure against conflict or improper influence resulting from employment of current or former LAUSD employees, Contractors and their Representatives shall disclose any of their employees, subcontractors or consultants who within the last three years have been or are employees of LAUSD. The disclosure will be in accordance with LAUSD guidelines and will include at a minimum the name of the former LAUSD employee(s), a list of the LAUSD positions the person held in the last three years, and the dates the person held those positions. Public agencies that provide contract services are not subject to this requirement.
 - (1) In rare and unusual circumstances, LAUSD’s General Superintendent or his/her designee upon a showing of good cause may waive this disclosure requirement in writing with notification to the Board of Education, *prior* to approving a contract or its amendment.

- B. *Be Transparent about Lobbying* – Contractors and their Representatives shall abide by LAUSD’s *Lobbying Disclosure Code* and register and fulfill the associated requirements, if they meet the trigger(s). LAUSD’s lobbying policy seeks to enhance public trust and confidence in the integrity of LAUSD’s decision-making process by providing transparency via a public record of the lobbying activities conducted by individuals and organizations. A “lobbying activity” is defined as any action taken with the principal purpose of supporting, promoting, influencing, modifying, opposing, delaying or advancing any rule, resolution, policy, program, contract, award, decision, or other proposal under consideration by LAUSD officials.

For further information on LAUSD’s lobbying policy, Contractors and their Representatives shall review the resource materials available on the Ethics Office website (<https://achieve.lausd.net/ethics>). Failure to comply with LAUSD’s *Lobbying Disclosure Code* can result in fines and sanctions including debarment from contracting with LAUSD.

- C. *Fulfill the State-Mandated Statement of Economic Interests (“Form 700”) Filing Requirement* – Contractors and their Representatives shall abide by the financial disclosure requirements of California’s Political Reform Act (Gov. Code Section 81000-91015). Under the Act, individual Contractors and their Representatives may be required to disclose economic interests that could be foreseeably affected by the exercise of their public duties in a disclosure filing called the Statement of Economic Interests or Form 700. A Form 700 serves as a tool for aiding public officials at all levels of government to ensure that they do not make or participate in making, any governmental decisions in which they have an interest.

(1) *Applicability* – Under the law, individual Contractors and their Representatives are considered public officials and need to file a Form 700 as “consultants”, if the services they are contracted to provide fit the triggers identified by the Political Reform Act. Meeting either of the test triggers below requires a Contractor’s Representative(s) to file a Form 700:

- (a) *Individual Makes Governmental Decisions* – Filing is required if an individual is involved in activities or decision-making such as: obligating LAUSD to any course of action; authorizing LAUSD to enter into, modify, or renew a contract; granting approval for contracts, plans, designs, reports, studies or other items; adopting or granting approval on policies, standards or guidelines for any subdivision of LAUSD; or negotiating on behalf of LAUSD without significant intervening review.
- (b) *Individual Participates in the Making of Governmental Decisions for LAUSD and Serves in Staff-like Capacity* – Filing is also required if an individual is performing duties for LAUSD on a continuous or ongoing basis extending beyond one year such as: advising or making recommendations to LAUSD decision makers without significant intervening review; conducting research or an investigation; preparing a report or analysis which requires the individual to exercise their judgment; or performing duties similar to an LAUSD staff position that is already designated as a filer position in LAUSD’s *Conflict of Interest Code*.

(2) *Filing Timelines* – Individuals who are legally required to complete a Statement of Economic Interests form must submit a filing:

- (a) upon commencement of work with LAUSD,
- (b) on an ongoing basis thereafter in accordance with the April 1st annual deadline, and
- (c) upon termination of work with LAUSD.

(3) *Process* – Contractors and their Representatives shall coordinate with their LAUSD Contract Sponsor(s) to ensure that they meet this state mandate in the manner required by law. Form 700s must be received by the LAUSD Ethics Office to be considered properly filed in accordance with the Political Reform Act.

(4) *Disqualifications* – Individuals who must file financial disclosure statements are subject to the requirements of the Political Reform Act as is the case with any other “public official” including disqualification when they encounter decision-making that could affect their financial interests. Contractors and their Representatives shall be responsible for ensuring that they take the appropriate actions necessary, so as not to violate any aspect of the Act.

Examples of Form 700 Filers and Non-Filers

- (5) Maria Ley is an attorney for the firm of Legal Eagles which serves as outside counsel to LAUSD. In her capacity as outside counsel, Maria provides ongoing legal services for LAUSD and as such participates in the making of governmental decisions. Maria's role involves her in advising or making recommendations to government decision-makers and also gives her the opportunity to impact decisions that could foreseeably affect her own financial interests.

Maria would be considered a consultant under the Political Reform Act and would need to file a Form 700.

- (6) The Research Institute has been hired by LAUSD to do a major three-year policy study which will help LAUSD decide the shape and scope of a major after-school tutoring initiative, including the total funding that should be allocated. As part of the Institute's work, their researchers will help LAUSD design and decide on some additional contracts for supplemental survey research. The Institute knows that all the principal researchers on their team will have to be Form 700 filers because their work is ongoing and will influence LAUSD's governmental decision. However, the Institute is unsure of whether their trusty secretary, Bea Addman, would have to be a filer.

Bea does not need to file. Even though she will be housed at LAUSD for the three years and act in a staff-like capacity, she will provide clerical support primarily and will not participate in making any governmental decisions.

- (7) Bob Builder works for a construction company that will be supporting LAUSD's school-building initiative on a continuous basis. Bob will direct activities concerning the planning and construction of various schools facilities, coordinate land acquisition, supervise teams, set policies, and also prepare various budgets for LAUSD.

Bob meets the trigger defined under the law because as part of the services he will provide, he has the authority to affect financial interests and commit LAUSD to government actions at his discretion. Additionally, in his role, he will be performing essentially the same tasks as an LAUSD Facilities Project Manager which is a position that is already designated in LAUSD's Conflict of Interest Code. Therefore, Bob is required to file a Form 700.

6. Prohibited Activities

A Contractor, its Representative(s) and all other agent(s) acting on its behalf are prohibited from engaging in the following activities:

GENERAL PROHIBITIONS

- A. *Acting in a manner that would be reasonably known to create or lead to a perception of improper conduct that could result in direct or indirect damage to LAUSD or our reputation*
- B. *Acting with the purpose or intent of placing an LAUSD official under personal obligation to any Contractor or its Representatives*
- C. *Conducting business with or on behalf of LAUSD in a manner that would be reasonably known to create or lead to a perception of self-dealing*
- D. *Conducting work on behalf of another client on a matter that would be reasonably seen as in conflict with work performed for LAUSD*
- E. *Disclosing any proprietary or confidential information, including employee or student health information, about LAUSD, our employees, students, or contractors to anyone not authorized by a written LAUSD re-disclosure agreement to receive the information*
- F. *Knowingly deceiving or attempting to deceive an LAUSD official about any fact pertaining to any pending or proposed LAUSD decision-making*
- G. *Making or arranging for any gift(s) or gratuities that violate LAUSD's policies, including:*
 - (1) Providing any gifts at all to a procurement employee;
 - (2) Providing any gifts in excess of LAUSD's gift limit in a calendar year to any LAUSD official or to a member of his/her household; and
 - (3) Providing gifts without the necessary public disclosure when disclosure is required

- H. *Offering any favor, gratuity, or kickback to an LAUSD official for awarding, modifying, or providing preferential treatment relating to an LAUSD contract*
- I. *Receiving or dispersing compensation contingent upon the defeat, enactment, or outcome of any proposed policy or action*
- J. *Taking any action to circumvent LAUSD's system of controls or to provide misleading information on any documents or records*
- K. *Using LAUSD assets and resources for purposes which do not support LAUSD's work*
- L. *Using LAUSD provided technology or systems to create, access, store, print, solicit or send any material that is false, derogatory, malicious, intimidating, harassing, threatening, abusive, sexually explicit or otherwise offensive*
- M. *Violating or counseling any person to violate any provisions of LAUSD's Contractor Code of Conduct, Lobbying Disclosure Code, Employee Code of Ethics, and/or any other governing state or federal laws*

CONTRACTING PROHIBITIONS

- N. *Dealing directly with an LAUSD official who is a close relative or cohabitant with a Contractor or its Representatives in the course of negotiating a contracting agreement or performing a Contractor's obligation*
 - (1) For the purposes of this policy, close relatives shall be defined as including spouse, sibling, parent, grandparent, child, and grandchild. Cohabitants shall be defined as persons living together.
- O. *Engaging in prohibited communication with LAUSD officials during the Cone of Silence time period(s) of the contracting process*
 - (1) In a competitive contracting process, the Cone of Silence begins from the time when an Invitation for Bid (IFB), Request for Proposal (RFP), Request for Interest and Bid (RFIB), Request for Quote, Request for Qualification, or any other solicitation release is announced by LAUSD until the time a contract award recommendation is made public by the Board Secretariat's posting of the board report for the contract to be approved.
 - (2) In a non-competitive contracting process, the Cone of Silence begins at the time when a proposal is submitted to LAUSD until the time the contract is fully executed.
- P. *Employing any current or former LAUSD employee to perform any work prohibited by the "Cooling Periods" defined in Section 4F of this Code*
- Q. *Making or participating in the making of governmental decisions on behalf of LAUSD when a Contractor or its Representatives has an existing financial interest that is prohibited under the law*
- R. *Making any substitution of goods, services, or talent that do not meet contract specifications without prior approval from LAUSD*
- S. *Making false charges on claims for payment submitted to LAUSD in violation of the California False Claims Act, Cal. Government Code §§ 12650-12655*
- T. *Requesting, attempting to request, or accepting—either directly or indirectly—any protected information regarding present or future contracts before the information is made publicly available at the same time and in the same form to all other potential bidders*
- U. *Submitting a bid as a proposer or sub-proposer on a particular procurement after participating in its development (e.g. identifying the scope of work, creating solicitation documents or technical specifications, developing evaluation criteria, and preparing contractual instruments)*

LOBBYING PROHIBITIONS

- V. *Engaging in any lobbying activities without the appropriate disclosure, if the registration trigger has been met*
- W. *Lobbying on behalf of LAUSD, if a Contractor or its Representatives is lobbying LAUSD officials.*

- (1) Any person or entity who receives compensation to lobby on behalf of or otherwise represent LAUSD, pursuant to a contract or sub-contract, shall be prohibited from also lobbying LAUSD on behalf of any other person or entity for compensation as this would be considered a conflict of interest.

7. Issues Resolution

Early identification and resolution of contracting or other ethical issues that may arise are critical to building public trust. Whenever possible, it is advisable to initiate the issue resolution process proactively, either with the designated contracting contact if the issue arises during the contracting process, or with the Contract Sponsor in the case of an active contract that is being carried out. It is always appropriate to seek out the Procurement Services Group or the Facilities Contracts Branch to resolve an issue, if another alternative is not possible. Formal disputes regarding bid solicitations or contract awards should be raised and addressed in accordance with LAUSD policy where such matters will be given full, impartial, and timely consideration.

8. Enforcement Provisions

While Contractors and their Representatives are expected to self-monitor their compliance with this Contractor Code of Conduct, the provisions of this Code are enforceable by LAUSD. Enforcement measures can be taken by LAUSD's Procurement Services Group or Facilities Contracts Branch in consultation with the Contract Sponsor, the Ethics Office, the Office of the General Counsel, and the Office of the Inspector General. The Office of the Inspector General may also refer matters to the appropriate authorities for further action.

- A. *Report Violations* – Good faith reporting of suspected violations of the Contractor Code of Conduct is encouraged. Reports of possible violations should be made to the Office of the Inspector General where such reports will be investigated and handled with the level of confidentiality that is merited and permitted by law. No adverse consequences will result to anyone as a result of making a good faith report.
- B. *Cooperate on Audits and Investigations* – Contractors and their Representatives shall cooperate with any necessary audits or investigations by LAUSD relating to conduct identified in this Code. Such audits and investigations may be conducted when LAUSD has reason to believe that a violation of this Code has occurred. Once an audit or investigation is complete, LAUSD may contact a Contractor or their Representatives to establish remedies and/or sanctions.
- C. *Comply with Sanctions* – Contractors and their Representatives shall comply with the necessary sanctions for violations of this Code of Conduct. Remedies can include and/or combine one or more of the following actions:
 - (1) Removal of offending Contractor or subcontractor;
 - (2) Implementation of corrective action plan approved by LAUSD;
 - (3) Submission of training plan for preventing future violations of the Code;
 - (4) Probation for 1-3 years;
 - (5) Rescission, voidance or termination of a contract;
 - (6) Suspension from all LAUSD contracting for a period of time;
 - (7) Prohibition from all LAUSD lobbying activities;
 - (8) Compliance with deferred debarment agreement;
 - (9) Debarment from all LAUSD procurement or contracting; or
 - (10) Other sanctions available by law that are deemed reasonable and appropriate.

In the case of a procurement in which a contract has yet to be awarded, LAUSD reserves the right to reject any bid or proposal, to terminate the procurement process or to take other appropriate actions.

Failure to remedy the situation in the timely manner prescribed by LAUSD can result in additional sanctions. *Records of violations or any other non-compliance are a matter of public record.*

Any debarment proceeding will follow due process in accordance with the procedures described in LAUSD's Debarment Policy.

9. Future Code Updates

To ensure that LAUSD maintain our effectiveness in promoting integrity in our contracting processes and our use of public tax dollars, LAUSD reserves the right to amend and modify this Contractor Code of Conduct at its discretion. LAUSD's Ethics Office will post the latest version of the Code on its website. Interested parties with

ideas on how LAUSD can strengthen our Code to improve public trust in the integrity of LAUSD's decision-making can contact LAUSD's Ethics Office in writing to share their comments. Such comments will be evaluated for future code updates.

LAUSD is not responsible for notifying a Contractor or their Representatives of any changes to this Code. It is the responsibility of a Contractor to keep itself and its Representatives apprised of any changes made to this Code. LAUSD is not responsible for any damages that may occur as a result of a Contractor's failure to fulfill its responsibilities of staying current on this Code.

10. Severability

If one part or provision of this Contractor Code of Conduct, or its application to any person or organization, is found to be invalid by any court, the remainder of this Code and its application to other persons or organizations, which has not been found invalid, shall not be affected by such invalidity, and to that extent the provisions of this Code are declared to be severable.

SECTION III (Continued)

**RFP 200003623
ATTACHMENT D**

**DATA USE AGREEMENT
BETWEEN
THE LOS ANGELES UNIFIED SCHOOL DISTRICT
AND
[CONTRACTOR NAME]
FOR
THE DISCLOSURE OF EDUCATION RECORDS**

1. PARTIES

1.1 The Los Angeles Unified School District (“District”) is a public school district organized and existing under and pursuant to the constitution and laws of the State of California and with a primary business address at 333 S. Beaudry Avenue, Los Angeles, California 90017.

1.2 [CONTRACTOR NAME] (“Contractor”) provides [CONTRACTOR TO INSERT BRIEF DESCRIPTION] with a primary place of business at [ADDRESS].

2. PURPOSE

2.1 The purpose of this Data Use Agreement (“Agreement”) is to allow for the District to provide Contractor with personally identifiable information (“PII”) from student education records (“student data”) without consent so that the Contractor may perform the following institutional service or function for which the District would otherwise use employees:
[CONTRACTOR TO INSERT DETAILED DESCRIPTION]

2.2 This Agreement is meant to ensure that Contractor adheres to the requirements concerning the use of student information protected under the Family Educational Rights and Privacy Act (“FERPA”), [20 U.S.C. §1232g](#), [34 Code of Federal Regulations Part 99](#), and California Education Code [sections 49060-49085](#) and the confidentiality requirements related to “education records” under FERPA, “PII” under 34 CFR 99, and “covered information” under SB 1177 Student Online Personal Information Protection Act ([SOPIPA](#)) (referred to collectively as “PROTECTED INFORMATION”). Protected Information is information that is protected by specific laws. For example, student records, student and employee health records, and social security numbers, are each covered by specific privacy laws and rules. See Attachment B - *LAUSD FERPA Policy*, Attachment C - *LAUSD HIPAA Policy Regarding Student Information*, and Attachment D *LAUSD Employee Record Policy* for more information about these types of protected information. This Agreement applies to all interactions between Contractor and District schools.

2.3 [34 C.F.R. §99.30](#) and Education Code [§49076\(a\)](#) require the consent of the education rights holder prior to the release of PII from the education record of a student. An exception to the

consent requirement is provided for in [34 CFR §99.31\(a\)\(1\)\(i\)](#) and Education Code [§49076\(a\)\(2\)\(G\)\(i\)](#) for contractors “performing institutional services or functions otherwise performed by school employees.” These contractors are considered “school officials” under FERPA and the California Education Code.

2.4 Under this Agreement, the District considers Contractor to be a school official with legitimate educational interests performing an institutional service or function for which the District would otherwise use employees within the meaning of [34 C.F.R. §99.31\(a\)\(1\)\(i\)](#) and Education Code [§49076\(a\)\(2\)\(G\)\(i\)](#) and this allows the District to disclose PII from education records of students without the consent required by [34 C.F.R. § 99.30](#) and Education Code [§49076\(a\)](#).

2.5 This Agreement does not necessarily describe the complete nature of all interactions between the Contractor and the District. Rather, this Agreement pertains to the disclosure of personally identifiable information from education records only. The service agreement (contract, MOU, license agreement, subscription agreement, etc.) between Contractor establishes the services for which Contractor is responsible and by which District considers Contractor to be a school official. However, in so far as it pertains to the subject matter of this Agreement, this Agreement takes precedence over any inconsistencies with any other agreements.

3. **PROCESS FOR DATA TRANSFER**

The District may provide data through Clever, Inc., (Clever), Global Grid for Learning (Global) or an internal secure district process under which the vendor receives electronic data from the District containing student-, teacher-, and other information. By using Clever or Global they will provide the data to various District vendors, such as Contractor, alleviating work on the District’s part, which formerly required the creating of separate record layouts for each vendor. By entering into this Agreement, the District authorizes Clever, Global or the District itself to send data to Contractor in accordance with the District’s approved Contract.

4. **DISTRICT DUTIES**

4.1 The District will provide student data in compliance with the Family Educational Rights and Privacy Act (“FERPA”), [20 U.S.C. section 1232g and 34 C.F.R. Part 99](#), and California Education Code [sections 49060-49085](#).

4.2 The District will provide the following student data to the Contractor:

[CONTRACTOR TO INSERT LIST OF EACH DATA ELEMENT BEING REQUESTED. LIST MUST ONLY INCLUDE THOSE ELEMENTS NEEDED TO PERFORM DUTIES OUTLINED IN SERVICES AGREEMENT OR CONTRACT WITH THE DISTRICT]

5. **CONTRACTOR DUTIES**

5.1 The Contractor will perform the following duties in regard to any student data it obtains:

5.1.1 Not disclose the information to any other party without the consent of the parent or eligible student;

5.1.2 Use the data for no purpose other than the work stated in this Agreement;

- 5.1.3 Allow the District access to any relevant records for purposes of completing authorized audits;
- 5.1.4 Require all employees, contractors and agents of any kind to comply with all applicable provisions of FERPA and other federal and California laws with respect to the data shared under this Agreement, as evidenced by each employee, contractor, or agent of any kind who will receive pupil record information completing Attachment A, Student Record Confidentiality and Re-Disclosure Agreement, attached hereto and incorporated by reference herein;
- 5.1.5 Designate in writing a single authorized representative able to request data under this Agreement. The authorized representative shall be responsible for transmitting all data requests and maintaining a log or other record of all data requested and received pursuant to this Agreement, including confirmation of the completion of any projects and the return or destruction of data as required by this Agreement. District or its agents may, upon request, review the records required to be kept under this section;
- 5.1.6 Maintain all data obtained pursuant to this Agreement in a secure computer environment and not copy, reproduce or transmit data obtained pursuant to this Agreement except as necessary to fulfill the purpose of this Agreement. All copies of data of any type, including any modifications or additions to data from any source that contains information regarding students, are subject to the provisions of this Agreement in the same manner as the original data. The ability to access or maintain data under this Agreement shall not under any circumstances transfer from Contractor to any other institution or entity;
- 5.1.7 Destroy or return all personally identifiable information obtained under this Agreement when it is no longer needed for the purpose for which it was obtained no later than 60 days after it is no longer needed. In the event Contractor destroys the PII, Contractor shall provide the District with certification of such destruction. Failure to return or destroy the PII will preclude Contractor from accessing personally identifiable student information for at least five years as provided for in [34 C.F.R. section 99.31\(a\)\(6\)\(iv\)](#).
- 5.2 Contractor shall comply with the requirements of District policy as follows:
- 5.2.1 Contractor shall not (i) knowingly engage in targeted advertising on the Contractor's site, service or application to District students or their parents or legal guardians; (ii) use PII to amass a profile about a District student; (iii) sell information, including PII; or (iv) disclose PII without the District's written permission.
- 5.2.2 Contractor will store and process District Data in accordance with commercial best practices, including appropriate administrative, physical, and technical safeguards, to secure such data from unauthorized access, disclosure, alteration, and use. Such measures will be no less protective than those used to secure Contractor's own data of a similar type, and in no event less than reasonable in view of the type and nature

of the data involved. Without limiting the foregoing, Contractor warrants that all electronic District Data will be encrypted in transmission using SSL [(Secure Sockets Layer)] [or insert other encrypting mechanism] (including via web interface) [and stored at no less than 128-bit level encryption]. “Encryption” means a technology or methodology that utilizes an algorithmic process to transform data into a form in which there is a low probability of assigning meaning without use of a confidential process or key, and such confidential process or key that might enable decryption has not been breached, and shall have the meaning given to such term under HIPAA and HIPAA Regulations, including [45 CFR §164.304](#).

- 5.2.3 Contractor shall delete a student’s covered information upon request of the District.
- 5.2.4 District Data will not be stored outside the United States without prior written consent from the District.
- 5.2.5 The pupil records continue to be the property of and under the control of the District;
- 5.2.6 Contractor will not use any information in the pupil record for any purpose other than those required or specifically permitted by this Agreement.
- 5.2.7 Contractor certifies that it will not retain the pupil records upon completion of the services. Contractor will take the following actions to enforce this certification:
[CONTRACTOR TO INSERT DESCRIPTION]
- 5.2.8 Contractor shall not use personally identifiable information in pupil records to engage in targeted advertising.

5.3 Contractor shall comply with the District’s information security specifications prior to receiving any electronic transfers of pupil record information from any District-approved third party contractor, such as Clever or Global. District may require Contractor to provide documentation of compliance prior to any transmittal.

5.4 The following shall be considered a part of and required under this Agreement:

- **The District’s Contractor Code of Conduct**
(<http://achieve.lausd.net/cms/lib08/CA01000043/Centricity/Domain/218/5.%20%20CODE%20OF%20CONDUCT%20irfp.pdf>)
- **SB 1177 Student Online Personal Information Protection Act (SOPIPA)**
(https://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?sectionNum=22584.&lawCode=BPC).

5.5 Additional Contractor Duties Pertaining to Protected Information

- 5.5.1 In addition to any Contractor obligations stated elsewhere in this Agreement, Contractor shall notify the District in writing as soon as possible, but in no event more than two (2) business days, after Contractor becomes aware of any breach of or security Incident involving the District's **PROTECTED INFORMATION** (see Section 2.2). Contractor shall be deemed to be aware of any breach or security incident as of the first day on which such breach or security incident is known or reasonably should have been known to its officers, employees, agents or

subcontractors. Contractor shall identify as soon as practicable each individual whose unsecured **PROTECTED INFORMATION** has been, or is reasonably believed by Contractor to have been, accessed, acquired, or disclosed during such breach or security incident. Contractor shall cooperate in good faith with the District in the investigation of any breach or security incident.

- 5.5.2 Contractor shall take prompt corrective action to remedy any breach or security incident, mitigate, to the extent practicable, any harmful effect of a use or disclosure of **PROTECTED INFORMATION**, and take any other action required by applicable federal and state laws and regulations pertaining to such breach or security incident.
- 5.5.3 Contractor will provide written notice to the District as soon as possible but no later than twenty (20) calendar days after discovery of the breach or security incident of the actions taken by Contractor to mitigate any harmful effect of such breach or security incident and the corrective action Contractor has taken or shall take to prevent future similar breaches or security incidents. Upon the District's request, Contractor will also provide to the District a copy of Contractor's policies and procedures that pertain to the breach or security incident involving the District's **PROTECTED INFORMATION**, including procedures for curing any material breach of this Agreement.
- 5.5.4 Contractor shall make reasonable efforts to trace lost or translate indecipherable transmissions. Contractor shall bear all costs associated with the recreation of incomplete, lost or indecipherable transmissions if such loss is the result of an act or omission of Contractor.
- 5.5.5 Contractor shall take appropriate security measures to protect the confidentiality, integrity and availability of the District's **PROTECTED INFORMATION** that it creates receives, maintains, or transmits on behalf of the District and to prevent any use or disclosure of the District's **INFORMATION** other than as provided by the Agreement. Appropriate security measures include the implementation of the best practices as specified by the [ISO 27001/2](#), [NIST](#), or similar security industry guidelines.
- 5.5.6 Contractor acknowledges and agrees that pupil record information protected by the Family Educational Rights and Privacy Act (FERPA, 20 U.S.C. Section 1232g) may only be used in accordance with the terms and conditions of this Agreement and may not be re-released or otherwise redisclosed without the consent of parent(s)/guardian(s) or eligible pupil(s). Contractor understands and agrees that Contractor shall not permit any other party to have access to such information without the written consent of each pupil's parent/guardian or eligible pupil as well as prior notice to the District. Contractor further acknowledges and agrees that failure to comply with this requirement shall constitute a breach of this Agreement and will result in available penalties under the law, including but not limited to liquidated damages, third party beneficiary rights for parties injured by the breach, and/or the prohibition against Contractor having access to personally identifiable

information from education records from the District for a period of time determined in the sole discretion of the District.

6. AUTHORIZATION FOR TRANSFER OF DATA.

6.1 The District hereby authorizes Contractor to receive the student data listed in Section 4.2.

6.2 Contractor agrees that District makes no warranty concerning the accuracy of the student data provided.

7. TERM

7.1 This Agreement shall be effective on the date the last party signs and shall be valid for the same term as the Contractor’s underlying service agreement/contract/MOU covering Contractor’s interactions with the District under which the Contractor receives student data, but no later than three (3) years from the date on which the last party signs this Agreement.

7.2 Either party may terminate this Agreement for any reason at any time upon reasonable notice to the other party.

8. NOTICES

8.1 All notices required or permitted by this Agreement shall be in writing and shall be either personally delivered or sent by nationally-recognized overnight courier, facsimile or by registered or certified U.S. mail, postage prepaid, addressed as set forth below (except that a party may from time to time give notice changing the address for this purpose). A notice shall be effective on the date personally delivered, on the date delivered by a nationally-recognized overnight courier, on the date set forth on the receipt of a telecopy or facsimile, or upon the earlier of the date set forth on the receipt of registered or certified mail or on the fifth day after mailing.

8.2 Notices shall be delivered to the following:

DISTRICT:

Attention: Executive Director
Office of Data and Accountability
333 South Beaudry Avenue, 16th Floor
Los Angeles, CA 90017
TEL: (213) 241-2460
FAX: (213) 241-8462

CONTRACTOR:

Attention: _____

TEL: _____
FAX: _____

IN WITNESS WHEREOF, the parties have executed this Agreement as of the last day noted below.

LOS ANGELES UNIFIED SCHOOL DISTRICT

By: _____ Date: _____

Name, Title/Position: Kevon Tucker-Seeley, Director, Office of Data and Accountability

CONTRACTOR

By: _____ Date: _____
(sign here)

Name, Title/Position: _____

DATA USE AGREEMENT ATTACHMENT A
STUDENT RECORD CONFIDENTIALITY AND RE-DISCLOSURE AGREEMENT

The Los Angeles Unified School District ("**District**"), and the individual or entity identified as "Recipient" below ("**Recipient**") have entered or are planning to enter into an agreement or other arrangement that may involve Recipient's receipt of or access to certain student records and information concerning District students. The parties are entering into this Student Record Confidentiality and Re-Disclosure Agreement ("**Agreement**") in order to ensure proper treatment of any student record information that Recipient obtains or learns.

NOW, THEREFORE, for good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the parties agree as follows:

1.0 1. Definitions.

1.01 a. "**Consenting Party**" means: (a) the natural parent, adopted parent, or legal guardian of each student or former student who is under the age of 18 years; and, (b) each student or former student who has attained the age of 18 years. Where a student's parents are divorced or legally separated, only the parent having legal custody shall be deemed to be the Consenting Party for purposes of this Agreement.

1.02

1.03 b. "**Student Record Information**" means any item of information (in any format, written, electronic, or other) that is directly related to an identifiable District pupil (current or former) and is maintained by the District or by a District employee in the performance of his or her duties.

2.0 2. Use of Student Record Information.

Recipient will use Student Record Information only for the purpose of [Describe Project or enclose attachment describing Project] ("**Project**"), and will make no use of Student Record Information, in whole or in part, for any other purposes. Recipient will keep confidential all Student Record Information and will take all necessary steps to ensure the confidentiality the Student Record Information. Recipient will only disclose Student Record Information in

accordance with the terms of this Agreement and will make no other disclosure of Student Record Information at any time.

3.0 3. Re-Disclosure.

3.1. **Consent Required.** Recipient will only disclose Student Record Information to its employees having a need to know in connection with their Project responsibilities, and will not disclose any Student Record Information to any third party without first obtaining written consent to the disclosure from each Consenting Party for whom Student Record Information will be disclosed. Recipient will promptly provide the District with copies of any and all written consents that the Recipient obtains under this paragraph.

3.01 3.2. **Restrictions on Receiving Party.** In addition, any third party receiving Student Record Information from Recipient must agree in writing to all of the terms contained in this Agreement, and may only use Student Record Information for the performance of that third party's Project-related responsibilities.

3.3 **Exceptions.** Subject to this Agreement, recipient may disclose Student Record Information to third parties

if, and only to the extent that, disclosure of the Student Record Information is otherwise permissible under applicable law or under any District privacy policy then in effect.

3.02

3.03 3.4. Access Log and Record Files.

Recipient will maintain an access log that records all disclosures of (or access to) Student Record Information. Entries in the access log will identify the person(s) receiving access, the reason access was granted, the date, time and circumstances of disclosure, and all Student Record Information provided. The access log will be made available to the District promptly upon request.

4. Pre-Publication Review. Upon notice, District may request and Researcher agrees to timely provide, prior to publication or re-publication, access to any report, memorandum, article, thesis or any other writing that includes Student Record Information provided under this Agreement and links District to any outcome or enables District to be linked to any outcome. District reserves the right to withdraw consent to the publication of any such writing if the District determines that the privacy rights of its students are jeopardized or such writing contains statements that the District considers unacceptable for publication due to, but not limited to, sampling error, flaws in analysis, or misrepresentation of findings.

4.0

5.0 5. Destruction of Information.

Immediately upon completion of the Project, Recipient will destroy all Student Record Information that Recipient obtained or learned in connection with the Project. Upon the District's request, Recipient will promptly certify in writing that this destruction has occurred.

6.0

7.0 6. Required Disclosure. In the event that Recipient is requested or required by subpoena or other court order to disclose any Student Record Information, Recipient will provide

immediate notice of the request to the District and will use reasonable efforts to resist disclosure until an appropriate protective order may be sought, or a waiver of compliance with the provisions of this Agreement granted. If, in the absence of a protective order or the receipt of a written waiver hereunder, Recipient is nonetheless, in the written opinion of its counsel, legally required to disclose Student Record Information, then Recipient may disclose that Student Record Information without liability hereunder, provided that the District has been given a reasonable opportunity to review the text of the disclosure before it is made and that the disclosure is limited to only Student Record Information specifically required to be disclosed.

8.0

9.0 7. No License. No licenses or other rights under patent, copyright, trademark, trade secret or other intellectual property laws are granted or implied by this Agreement. The District is not and will not be obligated under this Agreement to purchase from or provide to Recipient any information, service, or product.

10.0

11.0 8. Disclaimer. The Student Record Information is provided AS IS and without warranty of any kind, whether expressed or implied, including, without limitation, implied warranties of merchantability, fitness for a particular purpose or title. The District shall not have any liability or responsibility for errors or omissions in, or any decisions made by Recipient in reliance upon, any Student Record Information.

12.0 9. Remedies.

12.01 9.1. Injunctive Relief. *The parties agree that Student Record Information is of a special character, such that money damages would not be sufficient to avoid or compensate the District, its employees, agents and students for any unauthorized use or disclosure thereof, and that injunctive and*

other equitable relief would be appropriate to prevent any actual or threatened unauthorized use or disclosure. This remedy may be pursued in addition to any other remedies available at law or in equity, and Recipient agrees to waive any requirement for the securing or posting of any bond. In the event of litigation to enforce any provision hereof, the prevailing party will be entitled to recover all costs, including its reasonable attorneys fees and costs, incurred in connection with the litigation.

12.02

*12.03 9.2. **Five-Year Bar.** If the District determines, or is made aware of a determination by any other governmental agency, that Recipient has disclosed any Student Record Information in violation of this Agreement, or has maintained any Student Record Information in violation of this Agreement, then without prejudice to any other rights or remedies the District may have, the District shall be entitled to prohibit Recipient from accessing any Student Record Information for a period of five (5) years or more, as determined by the District in its sole discretion.*

13.0 10. Indemnification. Recipient agrees to indemnify and hold harmless the District, its employees, agents, subcontractors, affiliates, officers and directors from, and defend the District against, any liability or expenses (including reasonable attorneys' fees and costs) arising out of or relating to: (a) any unauthorized or unlawful disclosure of Student Record Information by Recipient; or (b) any breach of this Agreement by Recipient.

14.0

15.0 11. Required Notice. Recipient shall notify the District immediately upon discovery of any unauthorized use or disclosure of Student Record Information, and will cooperate with the District in every reasonable way to assist the

District in regaining possession of the Student Record Information, mitigating the consequences of its disclosure, and preventing its further unauthorized use.

16.0 12. Governing Law; Venue. California law will govern the interpretation of this Agreement, without reference to rules regarding conflicts of law. Any dispute arising out of this Agreement will be submitted to a state or federal court sitting in Los Angeles, California, which will have the exclusive jurisdiction regarding the dispute and to whose jurisdiction the parties irrevocably submit.

17.0 13. Notices. All notices required or permitted to be given hereunder shall be in writing and shall be deemed given when delivered by hand, sent by courier or other express mail service, postage prepaid, or transmitted by facsimile, addressed to a party at the address set out by its signature below.

18.0

19.0 14. Waiver. No waiver of any term, provision or condition of this Agreement, whether by conduct or otherwise, in any one or more instances, will be deemed to be or be construed as a further or continuing waiver of any such term, provision or condition or as a waiver of any other term, provision or condition of this Agreement.

20.0

21.0 15. Severability. If any provision of this Agreement is determined by any court of competent jurisdiction to be invalid or unenforceable, such provision shall be interpreted to the maximum extent to which it is valid and enforceable, all as determined by such court in such action, and the remaining provisions of this Agreement will, nevertheless, continue in full force and effect without being impaired or invalidated in any way.

22.0

23.0 16. Entire Agreement. This Agreement constitutes the parties' entire agreement with respect to the subject matter hereof and supersedes any and all prior statements or

agreements, both written and oral. This Agreement may not be amended except by a writing signed by the parties.

IN WITNESS WHEREOF the parties have caused this Agreement to be executed by their duly authorized representatives.

RECIPIENT

[REDACTED]

Recipient Name

[ADDRESS]

Recipient Address

[REDACTED]

Signature

[REDACTED]

Print Name

[REDACTED]

Title

[REDACTED]

Date

THE DISTRICT

Los Angeles Unified School District
333 South Beaudry Avenue
Los Angeles, California 90017

Signature

Dr. Kevon Tucker-Seeley

Print Name

Director, Office of Data & Accountability

Title

Date

DATA USE AGREEMENT ATTACHMENT B:
THE LOS ANGELES UNIFIED SCHOOL DISTRICT POLICY ON PROTECTION OF STUDENT RECORDS

State and federal laws strictly regulate the protection of students' educational record information. This policy describes the protections required by law. Violations of this policy could result in a lawsuit against the District and/or any employee that permits an improper disclosure.

This "Family Educational Rights and Privacy Act (FERPA)" policy must be followed any time there is a request for access to, or the possibility of the "disclosure" of, the contents of a student's educational records. As used in this policy, "disclosure" means to permit access to or the release or other communication of information contained in student records, by any means, including oral, written, or electronic. Please note that improperly disposing of student records can constitute a "disclosure" under the law. Use secure disposal methods, such as the shredding of paper records. In any case where there is a question about whether student record information should be disclosed, contact the Office of the General Counsel as soon as possible. In all cases, disclosure may occur only in accordance with the terms of this policy.

1. What kind of information is being requested?

Two general categories of student information must be protected by all District employees— "Confidential Student Information" and "Directory Information." The following general rules apply:

"Confidential Student Information"

"Confidential Student Information" includes any item of information, other than Directory Information, that is directly related to an identifiable District student and is maintained in the student's educational records or in any files maintained by a District employee. The format of the information does not matter—items recorded by handwriting, print, tapes, film, microfilm, on the hard disk, or any means, can all qualify as Confidential Student Information. The general rule is that Confidential Student Information may not be released without written consent from a parent or legal guardian. Exceptions to this rule are detailed below. In any event, Confidential Student Information may only be disclosed in accordance with this policy. If you have any questions about whether or not Confidential Student Information may be disclosed, contact the Office of the General Counsel before any disclosure is made.

"Directory Information"

"Directory information" means a student's name, address, telephone number, date and place of birth, dates of attendance, and most recent previous public or private school attended. Student email addresses, and class schedules are not considered Directory Information and generally may not be released without consent. Directory Information may not be disclosed to or accessed by private, profit-making entities other than the following: Parent Teacher Student Association; Elected Officials; Los Angeles County Departments of Health, Children and Family Services, Mental Health and Probation; United States Armed Forces (Military) Recruiting Agencies; Colleges, Universities or Other Institutions of Higher Education (including for-profit accredited institutions); the National Student Clearinghouse to track college attendance, Los Angeles County Departments Health Related Services (Department of Public Health and Department of Health Care Services), LAUSD School-based Health Care Providers, and the LA Trust for Children's Health. A student's parent or legal guardian (or, in some cases, a student if over 18 years old) may notify the District of any information they refuse to permit the District to designate as directory information about that student. This designation will remain in effect until the parent or legal guardian (or, in some cases, the student) modifies this designation in writing. When this notification has been made, written consent is required before disclosing the applicable Directory Information relating to that student. The procedure for obtaining consent is described below. Questions about releasing Directory Information should be directed to the Office of the General Counsel.

2. Is there an emergency requiring the disclosure of student information?

Any time an emergency creates an immediate danger to the health or safety of a student or other individual, consent is not required to disclose Confidential Student Information to persons in a position to deal with the emergency, as long as (1) the emergency has been verified by a teacher or other school official, and (2) knowledge of the Confidential Student Information is necessary. Disclosure should be limited to only that Confidential Student Information that is necessary under the circumstances.

3. Who is requesting access to student records?

A request for disclosure of Confidential Student Information will come from one of these four kinds of requesters: (1) the student or his or her parent; (2) a District employee; (3) a representative or agent of a state or federal government other than a District employee, such as representatives of departments of education, law enforcement agencies, and state and federal courts; or, (4) a third party not within any of the first three categories. Each of these possible requesters is discussed below.

For purposes of this policy, a student's "parent" is his or her natural parent, adopted parent, or legal guardian. If a student's parents are divorced or legally separated, only the parents with custody have rights under this policy unless the student's file contains a written agreement signed by both parents indicating that either parent may access student records and give consent to disclosure.

Requests from Parents and Students

Confidential Student Information may be disclosed to students and parents as follows:

The parent of a currently enrolled or former student who is under the age of 18 may access Confidential Student Information concerning his or her student, as may the parent of any student over the age of 18 who is considered a "dependent." Any student who is 16 years of age or older, or who has completed the 10th grade, may access Confidential Student Information about himself or herself. Once a student reaches the age of 18 and is not considered to be a dependent of the parent, the student is thereafter the only person who is entitled to exercise rights related to, and grant consent for the disclosure of, his or her Confidential Student Information contained in those records.

Requests from District Employees and Representatives

Confidential Student Information may only be disclosed to District staff who will be using the information for internal District purposes in connection with their assigned duties and have a legitimate interest in the information. District representatives include teachers, school administrators, and District administrative personnel. In addition, Confidential Student Information may be disclosed without consent to any established member of a school attendance review board who has a legitimate educational interest in the requested information. Disclosure to any other District employee or representative for any other purpose (including for any use by persons or organizations outside the District) requires written consent from the student's parent or legal guardian.

Requests from Government Representatives

Any request for Confidential Student Information from an agency, official, or other representative of a state or federal government must be promptly referred to the Office of the General Counsel, which will respond to the request. Examples of this kind of request include a subpoena, summons or other demand by a court or administrative tribunal, a request from a probation officer conducting any kind of investigation, or a request made by a police officer, state or federal criminal investigator, or a truancy officer. Requests from District Police do not require referral to the Office of General Counsel.

Requests from Third Parties

The general rule is that Confidential Student Information cannot be released to third parties without written consent from a parent or legal guardian. There are, however, exceptions. Confidential student information may be disclosed without consent in response to a request from:

- Officials at private schools and in other school systems where a student intends or seeks to enroll;
- Agencies or organizations requesting information in connection with a student's application for, or receipt of, financial aid (but only as may be necessary to determine the student's eligibility for financial aid, the amount of the financial aid, the conditions that will be imposed in connection with the financial aid, or to enforce the conditions of the financial aid); and
- County elections officials, only for the purpose of identifying students who are eligible to vote and conducting programs offering students the opportunity to register to vote.

Among third parties with whom the District will share Confidential Student Information without consent are vendors who are either performing services normally performed by District employees or are conducting studies to improve instruction. In these cases the District will enter into a Data Use Agreement with such vendors. Examples of such Data Use Agreements are provided in Attachments A-3 and A-4. The District may provide aggregate and statistical data to third parties where such data is not personally identifiable to any individual student. Under FERPA, the definition of personally identifiable information includes “any set of facts that makes a student’s identity easily discernable.” Therefore, the demographic break down of the student population from which the data is extracted and the size of the pool of students used for such data analysis must be taken into consideration and care must be taken so that it is not easy to discern any individual student’s identity. Further, no information that could be used to identify a student, such as student identification number, address, telephone number or social security number may be included.

For all other requests from third parties, consent must be obtained before Confidential Student Information may be disclosed. All questions about disclosing Confidential Student Information to a third party, or about the manner in which consent must be obtained, should be referred to the Office of General Counsel as quickly as possible after receipt of any request.

Requests from Military Recruiters

The No Child Left Behind Act requires secondary schools to provide students’ names, addresses, and telephone listings to military recruiters and to institutions of higher education when they request that information. The District is required to provide this information unless the parent, guardian or, in some cases, the student, has made an election to refuse to allow disclosure of that information without prior written consent.

4. Has the proper written consent been obtained?

“Consent” under this policy means written consent, which must come either from a student’s parent or an adult student, as applicable. Consent must be obtained on the District’s standard form for consenting to the disclosure of Confidential Student Information, and all blanks on the form must be fully and accurately completed before

any information may be released. Any consent to disclose Confidential Student Information (which includes Directory Information for those students whose file includes a written request to withhold Directory Information) must specify the student records to be released, identify the party or class of parties to whom the records may be released, and be permanently kept within the student’s cumulative file. A copy of the District’s consent form is attached to this policy (Attachment A-1).

5. Has the disclosure been recorded in the student’s access log?

Every student’s file must contain a log or record (the “access log”) that lists all persons, agencies, or organizations requesting or receiving information from the file and the reason(s) for the request. An access log may be inspected only by the student’s parent (or the adult student, if applicable), the dependent adult student, and the student who is 16 years of age or older or who has completed the 10th grade. All other requests to inspect the access log must be referred to the Office of the General Counsel.

Access log entries must include:

- the name of the person(s) to whom information was disclosed (or, if no disclosure was made, from whom the request was received);
- the reason for disclosure;
- the time and circumstances of disclosure; and
- the particular records that were disclosed.

A sample access log is attached to this policy (Attachment A-2). The access log must identify each disclosure of Confidential Student Information, except that the access log need not list the following:

- Disclosures to parents, adult students, and students who have reached the age of 16 or have completed the 10th grade; Disclosures to District teachers requesting information about the students they are teaching;

- Disclosures to other District staff accessing information in connection with their assigned duties;
- Disclosures of Directory Information only; and
- Disclosures to anyone for whom written consent has been executed by the parent (or adult student, as applicable), as long as the written consent has been filed in the student's cumulative file.

6. Are there any other questions or concerns?

Any and all other questions and concerns about student record information and the disclosure of any student record information should be directed to the Office of the General Counsel, which can assist in all matters related to this policy and in complying with its terms.

DATA USE AGREEMENT ATTACHMENT C:

THE LOS ANGELES UNIFIED SCHOOL DISTRICT POLICY ON PROTECTION OF HEALTH INFORMATION UNDER THE HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT [HIPAA] OF 1996 REGARDING STUDENT INFORMATION

State and federal laws strictly regulate the protection of an individual's health information. Violating these laws could subject a District employee to disciplinary action, up to and including dismissal, as well as result in a lawsuit against the District and/or the employee who is in violation.

This policy is intended to help District employees follow those laws whenever they receive access or use a student's health-related information, or receive a request for access to that information. A separate attachment will be prepared regarding other types of health-related information. If you have any questions after reading this policy about whether a student's health information may be used or disclosed, you should contact the Office of the General Counsel immediately. Please note that improperly disposing of Personnel Records or Employee Information can constitute a "disclosure" under the law. Use secure disposal methods, such as the shredding of paper records.

1. What is HIPAA?

The Federal Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), established, for the first time, a set of national standards for the protection of an individual's health information. The federal government then published a set of regulations known as the HIPAA Privacy Rule that set forth how an individual's protected health information could be used and disclosed, and the ways in which individuals could control access to their health information. Please note that the HIPAA Privacy Rule does not apply to information contained in an employee's employment record. That information is protected under other federal and state laws.

2. Why does HIPAA apply to the District?

The District, through certain of its divisions, affiliates, employees, and independent contractors, receives and retains records of health care services provided to students. The District also provides medical services to students. Under certain circumstances, a student's health information becomes part of the student's file. Thus, the District and its employees have access to student health information that is protected under HIPAA. Therefore, the District and its employees must comply with all relevant provisions of the HIPAA Privacy Rule.

3. What is a student's protected health information?

A student's protected health information ("PHI") is any information that both (a) identifies the student, including demographic information such as name, address, age, sex, social security number and date of birth, and (b) relates to the student's past, present or future physical or mental health or condition, or to the student's receipt of, or payment for, medical treatment or health care services. PHI does not include non-health care information contained in a student's educational records. Information contained in a student's educational records is protected under other federal and state laws, and that information is separately covered under the District's Policy on Protection of Student Records ("FERPA Policy," Attachment B).

4. How must protected health information be kept confidential?

Protected health information must be kept confidential at all times and may only be used and disclosed in accordance with this policy. This means you cannot disclose PHI to any other person unless authorized by this policy. This includes disclosures made verbally in person or by telephone, and in writing by mail, fax or e-mail. This prohibition on uses and disclosures also means that you cannot repeat information you hear, make copies of information you receive, or share passwords or login information with others unless authorized by this policy. There are serious legal penalties for the unauthorized use or disclosure of PHI. **Do not take any chances. Contact the Office of the General Counsel whenever you have a question about this policy or the use or disclosure of protected health information.** Please note improperly disposing of Personnel

Records or Employee Information can constitute a “disclosure” under the law. Use secure disposal methods, such as the shredding of paper records.

5. When may protected health information be disclosed?

A student’s protected health information may be disclosed directly to the student upon request by the student if the student is at least 18 years old, the student is an emancipated minor, or the student is requesting protected health information from a medical treatment for which the student is legally allowed to consent. If the student is under 18 years old, not emancipated or not legally allowed to consent to the medical treatment addressed in the protected health information, the student’s PHI may be disclosed directly to the student’s parent or legal guardian upon request from the parent or legal guardian, unless one of the following circumstances exists: (1) there is any suspicion or belief that the student has been or may be subjected to domestic violence, abuse, or neglect by the parent or legal guardian, (2) disclosing the student’s PHI to the parent or legal guardian could endanger the student, or (3) the request relates to protected health information from a medical treatment that the student sought or obtained on a confidential basis. **If you are not sure whether to disclose a student’s protected health information, please contact the Office of the General Counsel.**

A student’s protected health information may be disclosed any time there is a serious and imminent threat to the health or safety of a student or other individual as long as (a) the threat has been verified by a health care professional, and (b) disclosure of the PHI is made to someone who can prevent or lessen the threat. PHI may also be used or disclosed by the District in connection with any internal activities of the District related to providing, payment for, or managing health care treatment and services. PHI may also be disclosed to health care providers for purposes of treating a student. In any case where you have a request for disclosure of protected health information that involves notes from psychotherapy or any similar treatment, promptly contact the Office of the General Counsel to discuss the request.

Any request from a government agency or official, a court of law, or any other representative of a state or federal government for a student’s protected health information must promptly be referred to the Office of the General Counsel for response. In addition, if you believe that a use or disclosure of protected health information is required by law, such as in the case of possible incidents of child abuse, you must promptly refer the matter to the Office of the General Counsel.

Except as stated in this Section #5, a student’s protected health information cannot be used or disclosed without the written authorization of the student, parent or legal guardian, as applicable.

6. Can I conduct a survey in which health related information is solicited from survey participants?

If you are gathering information but not gathering any identifiable information about the individual (such as their name or address) and there is no way to re-identify the individual once the survey has been submitted, then consent is not required. In the text of the survey, you must indicate that the information submitted is not protected by state or federal privacy rules. However, if you are gathering any identifiable information, consent from the subject, or his or her parent or guardian, is required along with certain notices, such as notice of what will be done with the information and how it will be stored.

For example, a survey on kids’ exposure to violence that does not also solicit health related information, such as any mental or physical effect of such violence, is permissible. On the other hand, if the survey includes health information or information that could lead to a physical or mental health diagnosis, such as whether the child had problems sleeping or evidence of depression, the information must be kept confidential and consent of the parent, guardian or, in some cases, the student, is required in order to disclose the data. Similarly, basic physical data such as height, weight, and results of PE tests must be kept confidential and not disclosed without the consent of the parent, guardian or in some cases, the student. An exception to this rule is that such data may be disclosed if it is directory information of members of school sports teams and no restriction on disclosure has been submitted by the parent, guardian or, in some cases, the student. On the other hand, data in aggregate form held in a manner that does not permit re-identification of a particular student may be disclosed, such as an announcement that a certain percentage of the student body at a high school passed a certain PE test.

7. How do I obtain a written authorization to disclose protected health information?

Except for disclosures set forth in Section #5 above, you must obtain a written authorization from the student, parent, or legal guardian prior to disclosing the student’s protected health information to another person or

organization. For example, if you receive a request from another school district or from a college or technical school for a student's records that contain protected health information, you must get a written authorization from the student, or from the student's parent or legal guardian if the student is under 18 years old, not emancipated or not legally permitted to consent to medical treatment, before you release any protected health information. [If the request is from a federal or state agency or court of law you must send the request to the Office of the General Counsel immediately.]

In order to obtain a written authorization, have the student, parent or legal guardian, as appropriate, complete and sign the District's form "Authorization to Release Protected Health Information." A copy of the form is attached to this policy. **The District's authorization form must be completed** regardless of whether you receive another authorization form with the request for the student's protected health information. The District's authorization form must be completely filled in and signed. Unless the disclosure is expressly permitted by Section #5, you cannot release any protected health information until you have the District's authorization form fully completed and signed by the student, the parent or the legal guardian (as appropriate).

Once the District's authorization form is completed and signed, you can only release the information stated in the form to be disclosed, and in no event can you disclose more information than was requested. For example, if the student's file contains protected health information for school years 1999-2002 and you receive a request for a student's health information for school years 1999-2002, but the authorization is only to release information for school year 2001-2002, you may only release the information for school year 2001-2002. On the other hand, if you receive a request for a student's health information for school years 2001-2002, but the authorization is to release all health information, you may still only release the health information for school years 2001-2002.

8. What other steps must be taken when protected health information is disclosed?

You must keep a record of each time you use or disclose a student's protected health information. Therefore, each time you receive a request for PHI, put a copy of the request in the student's file. If the request must be sent to the Office of the General Counsel for response (See #5 above), make a copy of the request and place the copy in the student's file prior to sending the request to the Office of the General Counsel. If you obtain a written authorization to release the information, put a copy of the written authorization with the original request. You do not need to keep track of disclosures of a student's protected information if you give the PHI directly to the student, or the student's parent or legal guardian.

9. Where can I go for further information?

You should call the Office of the General Counsel at (213) 241-7600 if you have any questions or concerns about how to handle a student's protected health information. In addition, if you have any information about possible violations to this policy or the unauthorized use or disclosure of a student's protected health information, you should contact the Office of the General Counsel. You will not be penalized in any way for reporting such information.

Please be aware that the District is adopting this policy to comply with state and federal law, and is making it available for informational purposes only. This policy is not intended to provide you, or anyone else, with any rights, remedies, claims or causes of action whatsoever.

DATA USE AGREEMENT ATTACHMENT D:
THE LOS ANGELES UNIFIED SCHOOL DISTRICT POLICY ON PROTECTION OF
EMPLOYEE RECORDS

From time to time, the District and its employees receive requests for access to private information about an employee. This private information consists of both Personnel Records and Employee Information.

This policy must be followed any time there is a request for access to, or the possibility of the “disclosure” of the contents of an employee’s Personnel records or Employee Information. As used in this policy, “disclosure” means, “to permit access to or the release or other communication of information contained in employee records, by any means, including oral, written, or electronic.” Please note that improperly disposing of Personnel Records or Employee Information can constitute a “disclosure” under the law. Use secure disposal methods, such as the shredding of paper records. In any case where there is a question about whether employee Personnel Records or Employee Information should be disclosed, contact the Office of the General Counsel as soon as possible. In all cases, disclosure may occur only in accordance with the terms of this policy. Failure to follow these policies may result in discipline, including termination.

Some Personnel Records must be kept by the District indefinitely unless microfilmed or otherwise stored. For more information about these, check with Personnel. The laws relating to the privacy of employee information come from many sources, including state and federal statutes. In ordinary situations, the State law applies to situations dealing with the privacy of the District’s employee records. This is different from agency to agency, depending on the level of Federal control over the agency’s day-to-day activities. Because the federal government does not exercise a great deal of control over the day-to-day operations of the District, state law applies, even though the District receives federal funding. If you have any questions about which laws apply, please direct them to the Office of the General Counsel.

1. Are Personnel Records private?

Personnel Records are records kept by the District that may affect or be used relative to that employee's qualifications for employment, promotion, transfer, compensation, attendance or disciplinary action. It is the policy of the District to maintain the privacy of Personnel Records. District employees are permitted to view their own records under certain circumstances, as outlined below. Other District employees are permitted access to these records only where necessary to perform their job. Vendors are permitted access to these records when the information is required to provide services to the employee or District. When protected Employee Information must be transmitted to a vendor providing services to the employee or District, the District shall require that the transmission be by the most secure method practical under the circumstances, and that the vendor keep the information strictly confidential.

2. Is Employee Information private?

Employee Information is information retained by the District about an employee that is not contained in an employee folder. Employee Information includes lists, reports or data on computer systems that are used by other departments or vendors to provide employees services such as payroll, healthcare and Workers’ Compensation. Some types of Employee Information are protected, other types are not. Employee Information such as an employee’s name, position, work phone number or workplace location is a matter of public record and not protected by law. However, Employee Information is protected by this policy when, if released, it could result in an unwarranted invasion of an employee’s personal privacy. Information of this sort is of a personal nature, with no relation to an employee’s work duties or functions. Examples of this kind of “protected Employee Information” include an employee’s home address, phone number, social security number, marital status, parental status, salary information, disciplinary information and other types of information of this nature. Although these are not “personnel records,” it is the policy of LAUSD to maintain the privacy of this type of employee information except when this information must be accessed by employees of the District in order to perform their job functions, or by vendors requiring the information to provide services to the employee or the District. When this protected Employee Information must be transmitted to a vendor providing services to the employee or District, the District shall require that the transmission be by the most secure method practical under the circumstances as determined by the District Information Security Coordinator, and that the vendor keep the information strictly confidential. **If you are unsure as to whether this information is protected, contact the Office of the General Counsel prior to providing this information to anyone outside the District.**

3. Are there any other circumstances where Personnel Records or Employee Information may be released without employee consent?

Under some circumstances required by law, Personnel Records and/or Employee Information, even protected employee information, must be disclosed. An example would be where the names, telephone numbers, and last known addresses are requested in a subpoena arising out of a lawsuit with the District or a third party. All requests for Personnel Records or Employee Information from any internal or external party who does not require that information as part of their normal job function must be forwarded immediately to the Office of the General Counsel. In certain circumstances, such as when subpoenaed, information may be released unless the employee takes action in court or otherwise to prevent it from being released.

4. What kinds of Personnel Records does the District keep?

The District keeps several types of Personnel Records across multiple organizations within the District. There are five basic categories of personnel information: Service Information, Salary Allocation Information, Employee Relations Information, Health Information, and Supervisor's Information. Below are the types of records contained in each category. Most of these records are accessible to employees on an appointment basis by the office that keeps the folder. The records that are not accessible are marked with an asterisk (*). These records can be described, to the extent possible, to the employee upon request.

A. Service Information (Employee Relations Department)

1. Applications for employment or reinstatement
2. Certification of citizenship and age
3. Requests for change in classification
4. Correspondence, including letters of reprimand
5. Credential material
6. Derogatory correspondence
7. Grievance Reports (final report)
8. Health approval forms
9. Leaves of Absence
10. Notices of unsatisfactory services or act
11. Oaths of allegiance
12. Performance evaluations, reports or commendations
13. References from inside District for initial employment
14. Report of notice of inadequate or unsatisfactory service
15. Resignations
16. Salary statements
17. Transcripts
18. Information from the Department of Motor Vehicles
19. Department of Justice, Criminal Background Check
20. Workers' Compensation Files
21. Attendance Records
22. Garnishments
23. * Placement files, university or college
24. * References from inside the District for initial employment (prior to 1965)
25. * References from inside the District for promotional exams
26. * References from outside the District

B. Salary Allocation Information (Salary Allocation Unit)

1. Application for Experience Credit
2. Application for Salary Point Credit
3. District in-service class forms
4. Official transcripts used for salary
5. Record of point credit for university and non-accredited institution work

6. Routine correspondence
 7. Supplemental claims
 8. Verification of previous experience
- C. Employee Relations Information (Employee Relations Department) Materials are released only to the Superintendent or his/her designated representative; they are not released to the examination committees, school principals, or supervisors.
1. Court records, conviction statements and related correspondence
 2. Derogatory correspondence from inside and outside the District (subject to Education Code 44301)
 3. Complaints and files under Board Rule 133
 4. Medical appeal correspondence
 5. Correspondence, including letters of reprimand
 6. Subpoenas
 7. * Arrest statements, police reports and fingerprints reports
- D. Health Information (Coordinator, Employee Health)
1. Correspondence
 2. Medical health record
 3. Medical reports
 4. Dependents' Information
- E. Supervisor's Information (Your Supervisor)
1. Evaluations and Performance Expectations
 2. Records relating to performance expectations
 3. Derogatory correspondence from inside and outside the District (subject to Education Code 44031)

5. What do I do if I believe employee private personnel records and/or employee information have been released?

Tell your supervisor immediately. If you are a supervisor immediately notify the Office of the General Counsel if you believe any records relating to employees have been released inadvertently. There are strict laws relating to notice that must be followed, and failure to properly notify the proper party may result in disciplinary action, including but not limited to termination.

6. When should I contact the Office of the General Counsel?

As stated above, you should contact the Office of the General Counsel if you believe there has been a release of protected employee information, if there is a subpoena or Public Records Act request, if you receive unsubstantiated negative or inflammatory anonymous information about an employee, or if copies of, or access to, records are requested by a law enforcement agency.

SECTION III (Continued)

**RFP 200003623
ATTACHMENT E**

RESERVED

SECTION III (Continued)

**RFP 200003623
ATTACHMENT F**

LAUSD INFORMATION SECURITY POLICIES

- Bulletin 1077.2 - Information Protection Policy
<https://my.lausd.net/webcenter/wccproxy/d?dID=38678>
- Ref-3757 Description of Security Standards for Networked Computer Systems Housing Confidential Information
<https://my.lausd.net/webcenter/content/conn/WCCConn/uuid/dDocName:893704?rendition=web>

SECTION III (Continued)

RFP 2000003623 ATTACHMENT G

PROVISIONS REQUIRED OF FEDERALLY FUNDED CONTRACTS

This Addendum is made a part of and incorporated into the Agreement.

Unless otherwise specified herein, all terms provided in this Addendum shall apply. Should any terms and conditions of this Addendum, unless inapplicable as stated herein or as expressly stated in the Agreement or Addendum thereto, conflict with terms of the original Agreement or any subsequent Amendment, the terms and conditions of this Addendum shall govern.

Contractor acknowledges and agrees that should the Los Angeles Unified School District (the "District") seek federal funds to pay for or reimburse expenses for equipment or services under that certain Agreement, the applicable clauses provided in [Appendix II to the Uniform Rules](#) (Contract Provisions for Non-Federal Entity Contracts Under Federal Awards) under 2 C.F.R. § 200.326 in addition to certain contract clauses recommended by FEMA shall apply to the Agreement. A list of the required contract provisions and their applicability are provided in Exhibit A, which is attached hereto and incorporated herein. Contractor and the District agree to the following terms and conditions:

1. EQUAL EMPLOYMENT OPPORTUNITY

During the performance of this contract, the Contractor agrees as follows:

(1) The Contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, sexual orientation, gender identity, or national origin. The Contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment without regard to their race, color, religion, sex, sexual orientation, gender identity, or national origin. Such action shall include, but not be limited to the following:

Employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided setting forth the provisions of this nondiscrimination clause.

(2) The Contractor will, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin.

(3) The Contractor will not discharge or in any other manner discriminate against any employee or applicant for employment because such employee or applicant has inquired about, discussed, or disclosed the compensation of the employee or applicant or another employee or applicant. This provision shall not apply to instances in which an employee who has access to the compensation information of other employees or applicants as a part of such employee's essential job functions discloses the compensation of such other employees or applicants to individuals who do not otherwise have access to such information, unless such disclosure is in response to a formal complaint or charge, in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or is consistent with the Contractor's legal duty to furnish information.

(4) The Contractor will send to each labor union or representative of workers with which he has a collective bargaining agreement or other contract or understanding, a notice to be provided advising the said labor union or workers' representatives of the Contractor's commitments under this section, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

(5) The Contractor will comply with all provisions of Executive Order 11246 of September 24, 1965, and of the rules, regulations, and relevant orders of the Secretary of Labor.

(6) The Contractor will furnish all information and reports required by Executive Order 11246 of September 24, 1965, and by rules, regulations, and orders of the Secretary of Labor, or pursuant thereto, and will permit access to his books, records, and accounts by the administering agency and the Secretary of Labor for purposes of investigation to ascertain compliance with such rules, regulations, and orders.

(7) In the event of the Contractor's noncompliance with the nondiscrimination clauses of this contract or with any of the said rules, regulations, or orders, this contract may be canceled, terminated, or suspended in whole or in part and the Contractor may be declared ineligible for further Government contracts or federally assisted construction contracts in accordance with procedures authorized in Executive Order 11246 of September 24, 1965, and such other sanctions may be imposed and remedies invoked as provided in Executive Order 11246 of September 24, 1965, or by rule, regulation, or order of the Secretary of Labor, or as otherwise provided by law.

(8) The Contractor will include the portion of the sentence immediately preceding paragraph (1) and the provisions of paragraphs (1) through (8) in every subcontract or purchase order unless exempted by rules, regulations, or orders of the Secretary of Labor issued pursuant to section 204 of Executive Order 11246 of September 24, 1965, so that such provisions will be binding upon each subcontractor or vendor. The Contractor will take such action with respect to any subcontract or purchase order as the administering agency may

direct as a means of enforcing such provisions, including sanctions for noncompliance:

Provided, however, that in the event a Contractor becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction by the administering agency, the Contractor may request the United States to enter into such litigation to protect the interests of the United States.

The applicant further agrees that it will be bound by the above equal opportunity clause with respect to its own employment practices when it participates in federally assisted construction work: *Provided*, That if the applicant so participating is a State or local government, the above equal opportunity clause is not applicable to any agency, instrumentality or subdivision of such government which does not participate in work on or under the contract.

The applicant agrees that it will assist and cooperate actively with the administering agency and the Secretary of Labor in obtaining the compliance of contractors and subcontractors with the equal opportunity clause and the rules, regulations, and relevant orders of the Secretary of Labor, that it will furnish the administering agency and the Secretary of Labor such information as they may require for the supervision of such compliance, and that it will otherwise assist the administering agency in the discharge of the agency's primary responsibility for securing compliance.

The applicant further agrees that it will refrain from entering into any contract or contract modification subject to Executive Order 11246 of September 24, 1965, with a Contractor debarred from, or who has not demonstrated eligibility for, Government contracts and federally assisted construction contracts pursuant to the Executive Order and will carry out such sanctions and penalties for violation of the equal opportunity clause as may be imposed upon contractors and subcontractors by the administering agency or the Secretary of Labor pursuant to Part II, Subpart D of the Executive Order. In addition, the applicant agrees that if it fails or refuses to comply with these undertakings, the administering agency may take any or all of the following actions: Cancel, terminate, or suspend in whole or in part this grant (contract, loan, insurance, guarantee); refrain from extending any further assistance to the applicant under the program with respect to which the failure or refund occurred until satisfactory assurance of future compliance has been received from such applicant; and refer the case to the Department of Justice for appropriate legal proceedings.

2. DAVIS-BACON ACT

- a. All transactions regarding this contract shall be done in compliance with the Davis-Bacon Act (40 U.S.C. 3141- 3144, and 3146-3148) and the requirements of 29 C.F.R. pt. 5 as may be applicable. The Contractor shall comply with 40 U.S.C. 3141-3144, and 3146-3148 and the requirements of 29 C.F.R. pt. 5 as applicable.

- b. Contractors are required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor.
- c. Additionally, Contractors are required to pay wages not less than once a week.

3. COPELAND ANTI-KICKBACK ACT

- a. Contractor. The Contractor shall comply with 18 U.S.C. §874, 40 U.S.C. § 3145, and the requirements of 29 C.F.R. pt. 3 as may be applicable, which are incorporated by reference into this contract.
- b. Subcontracts. The Contractor or subcontractor shall insert in any subcontracts the clause above and such other clauses as FEMA may by appropriate instructions require, and also a clause requiring the subcontractors to include these clauses in any lower tier subcontracts. The prime Contractor shall be responsible for the compliance by any subcontractor or lower tier subcontractor with all of these contract clauses.
- c. Breach. A breach of the contract clauses above may be grounds for termination of the contract, and for debarment as a Contractor and subcontractor as provided in 29 C.F.R. §5.12.”

4. CONTRACT WORK HOURS AND SAFETY STANDARDS ACT

- a. *Overtime requirements*. No Contractor or subcontractor contracting for any part of the contract work which may require or involve the employment of laborers or mechanics shall require or permit any such laborer or mechanic in any workweek in which he or she is employed on such work to work in excess of forty hours in such workweek unless such laborer or mechanic receives compensation at a rate not less than one and one-half times the basic rate of pay for all hours worked in excess of forty hours in such workweek.
- b. *Violation; liability for unpaid wages; liquidated damages*. In the event of any violation of the clause set forth in paragraph (b)(1) of this section the Contractor and any subcontractor responsible therefor shall be liable for the unpaid wages. In addition, such Contractor and subcontractor shall be liable to the United States (in the case of work done under contract for the District of Columbia or a territory, to such District or to such territory), for liquidated damages. Such liquidated damages shall be computed with respect to each individual laborer or mechanic, including watchmen and guards, employed in violation of the clause set forth in paragraph (b)(1) of this section, in the sum of \$27 for each calendar day on which such individual was required or permitted to work in excess of the standard

workweek of forty hours without payment of the overtime wages required by the clause set forth in paragraph (b)(1) of this section.

- c. *Withholding for unpaid wages and liquidated damages.* The (write in the name of the Federal agency or the loan or grant recipient) shall upon its own action or upon written request of an authorized representative of the Department of Labor withhold or cause to be withheld, from any moneys payable on account of work performed by the Contractor or subcontractor under any such contract or any other Federal contract with the same prime Contractor, or any other federally-assisted contract subject to the Contract Work Hours and Safety Standards Act, which is held by the same prime Contractor, such sums as may be determined to be necessary to satisfy any liabilities of such Contractor or subcontractor for unpaid wages and liquidated damages as provided in the clause set forth in paragraph (b)(2) of this section.
- d. *Subcontracts.* The Contractor or subcontractor shall insert in any subcontracts the clauses set forth in paragraph (b)(1) through (4) of this section and also a clause requiring the subcontractors to include these clauses in any lower tier subcontracts. The prime Contractor shall be responsible for compliance by any subcontractor or lower tier subcontractor with the clauses set forth in paragraphs (b)(1) through (4) of this section.

5. RIGHTS TO INVENTIONS MADE UNDER A CONTRACT OR AGREEMENT

- a. Standard. If the FEMA award meets the definition of “funding agreement” under 37C.F.R. § 401.2(a) and the non-Federal entity wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that “funding agreement,” the non-Federal entity must comply with the requirements of 37 C.F.R. Part 401 (Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements), and any implementing regulations issued by FEMA. See 2 C.F.R. Part 200, Appendix II (F).
- b. Applicability. This requirement applies to “*funding agreements*,” but it DOES NOT apply to the Public Assistance, Hazard Mitigation Grant Program, Fire Management Assistance Grant Program, Crisis Counseling Assistance and Training Grant Program, Disaster Case Management Grant Program, and Federal Assistance to Individuals and Households – Other Needs Assistance Grant Program, as FEMA awards under these programs do not meet the definition of “funding agreement.”
- c. Funding Agreement Definition. The regulation at 37 C.F.R. § 401.2(a) defines “funding agreement” as any contract, grant, or cooperative agreement entered into between any Federal agency, other than the Tennessee Valley Authority, and any Contractor for the performance of experimental, developmental, or research work funded in whole or in part

by the Federal government. This term also includes any assignment, substitution of parties, or subcontract of any type entered into for the performance of experimental, developmental, or research work under a funding agreement as defined in the first sentence of this paragraph.

6. CLEAN AIR ACT AND THE FEDERAL WATER POLLUTION CONTROL ACT

Clean Air Act

- a. The Contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act, as amended, 42 U.S.C. § 7401 et seq.
- b. The Contractor agrees to report each violation to the District and understands and agrees that the District will, in turn, report each violation as required to assure notification to the Federal Emergency Management Agency, and the appropriate Environmental Protection Agency Regional Office.
- c. The Contractor agrees to include these requirements in each subcontract exceeding \$150,000 financed in whole or in part with Federal assistance provided by FEMA.

Federal Water Pollution Control Act

- a. The Contractor agrees to comply with all applicable standards, orders, or regulations issued pursuant to the Federal Water Pollution Control Act, as amended, 33 U.S.C. 1251 et seq.
- b. The Contractor agrees to report each violation to the District and understands and agrees that the District will, in turn, report each violation as required to assure notification to the Federal Emergency Management Agency, and the appropriate Environmental Protection Agency Regional Office.
- c. The Contractor agrees to include these requirements in each subcontract exceeding \$150,000 financed in whole or in part with Federal assistance provided by FEMA.

7. DEBARMENT AND SUSPENSION

Suspension and Debarment

- a. This contract is a covered transaction for purposes of 2 C.F.R. pt. 180 and 2 C.F.R. pt. 3000. As such, the Contractor is required to verify that none of the Contractor's principals (defined at 2 C.F.R. § 180.995) or its affiliates (defined at 2 C.F.R. § 180.905) are excluded (defined at 2 C.F.R. § 180.940) or disqualified (defined at 2 C.F.R. § 180.935).

- b. The Contractor must comply with 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C, and must include a requirement to comply with these regulations in any lower tier covered transaction it enters into.
- c. This certification is a material representation of fact relied upon by the District. If it is later determined that the Contractor did not comply with 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C, in addition to remedies available to the District, the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment.
- d. The bidder or proposer agrees to comply with the requirements of 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C while this offer is valid and throughout the period of any contract that may arise from this offer. The bidder or proposer further agrees to include a provision requiring such compliance in its lower tier covered transactions.

8. BYRD ANTI-LOBBYING AMENDMENT 31 U.S.C. § 1352

Contractors who apply or bid for an award of \$100,000 or more shall file the required certification as shown on Exhibit B to this Addendum. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, officer or employee of Congress, or an employee of a Member of Congress in connection with obtaining any Federal contract, grant, or any other award covered by 31 U.S.C. § 1352. Each tier shall also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the recipient who in turn will forward the certification(s) to the awarding agency.

9. PROCUREMENT OF RECOVERED MATERIALS

- a. In the performance of this contract, the Contractor shall make maximum use of products containing recovered materials that are EPA-designated items unless the product cannot be acquired—
 - 1. Competitively within a timeframe providing for compliance with the contract performance schedule;
 - 2. Meeting contract performance requirements; or
 - 3. At a reasonable price.
- b. Information about this requirement, along with the list of EPA- designated items, is available at EPA’s Comprehensive Procurement Guidelines web site, <https://www.epa.gov/smm/comprehensive-procurement-guideline-cpg-program>.

- c. The Contractor also agrees to comply with all other applicable requirements of Section 6002 of the Solid Waste Disposal Act.”

10. ACCESS TO RECORDS

- a. The following access to records requirements apply to this Agreement:
 - (1) The Contractor agrees to provide the District, the FEMA Administrator, the Comptroller General of the United States, or any of their authorized representatives access to any books, documents, papers, and records of the Contractor which are directly pertinent to this contract for the purposes of making audits, examinations, excerpts, and transcriptions.
 - (2) The Contractor agrees to permit any of the foregoing parties to reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed.
 - (3) The Contractor agrees to provide the FEMA Administrator or his authorized representatives access to construction or other work sites pertaining to the work being completed under the contract.
 - (4) In compliance with the Disaster Recovery Act of 2018, the District and the Contractor acknowledge and agree that no language in this contract is intended to prohibit audits or internal reviews by the FEMA Administrator or the Comptroller General of the United States.

11. DHS SEAL, LOGO, AND FLAGS

The Contractor shall not use the DHS seal(s), logos, crests, or reproductions of flags or likenesses of DHS agency officials without specific FEMA pre-approval.

12. COMPLIANCE WITH FEDERAL LAW, REGULATIONS, AND EXECUTIVE ORDERS

This is an acknowledgement that FEMA financial assistance may be used to fund all or a portion of the contract. The Contractor will comply with all applicable Federal law, regulations, executive orders, FEMA policies, procedures, and directives.”

13. NO OBLIGATION BY FEDERAL GOVERNMENT

The Contractor hereby acknowledges and accepts that the Federal Government is not a party to this contract and is not subject to any obligations or liabilities to the non-Federal entity, Contractor, or any other party pertaining to any matter resulting from the contract.

14. PROGRAM FRAUD AND FALSE OR FRAUDULENT STATEMENTS OR RELATED ACTS

Contractor acknowledges that 31 U.S.C. Chap. 38 (Administrative Remedies for False Claims and Statements) applies to the Contractor's actions pertaining to this contract.

IN WITNESS WHEREOF, Contractor and the District have executed this Addendum on the date set forth below.

Signed: _____	Signed: _____
Name: _____	Name: _____
Title: _____	Title: _____
Date: _____	Date: _____

Exhibit A

	Provision	Contract Criteria	Required/Applicability
1.	Equal Employment Opportunity	Construction work	Yes, exact language required. 41 CFR Part 60-1.4(b)
2.	Davis Bacon Act	Construction work	Not applicable to PA grants
3.	Copeland Anti-Kickback Act	Construction work > \$2k	Not applicable to PA grants
4.	Contract Work Hours and Safety Standards Act	> \$100k + mechanics or laborers	Yes. 29 CFR 5.5(b)
5.	Rights to inventions made under a contract or agreement	Funding agreement	Not applicable to PA grants
6.	Clean Air Act and Federal Water Pollution Control Act	>\$150k	Yes
7.	Debarment and Suspension	All (>\$25k)	Yes
8.	Byrd Anti-Lobbying Amendment	All (>\$100k: Certification)	Yes. Exact language and certification (certification required for contracts exceeding \$100,000)
9.	Procurement of Recovered Materials	All	Yes
10.	Access to Records	All	Recommended and deemed incorporated unless otherwise stated in the Agreement or amendment thereto.
11.	DHS Seal, Logo, and Flags	All	Recommended and deemed incorporated unless otherwise stated in the Agreement or amendment thereto.
12.	Compliance with Federal Law, Regulations and Executive Orders	All	Recommended and deemed incorporated unless otherwise stated in the Agreement or amendment thereto.
13.	No Obligation by Federal Government	All	Recommended and deemed incorporated unless otherwise stated in the Agreement or amendment thereto.
14.	Program Fraud and False or Fraudulent Statements or Related Acts	All	Recommended and deemed incorporated unless otherwise stated in the Agreement or amendment thereto.

Exhibit B

APPENDIX A, 44 C.F.R. PART 18 – CERTIFICATION REGARDING LOBBYING

Certification for Contracts, Grants, Loans, and Cooperative Agreements

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
3. The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

The Contractor, _____, certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Contractor understands and agrees that the provisions of 31 U.S.C. Chap. 38, Administrative Remedies for False Claims and Statements, apply to this certification and disclosure, if any.

Signature of Contractor's Authorized Official

Name and Title of Contractor's Authorized Official

Date _____

SECTION III (Continued)

ATTACHMENT H

LOBBYIST REGISTRATION

All individuals who qualify as a “lobbyist,” as defined by the Los Angeles Unified School District (LAUSD) Lobbyist Registration Code, must register with the District’s Ethics Office within 10 days after the end of the month in which they qualify by:

1. Completing the lobbyist registration form;
2. Paying a registration fee of \$300 per calendar year (\$225 during the last calendar quarter);
3. Securing an Authorization Letter from your employer (this only applies to in-house lobbyists); and
4. Submitting the form and payment (and Authorization Letter) to the LAUSD Ethics Office.

Please note that lobbying activities are defined broadly and include sales and marketing efforts directed towards District employees. To learn about the specific criteria that trigger the need for organizations and individuals to register, visit the Ethics Office website at: <https://achieve.lausd.net/ethics> (click on “Lobbying Disclosure”) or call the Ethics Office at: 213-241-3330 before your organization begins any efforts to promote products or services at LAUSD.

LOS ANGELES UNIFIED SCHOOL DISTRICT

SECTION II - CERTIFICATIONS
II-B1 - PROPOSAL LETTER/CERTIFICATE OF ACCEPTANCE

PROPOSER _____
D-U-N-S Number (if applicable) _____

In response to the **Request for Proposal (RFP) No** _____, we the undersigned hereby declare that we have carefully read and examined the RFP documents, acknowledge receipt of Addendum No(s). _____, and hereby propose to perform the Statement of Work as required in the RFP.

The undersigned acknowledges that any contract that results from the undersigned's proposal need not be exclusive. The District expressly reserves the right to contract for the performance of services such as those described herein through other contractors.

The undersigned agrees to perform the Statement of Work at the costs indicated in its Price Proposal if its proposal is accepted within **120** days from the date specified in the RFP for receipt of proposals.

The undersigned has reviewed the lobbyist registration program information included in the RFP (Attachment H).

The undersigned has reviewed the sample contract terms and conditions included in the RFP documents and agrees to accept all such terms and conditions unless otherwise noted in the proposal response. If recommended for contract award, the undersigned agrees to execute a contract that will be prepared by the District for execution, within **7** calendar days following the undersigned receipt from the District of a Notification of Intent to Award. The District will fully execute the contract subject to resolution of protest filings, if any, and approval by the District's Board of Education, if required.

The undersigned represents that the following person is authorized to negotiate on its behalf with the District in connection with this RFP:

(Name) (Title) (Phone)
Email Address: _____

The undersigned certifies that it has examined and is fully familiar with all of the provisions of the RFP documents and associated addenda. The undersigned hereby agrees that the District will not be responsible for any errors or omissions in these RFP documents and addenda.

BY:

(Signature) (Email)

(Type or Print Name) (Phone)

(Title) (Fax)

(Address)

NAME OF ORGANIZATION:	LAUSD VENDOR ID#:	LAUSD VENDOR SINCE:
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LOS ANGELES UNIFIED SCHOOL DISTRICT
Section II – Certifications
II-B2 - Compliance with LAUSD Ethics and Integrity Standards

Every Contractor and its Representatives must abide by LAUSD’s Contractor Code of Conduct. A “Contractor” is any individual, organization, corporation, sole proprietorship, partnership, nonprofit, joint venture, association, or any combination thereof that is pursuing or conducting business with and/or on behalf of LAUSD, including, without limitation, consultants, suppliers, manufacturers, and any other vendors, bidders or proposers. A Contractor’s “Representative” is broadly defined to include any subcontractor, employee, agent, or any other entity acting on a Contractor’s behalf.

If a Contractor or its Representative is not knowledgeable about the necessary ethical requirements for establishing a business relationship with LAUSD, he or she shall visit the LAUSD Ethics Office website at: <https://achieve.lausd.net/ethics>, or refer any questions to the designated contracting official. Failure to meet LAUSD’s ethics standards and requirements could result in sanctions including, but not limited to, avoidance of any current or future contracts. LAUSD reserves the right to disqualify any bid or proposal as non-responsive, if this certification is not submitted in whole by the deadline required.

1. ETHICS AGREEMENT

I, THE UNDERSIGNED AFFIRM, UNDER PENALTY OF PERJURY BY THE LAWS OF THE STATE OF CALIFORNIA, THAT I AM AUTHORIZED, AS THE SENIOR EXECUTIVE RESPONSIBLE FOR MY ORGANIZATION’S ETHICAL CONDUCT, TO EXECUTE THIS CERTIFICATION ON BEHALF OF MY ORGANIZATION AND OUR REPRESENTATIVES* AND TO ENSURE THAT EACH AND EVERY REPRESENTATIVE ABIDES BY LAUSD’S ETHICS AND INTEGRITY STANDARDS IN ACCORDANCE WITH LAUSD’S CONTRACTOR CODE OF CONDUCT WHICH I HAVE REVIEWED IN FULL. I DECLARE THAT ALL REPRESENTATIONS MADE IN THIS CERTIFICATION ARE TRUE, CORRECT AND IN GOOD FAITH, AND I COMMIT TO PROVIDING AN UPDATED FORM WITHIN 10 BUSINESS DAYS WHENEVER THERE IS A MATERIAL CHANGE TO THE INFORMATION I HAVE PROVIDED DURING THE TERM OF OUR CONTRACT WITH LAUSD.

** You will need to attach a list of all known representatives who will conduct LAUSD work on your behalf (see Section 7).*

SENIOR EXECUTIVE RESPONSIBLE FOR YOUR ORGANIZATION’S ETHICS AND INTEGRITY:			
NAME OF RESPONSIBLE SENIOR OFFICER	POSITION TITLE	PHONE NUMBER	
SIGNATURE OF RESPONSIBLE SENIOR OFFICER	DATE	E-MAIL ADDRESS	

2. ETHICAL MANAGEMENT (PLEASE COMPLETE EACH LINE BELOW):

A.	MY ORGANIZATION TAKES RESPONSIBILITY FOR ENSURING THAT EACH OF OUR REPRESENTATIVES, REGARDLESS OF POSITION, UNDERSTANDS AND COMPLIES WITH THE DUTIES AND REQUIREMENTS OUTLINED IN LAUSD’S CONTRACTOR CODE OF CONDUCT AND FOR ENSURING THAT WE ADHERE TO THE HIGHEST STANDARDS OF HONESTY AND INTEGRITY IN ALL OUR DEALINGS WITH AND/OR ON BEHALF OF LAUSD.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
B.	MY ORGANIZATION HAS AN EFFECTIVE MANAGEMENT PROCESS IN PLACE TO ENSURE THAT THE BEHAVIOR, DECISIONS, AND ACTIONS OF OUR REPRESENTATIVES DEMONSTRATE THE LETTER AND SPIRIT OF LAUSD’S ETHICS AND INTEGRITY STANDARDS IN ALL PHASES OF ANY RELATIONSHIP WITH LAUSD.	<input type="checkbox"/> Yes	<input type="checkbox"/> No

C.	DESCRIBE BRIEFLY THE SCOPE OF YOUR ORGANIZATION'S EFFORTS TO MANAGE FOR AND ASSURE ETHICAL CONDUCT, ATTACH AN ADDITIONAL SHEET OF PAPER IF NECESSARY:		
D.	BY INITIALING HERE, I CERTIFY THAT MY ORGANIZATION AND OUR REPRESENTATIVES WILL EXERCISE CAUTION AT ALL TIMES TO ENSURE THAT OUR CONDUCT AVOIDS EVEN THE APPEARANCE OF IMPROPRIETY OR MISREPRESENTATION. WE WILL BE PROACTIVE IN ASKING QUESTIONS AND SEEK FORMAL GUIDANCE FROM LAUSD WHENEVER THERE IS A DOUBT ABOUT HOW TO PROCEED IN AN ETHICAL MANNER.	<div style="border: 2px solid black; width: 60px; height: 40px; margin: 0 auto;"></div>	

3. CONTRACTOR RESPONSIBILITY (PLEASE COMPLETE EACH LINE BELOW):

<p>For each "No" answer below, attach an additional sheet of paper with the heading "Contractor Responsibility" and provide an explanation that is brief, concise, and to the point which gives: 1) a detailed description of the issue and its cause, 2) the actions taken or being implemented to ensure that the issue will not occur again, 3) the name, position, and contact info for the individual in your organization charged with ensuring the issue will not be repeated, and 4) the impact, if any, the issue will have on the products or services you have proposed to LAUSD for this contract.</p>			
A.	MY ORGANIZATION AND OUR REPRESENTATIVES DEMONSTRATE A RECORD OF INTEGRITY AND BUSINESS ETHICS IN ACCORDANCE WITH ALL LOCAL, STATE AND FEDERAL LAWS, ORDINANCES, DIRECTIVES AND REGULATIONS AS WELL AS THE POLICIES AND REQUIREMENTS ESTABLISHED BY LAUSD.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
B.	MY ORGANIZATION, INCLUDING ANY PRINCIPAL, OWNER, OFFICER, PARTNER, MAJOR STOCKHOLDER, SUBSIDIARY, AND ALL OTHER REPRESENTATIVES ACTING ON OUR BEHALF, HAS NOT BEEN THE SUBJECT OF A CRIMINAL INVESTIGATION, INDICTMENT, CONVICTION, JUDGMENT, INJUNCTION, OR A GRANT OF IMMUNITY, INCLUDING PENDING ACTIONS, FOR BRIBERY, EMBEZZLEMENT, EXTORTION, FALSIFICATION, FORGERY, MAKING FALSE STATEMENTS OR, <u>ANY</u> OTHER BUSINESS OR ETHICS RELATED CONDUCT CONSTITUTING A CRIMINAL OFFENSE UNDER FEDERAL, STATE OR LOCAL LAW WITHIN THE LAST SEVEN (7) YEARS.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
C.	MY ORGANIZATION, INCLUDING ANY PRINCIPAL, OWNER, OFFICER, PARTNER, MAJOR STOCKHOLDER, SUBSIDIARY, AND ALL OTHER REPRESENTATIVES ACTING ON OUR BEHALF, HAS NOT BEEN THE SUBJECT OF A FEDERAL, STATE, LOCAL GOVERNMENT, OR LAUSD SUSPENSION, DEBARMENT, ADMINISTRATIVE AGREEMENT, DENIAL OF CONTRACT AWARD, DECLARATION OF INELIGIBILITY, OR BID REJECTION, INCLUDING PENDING ACTIONS, FOR NON-RESPONSIBILITY WITHIN THE LAST SEVEN (7) YEARS.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
D.	MY ORGANIZATION, INCLUDING ANY PRINCIPAL, OWNER, OFFICER, PARTNER, MAJOR STOCKHOLDER, SUBSIDIARY, AND ALL OTHER REPRESENTATIVES ACTING ON OUR BEHALF, HAS NOT BEEN THE SUBJECT OF A FEDERAL, STATE, LOCAL GOVERNMENT, OR LAUSD ADMINISTRATIVE PROCEEDING OR CIVIL ACTION SEEKING SPECIFIC PERFORMANCE, RESTITUTION, CONTRACT SUSPENSION, OR TERMINATION FOR CAUSE, INCLUDING PENDING ACTIONS WITHIN THE LAST SEVEN (7) YEARS.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
E.	MY ORGANIZATION, INCLUDING ANY SUBSIDIARY OR PREDECESSOR COMPANY OR ENTITY UNDER A DIFFERENT BUSINESS NAME, HAS NOT BEEN THE SUBJECT OF A BANKRUPTCY PROCEEDING, INCLUDING ANY PENDING BANKRUPTCY PROCEEDINGS WITHIN THE PAST SEVEN (7) YEARS.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
F.	MY ORGANIZATION HAS THE FINANCIAL RESOURCES AND MANAGEMENT CAPACITY NECESSARY TO FULFILL THE REQUIREMENTS OF OUR PROPOSED CONTRACT WITH LAUSD.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
G.	MY ORGANIZATION, INCLUDING ANY PRINCIPAL, OWNER, OFFICER, PARTNER, MAJOR STOCKHOLDER, SUBSIDIARY, AND ALL OTHER REPRESENTATIVES ACTING ON OUR BEHALF, HAS NOT, TO OUR KNOWLEDGE, BEEN THE SUBJECT OF A POOR PERFORMANCE COMPLAINT, CONFLICT OF INTEREST CONCERN, OR OTHER ETHICS INQUIRY AT LAUSD.	<input type="checkbox"/> Yes	<input type="checkbox"/> No

H.	BY INITIALING HERE, I CERTIFY THAT MY ORGANIZATION AND OUR REPRESENTATIVES WILL BE PROACTIVE IN DISCLOSING TO LAUSD ANY ISSUES CONCERNING OUR RESPONSIBILITY, SO THAT THE APPROPRIATE ACTIONS CAN BE TAKEN TO AVOID IMPACT TO THE PRODUCTS OR SERVICES WE WILL DELIVER TO LAUSD.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
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4. CONTRACTING EXCELLENCE (PLEASE COMPLETE EACH LINE BELOW):

A.	MY ORGANIZATION AND OUR REPRESENTATIVES WILL MAINTAIN A CONE OF SILENCE AND AVOID ALL PROHIBITED COMMUNICATIONS WITH LAUSD OFFICIALS DURING THE REQUIRED TIMES OF LAUSD'S CONTRACTING PROCESS. WE WILL NOT REQUEST OR ACCEPT – EITHER DIRECTLY OR INDIRECTLY – ANY PROTECTED INFORMATION REGARDING PRESENT OR FUTURE CONTRACTS BEFORE THE INFORMATION IS MADE PUBLICLY AVAILABLE AT THE SAME TIME AND IN THE SAME FORM TO ALL OTHER POTENTIAL BIDDERS.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
B.	MY ORGANIZATION AND OUR REPRESENTATIVES WILL PROTECT THE CONFIDENTIALITY OF ALL INFORMATION GARNERED THROUGH THE CONTRACTING PROCESS AND OUR WORK WITH LAUSD. WE UNDERSTAND THAT USING SUCH INFORMATION, DIRECTLY OR INDIRECTLY, FOR PERSONAL, FINANCIAL OR OTHER PRIVATE INTERESTS IS STRICTLY PROHIBITED.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
C.	MY ORGANIZATION, INCLUDING ANY PRINCIPAL, OWNER, OFFICER, PARTNER, MAJOR STOCKHOLDER, SUBSIDIARY, AND ALL OTHER REPRESENTATIVES ACTING ON OUR BEHALF, HAS NOT PARTICIPATED IN <u>ANY</u> ASPECT OF DEVELOPING THE SCOPE OF WORK, SOLICITATION DOCUMENTS, TECHNICAL SPECIFICATIONS, EVALUATION CRITERIA, PROCUREMENT CONSIDERATIONS, OR OTHER CONTRACTUAL INSTRUMENTS FOR THIS CONTRACT.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
D.	MY ORGANIZATION AND OUR REPRESENTATIVES KNOW OF NO LAUSD OFFICIAL WITH AN ECONOMIC INTEREST IN OUR ORGANIZATION OR OUR REPRESENTATIVES WHO HAS PARTICIPATED IN <u>ANY</u> ASPECT OF THIS CONTRACT. WE KNOW THAT AN ECONOMIC INTEREST EXISTS WHENEVER AN OFFICIAL, HIS OR HER SPOUSE, AND ANY DEPENDENT CHILDREN HAS A DIRECT OR INDIRECT FINANCIAL INTEREST OR LIABILITY IN EXCESS OF \$1000 IN AN ENTITY; HAS RECEIVED INCOME WITHIN THE PAST 12 MONTHS FROM THE ENTITY; HAS SERVED AS AN OFFICER, DIRECTOR, COMMITTEE MEMBER OR AN EMPLOYEE OF THE ENTITY (EVEN IN AN UNPAID CAPACITY); OR HAS RECEIVED A GIFT FROM AN ENTITY OVER LAUSD'S GIFT LIMIT.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
E.	BY INITIALING HERE, I CERTIFY THAT MY ORGANIZATION AND OUR REPRESENTATIVES WILL ABIDE BY ALL THE INTEGRITY REQUIREMENTS OF LAUSD'S CONTRACTING PROCESS. WE WILL BE CAUTIOUS TO AVOID ANY ACTIONS THAT COULD BE SAID TO INTERFERE WITH AN OPEN AND UNIFORM CONTRACTING PROCESS.		

5. CONFLICTS OF INTEREST (PLEASE COMPLETE EACH LINE BELOW):

A.	MY ORGANIZATION AND OUR REPRESENTATIVES WILL NOT CONDUCT BUSINESS WITH OR ON BEHALF OF LAUSD IN A MANNER THAT WOULD BE REASONABLY KNOWN TO CREATE OR LEAD TO A PERCEPTION OF SELF-DEALING.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
B.	MY ORGANIZATION AND OUR REPRESENTATIVES WILL NOT CONDUCT BUSINESS WITH ANY LAUSD OFFICIAL* WHO HAS AN ECONOMIC INTEREST IN OUR ORGANIZATION OR OUR REPRESENTATIVES. WE UNDERSTAND THAT DOING SO COULD VIOLATE GOVERNMENT CODE SECTION 1090 AND RESULT IN A VOID CONTRACT IN WHICH WE MAY OWE RESTITUTION TO LAUSD.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
C.	MY ORGANIZATION AND OUR REPRESENTATIVES WILL NOT MAKE OR PARTICIPATE IN THE MAKING OF LAUSD DECISIONS WHEN OUR PERSONAL FINANCIAL INTERESTS CAN BE AFFECTED.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
D.	MY ORGANIZATION WILL NOT ALLOW ANY OF OUR REPRESENTATIVES TO CONDUCT BUSINESS DIRECTLY WITH ANY LAUSD OFFICIAL WHO IS A CLOSE RELATIVE OR COHABITANT, OR WITH WHOM THERE IS A CLOSE ECONOMIC ASSOCIATION. WE UNDERSTAND THAT ANY TIME THERE IS A CLOSE FAMILY OR PERSONAL RELATIONSHIP INVOLVED BETWEEN OUR REPRESENTATIVES AND AN LAUSD OFFICIAL WHO IS INVOLVED IN THIS WORK OR WHO HAS OVERSIGHT, WE MUST WORK WITH LAUSD TO IMPLEMENT THE NECESSARY SAFEGUARDS.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
E.	MY ORGANIZATION AND OUR REPRESENTATIVES WILL NOT CONDUCT WORK ON BEHALF OF ANOTHER CLIENT ON A MATTER THAT WOULD BE REASONABLY SEEN AS IN CONFLICT WITH WORK PERFORMED FOR LAUSD.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
F.	MY ORGANIZATION AND OUR REPRESENTATIVES WILL NOT BEGIN ANY PROSPECTIVE EMPLOYMENT OR CONSULTING DISCUSSIONS WITH ANY CURRENT LAUSD OFFICIAL WITHOUT IMPLEMENTING THE NECESSARY SAFEGUARDS ESTABLISHED BY STATE LAW AND LAUSD SINCE AN OFFER OF COMPENSATION CAN CREATE A CONFLICT.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
G.	MY ORGANIZATION AND OUR REPRESENTATIVES WILL NOT GIVE ANY GIFTS OR PERSONAL BENEFITS A) TO ANY LAUSD PROCUREMENT OFFICIAL, B) TO ANY LAUSD OFFICIAL IN EXCESS OF LAUSD'S ESTABLISHED GIFT LIMIT, OR C) TO ANY LAUSD OFFICIAL WITHOUT THE REQUIRED DISCLOSURE, IF DISCLOSURE IS REQUIRED.	<input type="checkbox"/> Yes	<input type="checkbox"/> No

H.	BY INITIALING HERE, I CERTIFY THAT MY ORGANIZATION AND OUR REPRESENTATIVES WILL BE PROACTIVE IN DISCLOSING IN WRITING ALL POTENTIAL OR ACTUAL CONFLICTS, ON AN ONGOING BASIS, TO THE LAUSD OFFICIALS DESIGNATED IN THE CODE, SO THAT ANY CONFLICTS CAN BE APPROPRIATELY REMEDIED.		
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* Note that an LAUSD official is broadly defined to include "any board member, employee, consultant or advisory member of LAUSD" who is involved in making recommendations or decisions for LAUSD.

6. REVOLVING DOOR RESTRICTIONS (PLEASE COMPLETE EACH LINE BELOW):

For each "No" answer below, attach an additional sheet of paper with the heading "Revolving Door Restrictions" and provide an explanation that is brief, concise, and to the point which gives: 1) a description of the situation and the full name of the current or former LAUSD official(s) involved, 2) employment dates with LAUSD, 3) LAUSD position title(s) held with department(s) worked, 4) position title(s) held for your organization, 5) a detailed scope of responsibilities and services being performed for your organization, and 6) time period(s) your organization or representatives has compensated the official.			
A.	MY ORGANIZATION AND OUR REPRESENTATIVES WILL NOT COMPENSATE ANY CURRENT LAUSD OFFICIAL TO LOBBY LAUSD, NOR WILL WE COMPENSATE ANY FORMER LAUSD OFFICIAL TO LOBBY LAUSD BEFORE A ONE (1) YEAR PERIOD HAS ELAPSED FROM THAT OFFICIAL'S LAST DATE OF EMPLOYMENT WITH LAUSD. WE UNDERSTAND THAT LOBBYING INCLUDES ANY ACTION TAKEN WITH THE PRINCIPAL PURPOSE OF INFLUENCING A POLICY, PROGRAM, CONTRACT, AWARD OR OTHER LAUSD DECISION-MAKING, INCLUDING MARKETING EFFORTS.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
B.	MY ORGANIZATION AND OUR REPRESENTATIVES WILL NOT COMPENSATE ANY CURRENT OR FORMER LAUSD OFFICIAL TO WORK ON A MATTER THAT THE OFFICIAL HAS BEEN PERSONALLY AND SUBSTANTIALLY INVOLVED WITH IN THE PRECEDING 12 MONTHS.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
C.	MY ORGANIZATION AND OUR REPRESENTATIVES WILL NOT COMPENSATE ANY CURRENT OR FORMER LAUSD OFFICIAL TO PERFORM ANY SERVICES ON A CONTRACT THAT THE OFFICIAL HAS SUBSTANTIALLY PARTICIPATED IN WITHIN THE PRECEDING TWO (2) YEARS.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
D.	MY ORGANIZATION WILL ENSURE THAT ANY REPRESENTATIVE WHO IS CONTRACTED TO ACT IN THE CAPACITY OF AN LAUSD OFFICIAL WILL DISQUALIFY HIMSELF OR HERSELF FROM MAKING ANY GOVERNMENTAL DECISIONS FOR LAUSD RELATING TO A PRIVATE SECTOR INTEREST, INCLUDING MATTERS INVOLVING OUR ORGANIZATION, UNTIL A ONE (1) YEAR PERIOD HAS ELAPSED FROM THE TIME THE INTEREST HAS BEEN DISPOSED OR SEVERED.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
E.	DESCRIBE BRIEFLY THE INTERNAL SAFEGUARDS YOUR ORGANIZATION HAS PUT IN PLACE TO PRESERVE LAUSD'S COOLING PERIOD RESTRICTIONS:		
F.	BY INITIALING HERE, I CERTIFY THAT MY ORGANIZATION AND OUR REPRESENTATIVES WILL UPHOLD ALL THE PROVISIONS OF LAUSD'S REVOLVING DOOR COOLING PERIOD RESTRICTIONS. WE RESPECT THE NEED FOR PUBLIC AGENCIES TO ENSURE THAT NO UNFAIR COMPETITIVE ADVANTAGE IS EXTENDED DUE TO THE HIRING OF CURRENT OR FORMER PUBLIC OFFICIALS.		

7. DISCLOSURE OBLIGATIONS (PLEASE COMPLETE EACH LINE BELOW):

Disclosure of Your Representatives			
Please attach an additional sheet of paper with the heading "Our Representatives" and provide the following: 1) the full name of all subcontractors, employees, agents and anyone else who will act on your organization's behalf for this LAUSD contract, 2) each individual's position title, and 3) each individual's organizational affiliation.			
Disclosure Relating to Current & Former LAUSD Officials			
For each "No" answer below, attach an additional sheet of paper with the heading "Disclosure Obligations – Current & Former LAUSD Officials" and provide the following: 1) the full name of the current or former LAUSD official(s) involved, 2) the official's employment dates with LAUSD, 3) the official's final three-year history of LAUSD position title(s) held with department(s) worked, 4) position title(s) held for your organization, 5) a detailed scope of the responsibilities and services being performed for your organization, and 6) the time period(s) for which your organization or representative has compensated the official. Note: Public agencies are exempt from this requirement and may indicate so on their attachment.			
A.	MY ORGANIZATION AND OUR REPRESENTATIVES ARE <u>NOT</u> COMPENSATING ANY CURRENT LAUSD OFFICIALS. WE KNOW THAT AN LAUSD OFFICIAL IS BROADLY DEFINED TO INCLUDE "ANY BOARD MEMBER, EMPLOYEE, CONSULTANT OR ADVISORY MEMBER OF LAUSD" WHO IS INVOLVED IN MAKING RECOMMENDATIONS OR DECISIONS FOR LAUSD.	<input type="checkbox"/> Yes	<input type="checkbox"/> No

B. MY ORGANIZATION AND OUR REPRESENTATIVES ARE <u>NOT</u> COMPENSATING ANY INDIVIDUALS WHO HAVE BEEN FORMER LAUSD OFFICIALS WITHIN THE LAST THREE (3) YEARS.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
For each "No" answer below, attach an additional sheet of paper with the heading "Disclosure Obligations – Other Affiliations" and provide the following: 1) the full name of the LAUSD official(s) involved, 2) the official's current LAUSD position title held and department worked, and 3) the details of the official's relationship or affiliation with your organization or representatives.		
C. MY ORGANIZATION AND OUR REPRESENTATIVES ARE NOT COMPENSATING THE FAMILY MEMBERS OF ANY LAUSD OFFICIALS WHO ARE INVOLVED WITH THIS CONTRACT OR OUR WORK FOR LAUSD.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
D. MY ORGANIZATION AND OUR REPRESENTATIVES HAVE NO KNOWLEDGE OF ANY FORMER EMPLOYEES OF OURS WHO ARE PRESENTLY EMPLOYED BY LAUSD.	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Lobbying Disclosure		
E. MY ORGANIZATION AND OUR REPRESENTATIVES WILL NOT ENGAGE IN ANY LAUSD LOBBYING ACTIVITIES WITHOUT THE APPROPRIATE REGISTRATION AND DISCLOSURE THROUGH LAUSD'S ETHICS OFFICE WEBSITE (https://achieve.lausd.net/ethics). WE UNDERSTAND THAT UNDER LAUSD'S LOBBYING DISCLOSURE CODE, REGISTRATION IS REQUIRED IF WE ARE PAID BY A CLIENT TO LOBBY LAUSD, OR IF WE WILL SPEND MORE THAN \$10,000 THIS YEAR TO LOBBY LAUSD ON OUR OWN BEHALF. WE KNOW THAT LOBBYING INCLUDES ANY ACTION TAKEN WITH THE PRINCIPAL PURPOSE OF INFLUENCING A POLICY, PROGRAM, CONTRACT, AWARD OR OTHER LAUSD DECISION, INCLUDING MARKETING AND PROMOTIONAL EFFORTS.	<input type="checkbox"/> Yes	<input type="checkbox"/> No

State-Mandated Statement of Economic Interests <i>(for professional services contracts only)</i>		
F. MY ORGANIZATION AND OUR REPRESENTATIVES WILL ABIDE BY THE FINANCIAL DISCLOSURE REQUIREMENTS OF CALIFORNIA'S POLITICAL REFORM ACT WHICH REQUIRES INDIVIDUAL CONTRACTORS AND THEIR REPRESENTATIVES TO DISCLOSE ECONOMIC INTERESTS THAT COULD BE FORESEEABLY AFFECTED BY THEIR EXERCISE OF CONTRACTUAL DUTIES.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If the answer is "No" below, attach an additional sheet of paper with the heading "State-Mandated Statement of Economic Interests" and provide the following: 1) the full name of each of your representatives who will make governmental decisions or participate in the making of governmental decisions for LAUSD in this contract, 2) a detailed scope of the responsibilities and services each individual will provide to LAUSD, and 3) a valid e-mail address for each representative. Before a contract is executed, these individuals will have to complete a Statement of Economic Interests which can be downloaded from: https://achieve.lausd.net/ethics.		
G. MY ORGANIZATION AND OUR REPRESENTATIVES WILL <u>NOT</u> BE INVOLVED IN PERFORMING ANY ACTIVITIES OR DECISION-MAKING FOR LAUSD IN THIS CONTRACT SUCH AS: OBLIGATING LAUSD TO A COURSE OF ACTION; APPROVING PLANS, DESIGNS, REPORTS OR STUDIES FOR LAUSD; ADOPTING POLICIES, STANDARDS AND GUIDELINES FOR ANY SUBDIVISION OF LAUSD; AUTHORIZING LAUSD TO ENTER INTO, MODIFY, OR RENEW A CONTRACT; NEGOTIATING ON BEHALF OF LAUSD; ADVISING OR MAKING RECOMMENDATIONS TO LAUSD DECISION-MAKERS; CONDUCTING RESEARCH OF INVESTIGATIONS FOR LAUSD; PREPARING A REPORT OR ANALYSIS THAT REQUIRES AN EXERCISE IN JUDGMENT OR PERFORMING DUTIES SIMILAR TO AN LAUSD STAFF POSITION WHICH IS ALREADY DESIGNATED AS A FILER POSITION IN LAUSD'S CONFLICT OF INTEREST CODE.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
H. BY INITIALING HERE, I CERTIFY THAT MY ORGANIZATION AND OUR REPRESENTATIVES WILL UPHOLD ALL OUR PUBLIC DISCLOSURE OBLIGATIONS WITH LAUSD. WE UNDERSTAND THAT PROVIDING TRANSPARENCY HELPS TO ENSURE GREATER ACCOUNTABILITY AND PUBLIC TRUST.	<div style="border: 2px solid black; width: 100px; height: 100px; margin: 0 auto;"></div>	

To ensure your compliance with LAUSD's disclosure obligations, please verify that all necessary attachments are included.

8. TRUST-BUILDING PRACTICES (PLEASE COMPLETE EACH LINE BELOW):

A.	MY ORGANIZATION AND OUR REPRESENTATIVES WILL ADVISE LAUSD OF ANY CHANGE IN THE OWNERSHIP OR OPERATIONAL AND MANAGERIAL CONTROL OF OUR ORGANIZATION WITHIN 10 BUSINESS DAYS OF SUCH CHANGE.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
B.	MY ORGANIZATION AND OUR REPRESENTATIVES WILL NOT ENGAGE IN POLITICAL SUPPORT AND ACTIVITIES ON LAUSD TIME OR WITH LAUSD RESOURCES UNLESS WE HAVE BEEN RETAINED BY LAUSD TO SPECIFICALLY ENGAGE IN THOSE ACTIVITIES. WE UNDERSTAND THAT LAUSD RESOURCES INCLUDE: TIME, PROPERTY, SUPPLIES, SERVICES, CONSUMABLES, EQUIPMENT, TECHNOLOGY, INTELLECTUAL PROPERTY, AND INFORMATION	<input type="checkbox"/> Yes	<input type="checkbox"/> No
C.	MY ORGANIZATION AND OUR REPRESENTATIVES WILL NOT SUBMIT ANY FALSE CLAIMS FOR PAYMENT TO LAUSD, AND WE WILL NOT MAKE ANY SUBSTITUTION FOR GOODS, SERVICES OR TALENT THAT DO NOT MEET CONTRACT SPECIFICATIONS WITHOUT PRIOR WRITTEN APPROVAL BY LAUSD.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
D.	MY ORGANIZATION AND OUR REPRESENTATIVES WILL NOT USE LAUSD ASSETS AND RESOURCES FOR PURPOSES WHICH DO NOT SUPPORT LAUSD'S WORK. WE UNDERSTAND THAT LAUSD ASSETS INCLUDE: TIME, PROPERTY, SUPPLIES, SERVICES, CONSUMABLES, EQUIPMENT, TECHNOLOGY, INTELLECTUAL PROPERTY, AND INFORMATION.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
E.	MY ORGANIZATION AND OUR REPRESENTATIVES WILL NOT USE LAUSD NAMES AND MARKS, OR SUGGEST ANY LAUSD ENDORSEMENT IN ANY WAY, WITHOUT THE APPROPRIATE WRITTEN LAUSD APPROVAL.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
F.	MY ORGANIZATION AND OUR REPRESENTATIVES WILL NOT LET ANY SUSPECTED VIOLATIONS OF LAUSD'S CONTRACTOR CODE OF CONDUCT GO UNADDRESSED. WE UNDERSTAND THAT GOOD FAITH REPORTING OF SUSPECTED VIOLATIONS TO LAUSD'S OFFICE OF THE INSPECTOR GENERAL IS ENCOURAGED.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
G.	BY INITIALING HERE, I CERTIFY THAT MY ORGANIZATION AND OUR REPRESENTATIVES WILL ENSURE ETHICAL AND RESPONSIBLE USE OF PUBLIC TAX DOLLARS FOR MAXIMUM STUDENT BENEFIT BY COMMITTING TO TRUST-BUILDING PRACTICES AND BY PROVIDING EXCELLENCE, HIGH QUALITY, INNOVATION AND COST EFFECTIVENESS IN THE PRODUCTS AND SERVICES WE WILL DELIVER TO LAUSD.	<div style="border: 2px solid black; width: 100px; height: 40px; margin: 0 auto;"></div>	

Thank you for your commitment to helping LAUSD ensure ethical conduct, public integrity and responsible use of scarce tax dollars.

Section II-B3 - INSURANCE REQUIREMENTS

The Proposer shall submit with its Proposal evidence that it has or can obtain insurance prior to Contract award. The following coverages are required:

- A. Commercial General Liability Insurance, including both bodily injury and property damage, with limits as follows:

- \$1,000,000 per occurrence
- \$ 100,000 fire damage
- \$ 5,000 med expenses
- \$1,000,000 personal & adv. injury
- \$3,000,000 general aggregate
- \$3,000,000 products/completed operations aggregate

- B. Business Auto Liability Insurance for owned, scheduled, non-owned or hired automobiles with a combined single limit of no less than \$1 million per occurrence. If no owned autos, then non-owned/hired coverage can be accepted.

- A. Workers' Compensation and Employers Liability Insurance in a form and amount covering Contractor's full liability under the California Workers' Compensation Insurance and Safety Act and in accordance with applicable state and federal laws.

Part A – Statutory Limits

Part B - \$1,000,000/\$1,000,000/\$1,000,000 Employers Liability

*If the Contractor is a sole proprietor with no employees, proof of Workers' Compensation and Employers' Liability insurance coverage will not be required. However, Contractor must provide the District with a signed Workers' Compensation Statement. Please contact the Contract Analyst via email at leonardo.deleon@lausd.net to obtain the Workers' Compensation Statement.

- D. Other Required Coverages

- Errors & Omissions (Professional Liability) coverage: \$1,000,000 per occurrence/ \$3,000,000 aggregate
- Cybersecurity coverage: \$1,000,000 per occurrence, \$3,000,000 aggregate.

- DI. Any deductibles or Self-Insured Retentions (SIR) shall be declared in writing. An SIR or deductible above \$100,000 requires District approval.

- DII. Contractor, upon execution of the contract and periodically thereafter upon request, shall furnish the District with certificates of insurance evidencing such coverage. The certificate of insurance shall include a ten (10) day non-renewal/ cancellation notice provision. **The Commercial General Liability and Business Auto Liability policies of insurance providing the coverages referred to in clauses A and B above shall name the District and the Board of Education for the City of Los Angeles as additional insured.** Premiums on all insurance policies shall be paid by Contractor and shall be deemed included in Contractor's obligations under the contract at no additional charge.

SECTION II-B4
SMALL BUSINESS ENTERPRISE (SBE) UTILIZATION PROGRAM

- A. It is the District's policy to encourage participation by Small Business Enterprise (SBE) firms in District contract activity. On February 25, 2003, the District's Board of Education established a SBE goal "of 25 percent for all contracts and procurement activities." Bidders/ proposers that include SBE firms in their proposal/bid must detail the SBE status of those firms on the SBE Utilization Report. Firms that meet the United States Small Business Administration size standards, or that are SBE-certified by a Reciprocal SBE Agency shall be considered SBE for the purposes of this District solicitation, provided the bidder/proposer applies with the District for SBE-certification. The use of SBE partners/sub-contractors or participation in federal agency small business programs will also be accepted where that certification is documented in the District's system. Bidders/proposers are responsible for the verification of the SBE status of any firm represented as an SBE firm used in any proposal or bid. Misrepresentation of a firm's SBE status may jeopardize future contracting opportunities. Size standards may be viewed at:

<http://www.sba.gov/services/contractingopportunities/sizestandardsttopics/index.html>

- B. The LAUSD affirmatively assures that all firms will be afforded full opportunity to submit bids/proposals in response to this IFB/RFP and will not be discriminated against on the grounds of race, sex, color, religion, ancestry, national origin, marital status, age (over 40), or disability (including AIDS, and cancer-related medical condition) in consideration for an award.
- C. LAUSD advises all potential bidders/proposers that those bidders/proposers must complete and include in their bid or proposal the SBE Utilization Report included in this solicitation document. Additionally, bidders/proposers who, in their SBE Utilization Report, claim some SBE participation must complete SBE certification in LAUSD's online SAP system. To get certified, you must have a LAUSD SAP Vendor Number (starts with "1" and is 10 digits long). If you have a LAUSD SAP Vendor Number, go to the Supplier Portal and log in to your existing vendor profile to get LAUSD SBE certified at <https://vendors.lausd.net/irj/portal>
If you do not have a LAUSD SAP Vendor Number, go to the Supplier Self-Registration Portal to obtain a SAP Vendor Number and apply for LAUSD SBE certification at https://sus.lausd.net/sap/bc/webdynpro/sapsrm/wda_e_suco_sreg?sap-language=EN&sap-wd-configId=ZEH1003_WDAC_E_OIF_SUCO_SREG#
- D. Firms that do not appear in the District's system as SBE-certified, through the process outlined above, may be determined to have no SBE participation.

MONITORING/PENALTIES

If any firm listed on the SBE Utilization Report as an SBE is found not be an SBE, such finding may affect any future determination of responsibility for the firm(s) submitting the report.



**LOS ANGELES UNIFIED SCHOOL DISTRICT
SMALL BUSINESS ENTERPRISE PROGRAM
UTILIZATION REPORT**

Bid No.:

The Los Angeles Unified School District encourages participation by Small Business Enterprise (SBE) firms in procurement activity. Proposers/ bidders must execute a copy of this Report, include it with their RFP/IFB response **and** complete SBE certification in LAUSD's online SAP system to be recognized as having SBE-participation for purposes of this solicitation. The District will certify in its SAP system any entity that demonstrates (through its LAUSD SBE-certification application) that it has already been SBE-certified by one of the Reciprocal SBE Agencies listed below or that otherwise meets the District's SBE-certification requirements.

To obtain LAUSD SBE Certification vendors must register and apply online using the online Supplier Self-Registration. To get certified, you must have a LAUSD SAP Vendor Number (starts with "1" and is 10 digits long). If you have a LAUSD SAP Vendor Number, go to the Supplier Portal and log in to your existing vendor profile to get LAUSD SBE certified at <https://vendors.lausd.net/irj/portal> If you do not have a LAUSD SAP Vendor Number, go to the Supplier Self-Registration Portal to obtain a SAP Vendor Number and apply for LAUSD SBE certification at https://sus.lausd.net/sap/bc/webdynpro/sapsrm/wda_e_suco_sreg?sap-language=EN&sap-wd-configId=ZEH1003 WDAC E OIF SUCO SREG#

Reciprocal SBE Agencies:

- **State of California – Department of General Services**
- **Metropolitan Water District of Southern California**
- **City of Los Angeles**
- **Los Angeles Metro**
- **Los Angeles County**

Firm Name _____ IFB/RFP# _____

SBE STATUS (check one)

Our firm(s) is/are certified within the LAUSD system of record (SAP) as an SBE.
LAUSD Vendor No. _____

Our firm(s) is/are certified with an LAUSD reciprocal agency listed below (proof of Small Business, Micro-Business or Disabled Veteran-Owned Business Certification is attached) and will complete the registration in the LAUSD system of record (SAP).

Our firm(s) utilize(s) certified SBE subcontractors. These subcontractors have SBE certification documented within the LAUSD system of record (SAP). Please list the LAUSD-certified subcontractors, the SAP vendor number for each and the percentage of the work to be performed by each certified subcontractor).

- No SBE utilization.
- Non-profit organization*
- Educational institution*
- Government agency*

*Not eligible for SBE-certification.

By signing below, bidders/proposers represent that this is an accurate representation of the SBE status or utilization for the firm(s) participating in this solicitation.

Representative _____ Title _____
Date _____ Telephone _____

SECTION II-B5
DISABLED VETERAN BUSINESS ENTERPRISE (DVBE) UTILIZATION PROGRAM

- A. It is the District's policy to encourage participation by Disabled Veteran Business Enterprise (DVBE) firms in District contract activity. On October 13, 2015, the District's Board of Education established a DVBE participation goal of five percent (5%) for all contracts and procurement activities. All Bidders/proposers must detail their DVBE status on the DVBE Utilization Report **and**, to be credited with any claimed DVBE-participation, must document their DVBE certification status in the District's SAP system.
- B. To document their DVBE certification, vendors must register and apply online using the online Supplier Self-Registration. To get certified, you must have a LAUSD SAP Vendor Number (starts with "1" and is 10 digits long). If you have a LAUSD SAP Vendor Number, go to the Supplier Portal and log in to your existing vendor profile at <https://vendors.lausd.net/irj/portal>

If you do not have a LAUSD SAP Vendor Number, go to the Supplier Self-Registration Portal to obtain a SAP Vendor Number and document your DVBE certification at https://sus.lausd.net/sap/bc/webdynpro/sapsrm/wda_e_suco_sreg?sap-language=EN&sap-wd-configId=ZEH1003_WDAC_E_OIF_SUCO_SREG#

- C. Firms that have a valid DVBE certification from the California Department of General Services or from the County of Los Angeles or from any other certifying agency, must document that certification in the District's SAP system to be considered DVBE for the purposes of this program. The use of DVBE partners/sub-contractors will also be accepted, provided the DVBE status of the partners/sub-contractors is confirmed through the District's system. Bidders/proposers are responsible for the verification of the DVBE status of any firm represented as a DVBE firm used in any proposal or bid. Misrepresentation of a firms' DVBE status may jeopardize future contracting opportunities.

DVBE certification eligibility requirements are available at:

<https://www.dgs.ca.gov/PD/Services/Page-Content/Procurement-Division-Services-List-Folder/Certify-or-Re-apply-as-Small-Business-Disabled-Veteran-Business-Enterprise>

- D. The LAUSD affirmatively assures that all firms will be afforded full opportunity to submit bids/proposals in response to this IFB/RFP and will not be discriminated against on the grounds of race, sex, color, religion, ancestry, national origin, marital status, age (over 40), or disability (including AIDS, and cancer-related medical condition) in consideration for an award.

MONITORING/PENALTIES

If any firm listed on the DVBE Utilization Report as a DVBE is found not be a DVBE, such finding may affect any future determination of responsibility for the firm(s) submitting the report.



LOS ANGELES UNIFIED SCHOOL DISTRICT
DISABLED VETERAN ENTERPRISE PROGRAM
UTILIZATION REPORT

Bid No.:

The Los Angeles Unified School District encourages participation by Disabled Veteran Enterprise (DVBE) firms in procurement activity. Proposers/ bidders must execute a copy of this Report, include it with their RFP/IFB response and document any claimed DVBE status in the District's SAP system. To document the DVBE certification, vendors must register online using the online Supplier Self-Registration. To get certified, you must have a LAUSD SAP Vendor Number (starts with "1" and is 10 digits long). If you have a LAUSD SAP Vendor Number, go to the Supplier Portal and log in to your existing vendor profile at <https://vendors.lausd.net/irj/portal>

If you do not have a LAUSD SAP Vendor Number, go to the Supplier Self-Registration Portal to obtain a SAP Vendor Number and document your DVBE certification at https://sus.lausd.net/sap/bc/webdynpro/sapsrm/wda_e_suco_sreg?sap-language=EN&sap-wd-configId=ZEH1003_WDAC_E_OIF_SUCO_SREG#

Bidders/proposers that are DVBE firms shall check the first box on the form. Majority firms responding to the DVBE program may list DVBE sub-contractors/partners.

Firm Name _____ IFB/RFP# _____

DVBE STATUS (check one)

Our firm(s) is a certified DVBE certified by the California Department of General Services. DGS No. _____

Our firm utilizes DVBE subcontractors. (List DVBE firms utilized, including their DGS number, and the percentage)

No DVBE utilization

By signing below, bidders/proposers represent that this is an accurate representation of the DVBE status or utilization for the firm(s) participating in this solicitation.

Representative _____ Title _____

Signature _____ Date _____ Telephone _____

SECTION II-B6



**LOS ANGELES UNIFIED SCHOOL DISTRICT
MINORITY BUSINESS ENTERPRISE PROGRAM (MBE)
UTILIZATION REPORT**

Bid No.:

The Los Angeles Unified School District encourages participation by Minority Business Enterprise (MBE) firms in procurement activity. Proposers/bidders including MBE firms in their responses must execute a copy of this Report and include it with their RFP/IFB response. Firms which do not return this report may be determined to have no MBE participation. Bidders/proposers that are MBE firms shall check the first box on the form. Majority firms responding to the MBE program will list MBE Subcontractors/partners.

Firm Name _____

MBE STATUS (check one)

Our firm(s) is a certified MBE certified by _____
Expiration Date: _____

Our firm utilizes MBE subcontractors. (List MBE firms utilized, including their planned percentage usage)

Provide copies of all MBE certifications with this form.

No MBE Utilization

By signing below, bidders/proposers represent that this is an accurate representation of the MBE status or utilization for the firm(s) participating in this contract.

Name _____ **Title** _____

Signature _____ **Date** _____ **Telephone** _____

* Bidders can register at <https://achieve.lausd.net/Page/3904>, under “LAUSD SAP Vendor Registration (Supplier Self Registration).” If you have any questions or need assistance registering, you can contact our Vendor Services Unit at (562) 654-9404 or psg-vsu@lausd.net

For MBE certification, apply at the City of Los Angeles – website address:

https://bca.lacity.org/Uploads/cca/MBE_WBE_CERT_Application.pdf

FOR INFORMATIONAL PURPOSES ONLY

SECTION II-B7



**LOS ANGELES UNIFIED SCHOOL DISTRICT
WOMEN BUSINESS ENTERPRISE PROGRAM (WBE)
UTILIZATION REPORT**

Bid No.:

The Los Angeles Unified School District encourages participation by Women Business Enterprise (WBE) firms in procurement activity. Proposers/bidders including WBE firms in their responses must execute a copy of this Report and include it with their RFP/IFB response. Firms which do not return this report may be determined to have no WBE participation. Bidders/proposers that are WBE firms shall check the first box on the form. Majority firms responding to the WBE program will list WBE Subcontractors/partners.

Firm Name _____

WBE STATUS (check one)

Our firm(s) is a certified WBE certified by _____
Expiration Date: _____

Our firm utilizes WBE subcontractors. (List WBE firms utilized, including their planned percentage usage.)

Provide copies of all WBE certifications with this form.

No WBE Utilization

By signing below, bidders/proposers represent that this is an accurate representation of the WBE status or utilization for the firm(s) participating in this contract.

Name _____ **Title** _____

Signature _____ **Date** _____ **Telephone** _____

* Bidders can register at <https://achieve.lausd.net/Page/3904>, under “LAUSD SAP Vendor Registration (Supplier Self Registration).” If you have any questions or need assistance registering, you can contact our Vendor Services Unit at (562) 654-9404 or psg-vsu@lausd.net

For WBE certification, apply at the City of Los Angeles – website address:

https://bca.lacity.org/Uploads/cca/MBE_WBE_CERT_Application.pdf

FOR INFORMATIONAL PURPOSES ONLY

SECTION II-B8

PUBLIC RECORDS ACT

The Los Angeles Unified School District (LAUSD) receives requests to obtain documents, under the California Public Records Act (California Government Code Section 7920.000 et seq.), for bids/proposals in response to Invitation for Bids (IFB) and Request for Proposals (RFP).

Under the Public Records Act, all writings (which includes any means of recording) containing information relating to the conduct of the public's business prepared, owned, used, or retained by the District, must be made available to any person who requests such records – unless the records are exempt from disclosure by express provision of law.

As a courtesy to our vendor partners, we are providing Bidders/Proposers the opportunity to assert any privilege for “trade secrets” (and any asserted additional exemptions or privileges that you feel apply) in advance of any formal Public Records Act request.¹

If we decline to disclose the portion of your bid based on your representations concerning trade secrets and the requester files a lawsuit against the District, we will submit the lawsuit to you to defend.

Providing a redacted copy of your proposal is optional. If you do wish to provide a redacted copy of your proposal, however, the redacted copy and the attached indemnification/certification form must be included at the time of submission of your proposal. Please note that if you do not provide a redacted copy of your proposal, the District may release the original proposal, as is, to requesters who seek those documents in the future.

Please indicate on the attached indemnification/certification form whether you do or do not wish to provide a redacted proposal to the District. If you do wish to provide a redacted proposal, please complete and sign the indemnification form, and attach that form along with your redacted copy at the time of submission.

¹ The California Civil Code defines “trade secret” as follows:

1.0 § 3426.1. Definitions

2.0 “Trade secret” means information, including a formula, pattern, compilation, program, device, method, technique, or process, that:

- (1) Derives independent economic value, actual or potential, from not being generally known to the public or to persons who can obtain economic value from its disclosure or use; and
- (2) Is the subject of efforts that are reasonable under the circumstances to maintain its secrecy.

**PUBLIC RECORDS ACT
CERTIFICATION/INDEMNIFICATION FORM**

No, I am not providing a redacted proposal to the District.

BY _____
(PRINT NAME)

TITLE _____ DATE _____

Yes, I am providing a redacted proposal to the District. I will complete and sign the below indemnification.

_____ (**vendor name**) agrees to the statements outlined and by signing below hereby certifies that the document marked "Redacted Proposal" attached hereto is a true and correct identical copy of the proposal submitted by _____ (**vendor name**) in response to the Los Angeles Unified School District's IFB/RFP No.

By signing below, _____ (**vendor name**) agrees to indemnify and hold the District and its Board Members, administrators, employees, agents, attorneys, and contractors (Indemnitees) harmless against all liability, loss, damage and expense (including reasonable attorneys' fees) resulting from or arising out of the District's withholding disclosure under the California Public Records Act of that portion of _____ (vendor name) response to the District's IFB/RFP No. _____ that is redacted.

_____ (**vendor name**)

BY _____

(PRINT NAME)

TITLE _____

DATE _____

Procurement Services Division

ALBERTO M. CARVALHO
Superintendent

KARLA ESTRADA
Deputy Superintendent of Instruction

PEDRO SALCIDO
Deputy Superintendent of Business Services & Operations



DAVID D. HART
Chief Business Officer

SUNG YON LEE
Deputy Chief Business Officer

CHRIS MOUNT
Chief Procurement Officer

ADDENDUM NO. 1 COVERING

RESPONSES TO THE REQUEST FOR PROPOSAL (RFP)

DATE ISSUED: June 24, 2024
RFP NO.: 2000003623
PROJECT: Cybersecurity Software Solutions

NOTE: 1. Deadline for proposal submissions is 11:00 a.m. on Wednesday, July 10, 2024. Acknowledgment of this Addendum shall be included in the Proposer's submittal form, Section II – B1– Proposal Letter/Certificate of Acceptance.

This Addendum No. 1 is issued prior to receipt of proposals. Please note the following change:

- 1. Proposal Package(s) and Submission Instructions:** The cover letter page of the RFP document is hereby replaced in its entirety with the attached cover letter page. The deadline for RFP proposal submission is **11:00 a.m.** (local time) on **Wednesday, July 10, 2024.**
- 2. Proposer Questions:** The deadline for submitting final questions regarding this Procurement has been extended to close of business on June 26, 2024.
- 3. IP-20 Filing of Protests for Negotiated Procurements:** Instructions to Proposers item number IP-20 is hereby replaced in its entirety with the updated language as shown in the attachment.

ALL OTHER TERMS AND CONDITIONS OF THE RFP SHALL REMAIN THE SAME.

Issued by:

Richard Lee

Richard Lee
Contract Administration Analyst
Procurement Services Division

Attachment as outlined above (2 pages)

Los Angeles Unified School District Procurement Services Division

ALBERTO M. CARVALHO
Superintendent

KARLA ESTRADA
Deputy Superintendent of Instruction

PEDRO SALCIDO
Deputy Superintendent of Business Services & Operations



DAVID D. HART
Chief Business Officer

SUNG YON LEE
Deputy Chief Business Officer

CHRIS MOUNT
Chief Procurement Officer

REQUEST FOR PROPOSAL LETTER

Date: June 11, 2024

Attention: Proposers

Subject: REQUEST FOR PROPOSAL (RFP) NO. 2000003623
CYBERSECURITY SOFTWARE SOLUTIONS

The Los Angeles Unified School District (District or LAUSD) seeks proposals from qualified firms to establish a “bench” of pre-qualified firms to provide CYBERSECURITY SOFTWARE SOLUTIONS as described below and in the accompanying Statement of Work (SOW). The SPECIALIZATIONS FOR CYBERSECURITY SOFTWARE SOLUTIONS are: (1) Cybersecurity Software Solution and (2) Enterprise Software Solution.

A “bench” is defined as a roster of qualified firms to provide the same services. Zero-dollar (zero-based) Master Service Agreements (MSA) are established for each firm on the Bench. During the period of performance, the District intends to issue Purchase Orders to the firms on the Bench according with the hourly rates and terms and conditions of the Master Service Agreement. Purchase Orders will be issued through competitive process among the bench firms.

You are invited to submit a proposal to furnish all of the labor, materials, and other related items required for the performance of a contract resulting from this procurement. The resulting contract(s) is anticipated to have a term of five (5) years, commencing on or about January 1, 2025 (approximate date). Funding is contingent on fiscal year availability.

PROPOSAL PACKAGE(S) AND SUBMISSION INSTRUCTIONS

Complete proposals must be emailed to cp-richard.lee2@lausd.net and psd-technologycontracts@lausd.net on or before **11:00 a.m.** (local time) on **Wednesday, July 10, 2024**. Proposals received later than the above date and time may be rejected.

Due to the District’s email system limits, proposers are cautioned to **keep a 20MB email size limit**. PDF size can be reduced by using products such as Adobe Acrobat DC. It is the Proposer’s responsibility to verify the emailed Proposal was received prior to 11:00 am, July 10, 2024.

IP-20 FILING OF PROTESTS FOR NEGOTIATED PROCUREMENTS

All District procurements shall be conducted in a manner which assures that all prospective contractors/consultants are afforded fair and equal consideration, and the award of District contracts preserves and protects the integrity of the procurement process. To that end, any interested party who desires to raise concerns regarding a District award shall have the right to have its complaint considered and resolved administratively by the District in an expeditious manner. "Interested party," as used herein, means an actual or prospective Proposer whose direct economic interest would be affected by the award of a contract or by the failure to award a contract.

All protests shall be filed, handled, and resolved in a manner consistent with the District's protest procedures. The District will respond to each substantive issue raised in the protest. Protests relating to the content of this solicitation must be filed within ten (10) business days after the release of the solicitation. Failure to file a timely protest is a failure to exhaust an administrative remedy and shall act as a waiver of the right to challenge the solicitation and process even if a protest regarding a recommendation for contract award is filed.

Protests relating to a recommendation for contract award must be filed by an "interested party" within five (5) business days after release of the solicitation results. Failure to file a timely protest is a failure to exhaust an administrative remedy and shall act as a waiver of the right to challenge the recommendation for contract award.

All protests shall be filed via email to protest@lausd.net and in writing with the District's Chief Procurement Officer (CPO) or designee. Emailed protests must contain in the "Subject" line the advertised solicitation name and number with the name of the Contracting Officer.

Written protests shall be filed with the **Chief Procurement Officer, Los Angeles Unified School District, 333 S. Beaudry Avenue – 28th Floor, Los Angeles, CA 90017**. Include identification of the proposed solicitation name and number on the outside of the envelope/package with the Contracting Officer's name.

The protest shall, at a minimum, contain the following:

1. The name and address of the interested party and its relationship to the solicitation;
2. Identification of the solicitation name and number with Contracting Officer's name (include the school name, project number, and project description, as applicable);
3. Substantive description of the nature of the protest;
4. All documentation supporting the allegations of the protest;
5. Statement of the specific relief requested;
6. Identification of the provision(s) of the solicitation, regulations, or laws upon which the protest is based; and
7. Signature of an authorized executive with the authority to bind the company.

The Chief Procurement Officer or designee shall make a determination on the protest normally within (10) business days after the receipt. The Chief Procurement Officer or designee has the authority to make a final determination and the decision shall constitute the protestor's final administrative remedy.

Procurement Services Division

ALBERTO M. CARVALHO
Superintendent

KARLA ESTRADA
Deputy Superintendent of Instruction

PEDRO SALCIDO
Deputy Superintendent of Business Services & Operations



DAVID D. HART
Chief Business Officer

SUNG YON LEE
Deputy Chief Business Officer

CHRIS MOUNT
Chief Procurement Officer

ADDENDUM NO. 2 COVERING

RESPONSES TO THE REQUEST FOR PROPOSAL (RFP)

DATE ISSUED: June 27, 2024
RFP NO.: 2000003623
PROJECT: Cybersecurity Software Solutions

NOTE: 1. Deadline for proposal submissions remains at 11:00 a.m. on Wednesday, July 10, 2024. Acknowledgment of this Addendum shall be included in the Proposer's submittal form, Section II – B1– Proposal Letter/Certificate of Acceptance.

This Addendum No. 2 is issued prior to receipt of proposals. Please note the following change:

- 1. Revised Statement of Work Specialization 1 CYBERSECURITY SOFTWARE SOLUTIONS:** Page 16 of the RFP document is hereby revised and replaced with the version provided in the attachment.

ALL OTHER TERMS AND CONDITIONS OF THE RFP SHALL REMAIN THE SAME.

Issued by:

Richard Lee

Richard Lee
Contract Administration Analyst
Procurement Services Division

Attachment as outlined above (1 page)

STATEMENT OF WORK

SCOPE

The Contractor shall provide all service and deliverables as required, described, and detailed by this Scope of Services and shall meet all service and delivery timelines as required, described, and detailed by the District during each individual solicitation process.

Specialization I CYBERSECURITY SOFTWARE SOLUTIONS

A. Overview

1. The scope of this section is to provide Cybersecurity Software Solution and related services on “as needed” or “as required” basis. This is an indefinite requirement contract; actual quantities may vary during the contract period.
2. The configurations provided herein are for the District’s minimum specifications only. The District reserves the right to modify, alter and/or upgrade certain configurations and shall be covered under the provision of this contract.
3. The District is seeking Cybersecurity Software Solutions in the following categories:
 - a. Privileged Access Management
 - b. Application Monitoring Tools
 - c. Vulnerability Management Automation
 - d. Endpoint Detection and Response (EDR)
 - e. Security Service Edge (Zero Trust for Endpoints)
 - f. Zero Trust for Data Center
 - g. Network Traffic Analysis
 - ~~h. Inventory Asset Management~~

B. Privileged Access Management

1. Must be in the Gartner’s 2023 Magic Quadrant for Privileged Access Management – Leaders section
 - a. Ability to securely connect with on-premises and cloud systems (Azure, AWS, Google)
 - b. Ability for external resources to access systems without VPN
 - c. Provide integration with Azure AD authentication
2. Provide discovery of privileged accounts across multiple systems

Los Angeles Unified School District Procurement Services Division

ALBERTO M. CARVALHO
Superintendent

KARLA ESTRADA
Deputy Superintendent of Instruction

PEDRO SALCIDO
Deputy Superintendent of Business Services & Operations



DAVID D. HART
Chief Business Officer

SUNG YON LEE
Deputy Chief Business Officer

CHRIS MOUNT
Chief Procurement Officer

ADDENDUM NO. 3 COVERING

RESPONSES TO THE REQUEST FOR PROPOSAL (RFP)

DATE EFFECTIVE: July 2, 2024
RFP NO.: 2000003623
PROJECT: Cybersecurity Software Solutions

NOTE: 1. Deadline for proposals is July 24, 2024 at 11:00am. Acknowledgment of this Addendum shall be included in the Proposer's submittal form, Section II – B1– Proposal Letter/Certificate of Acceptance.

This Addendum No. 3 is issued prior to receipt of proposals. Please note the following changes:

- 1. Proposal Submission Due Date:** has been extended from July 10, 2024 to **July 24, 2024 at 11:00am.**
- 2. Replacement of Existing Price Proposal Summary Rate Sheets:** The existing Price Proposal Summary Rate Sheet-Cybersecurity Software Solution; Price Proposal Summary Rate Sheet-Enterprise Solution Part 1; and Price Proposal Summary Rate Sheet-Enterprise Software Solution Part 2 available as separate downloadable files are hereby replaced with the following revised versions and are available as a separate downloadable file:
 3. Price Proposal Summary Rate Sheet – Cybersecurity Software Solution - revised
 4. Price Proposal Summary Rate Sheet – Enterprise Software Solution Part 1 - revised
 5. Price Proposal Summary Rate Sheet – Enterprise Software Solution Part 2 – revised

ALL OTHER TERMS AND CONDITIONS OF THE RFP SHALL REMAIN THE SAME.

Issued by:

Richard Lee

Richard Lee
Contract Administration Analyst
Procurement Services Division

Los Angeles Unified School District Procurement Services Division

ALBERTO M. CARVALHO
Superintendent

KARLA ESTRADA
Deputy Superintendent of Instruction

PEDRO SALCIDO
Deputy Superintendent of Business Services & Operations



DAVID D. HART
Chief Business Officer

SUNG YON LEE
Deputy Chief Business Officer

CHRIS MOUNT
Chief Procurement Officer

ADDENDUM NO. 4 COVERING

RESPONSES TO THE REQUEST FOR PROPOSAL (RFP)

DATE EFFECTIVE: July 16, 2024
RFP NO.: 2000003623
PROJECT: Cybersecurity Software Solutions

NOTE: 1. Deadline for proposals is August 14, 2024 at 11:00 am. Acknowledgment of this Addendum shall be included in the Proposer's submittal form, Section II – B1– Proposal Letter/Certificate of Acceptance.

This Addendum No. 4 is issued prior to receipt of proposals. Please note the following changes:

- Proposal Submission Due Date:** extended from July 24, 2024 to **August 14, 2024**. Time remains at 11:00 a.m..

ALL OTHER TERMS AND CONDITIONS OF THE RFP SHALL REMAIN THE SAME.

Issued by:

Richard Lee

Richard Lee
Contract Administration Analyst
Procurement Services Division

Los Angeles Unified School District
PROCUREMENT SERVICES DIVISION
333 South Beaudry Avenue, 28th Floor, Los Angeles, CA 90017
Telephone (213) 241-3087 ♦ Fax (213) 241-2853

ALBERTO M. CARVALHO
Superintendent

KARLA ESTRADA
Deputy Superintendent of Instruction

PEDRO SALCIDO
Deputy Superintendent of Business Services & Operations



CHRISTOPHER D. MOUNT-BENITES
Interim Chief Business Officer

SUNG YON LEE
Deputy Chief Business Officer

MATTHEW A. FRIEDMAN
Interim Chief Procurement Officer

**ADDENDUM NO. 5 COVERING
RESPONSES TO THE REQUEST FOR PROPOSAL (RFP)**

DATE EFFECTIVE: August 7, 2024
RFP NO.: 2000003623
PROJECT: Cybersecurity Software Solutions

NOTE: 1. Deadline for proposals is August 28, 2024 at 11:00 am. Acknowledgment of this Addendum shall be included in the Proposer's submittal form, Section II – B1– Proposal Letter/Certificate of Acceptance.

This Addendum No. 5 is issued prior to receipt of proposals. Please note the following changes:

1. **Proposal Submission Due Date:** extended from August 14, 2024 to **August 28, 2024**. Time remains at 11:00 a.m..

ALL OTHER TERMS AND CONDITIONS OF THE RFP SHALL REMAIN THE SAME.

Issued by:

Richard Lee
Richard Lee
Contract Administration Analyst
Procurement Services Division

Los Angeles Unified School District
PROCUREMENT SERVICES DIVISION
333 South Beaudry Avenue, 28th Floor, Los Angeles, CA 90017
Telephone (213) 241-3087 ♦ Fax (213) 241-2853

ALBERTO M. CARVALHO
Superintendent

KARLA ESTRADA
Deputy Superintendent of Instruction

PEDRO SALCIDO
Deputy Superintendent of Business Services & Operations



CHRISTOPHER D. MOUNT-BENITES
Interim Chief Business Officer

SUNG YON LEE
Deputy Chief Business Officer

MATTHEW A. FRIEDMAN
Interim Chief Procurement Officer

**ADDENDUM NO. 6 COVERING
RESPONSES TO THE REQUEST FOR PROPOSAL (RFP)**

DATE EFFECTIVE: August 15, 2024
RFP NO.: 2000003623
PROJECT: Cybersecurity Software Solutions

NOTE: 1. Deadline for proposals is September 11, 2024 at 11:00 am. Acknowledgment of this Addendum shall be included in the Proposer's submittal form, Section II – B1– Proposal Letter/Certificate of Acceptance.

This Addendum No. 6 is issued prior to receipt of proposals. Please note the following changes:

- 1. Proposal Submission Due Date:** extended from August 28, 2024 to **September 11, 2024**. Time remains at 11:00 a.m..

ALL OTHER TERMS AND CONDITIONS OF THE RFP SHALL REMAIN THE SAME.

Issued by:

Richard Lee
Richard Lee
Contract Administration Analyst
Procurement Services Division

Los Angeles Unified School District
PROCUREMENT SERVICES DIVISION
333 South Beaudry Avenue, 28th Floor, Los Angeles, CA 90017
Telephone (213) 241-3087 ♦ Fax (213) 241-2853

ALBERTO M. CARVALHO
Superintendent

KARLA ESTRADA
Deputy Superintendent of Instruction

PEDRO SALCIDO
Deputy Superintendent of Business Services & Operations



CHRISTOPHER D. MOUNT-BENITES
Interim Chief Business Officer

SUNG YON LEE
Deputy Chief Business Officer

MATTHEW A. FRIEDMAN
Interim Chief Procurement Officer

**ADDENDUM NO. 7 COVERING
RESPONSES TO THE REQUEST FOR PROPOSAL (RFP)**

DATE EFFECTIVE: August 28, 2024
RFP NO.: 2000003623
PROJECT: Cybersecurity Software Solutions

NOTE: 1. Deadline for proposals is September 30, 2024 at 11:00 am. Acknowledgment of this Addendum shall be included in the Proposer's submittal form, Section II – B1– Proposal Letter/Certificate of Acceptance.

This Addendum No. 7 is issued prior to receipt of proposals. Please note the following changes:

- 1. Proposal Submission Due Date:** extended from September 11, 2024 to **September 30, 2024**. Time remains at 11:00 a.m..

ALL OTHER TERMS AND CONDITIONS OF THE RFP SHALL REMAIN THE SAME.

Issued by:

Richard Lee
Richard Lee
Contract Administration Analyst
Procurement Services Division

Los Angeles Unified School District
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CHRISTOPHER D. MOUNT-BENITES
Interim Chief Business Officer

SUNG YON LEE
Deputy Chief Business Officer

MATTHEW A. FRIEDMAN
Interim Chief Procurement Officer

**ADDENDUM NO. 8 COVERING
RESPONSES TO THE REQUEST FOR PROPOSAL (RFP)**

DATE EFFECTIVE: September 24, 2024
RFP NO.: 2000003623
PROJECT: Cybersecurity Software Solutions

NOTE: 1. Deadline for proposals is October 14, 2024 at 11:00 am. Acknowledgment of this Addendum shall be included in the Proposer's submittal form, Section II – B1– Proposal Letter/Certificate of Acceptance.

This Addendum No. 8 is issued prior to receipt of proposals. Please note the following changes:

- 1. Proposal Submission Due Date:** extended from September 30, 2024 to **October 14, 2024**. Time remains at 11:00 a.m..
- 2. Replacement of Existing Price Proposal Summary Rate Sheets:** The existing Price Proposal Summary Rate Sheet-Cybersecurity Software Solution; Price Proposal Summary Rate Sheet-Enterprise Solution Part 1; and Price Proposal Summary Rate Sheet-Enterprise Software Solution Part 2 available as separate downloadable files are hereby replaced with the following revised versions and are available as a separate downloadable file:
 3. Price Proposal Summary Rate Sheet – Cybersecurity Software Solution – revised – Addendum 8
 4. Price Proposal Summary Rate Sheet – Enterprise Software Solution Part 1 – revised – Addendum 8
 5. Price Proposal Summary Rate Sheet – Enterprise Software Solution Part 2 – revised – Addendum 8

ALL OTHER TERMS AND CONDITIONS OF THE RFP SHALL REMAIN THE SAME.

Issued by:

Richard Lee

Richard Lee
Contract Administration Analyst
Procurement Services Division

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PROCUREMENT SERVICES DIVISION
333 South Beaudry Avenue, 28th Floor, Los Angeles, CA 90017
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PEDRO SALCIDO
Deputy Superintendent of Business Services & Operations



CHRISTOPHER D. MOUNT-BENITES
Interim Chief Business Officer

SUNG YON LEE
Deputy Chief Business Officer

MATTHEW A. FRIEDMAN
Interim Chief Procurement Officer

**ADDENDUM NO. 9 COVERING
RESPONSES TO THE REQUEST FOR PROPOSAL (RFP)**

DATE EFFECTIVE: October 8, 2024
RFP NO.: 2000003623
PROJECT: Cybersecurity Software Solutions

NOTE: 1. Deadline for proposals is October 22, 2024 at 11:00 am. Acknowledgment of this Addendum shall be included in the Proposer's submittal form, Section II – B1– Proposal Letter/Certificate of Acceptance.

This Addendum No. 9 is issued prior to receipt of proposals. Please note the following changes:

- 1. Proposal Submission Due Date:** extended from October 14, 2024 to October 22, 2024. Time remains at 11:00a.m..
- 2. Revised Request for Proposal Letter:** Pages 2 through 5 of the RFP document is hereby revised and replaced with the version provided in the attachment.
- 3. Revised Phase II – Evaluation Criteria (on each Category submitted):** Pages 8 and 9 of the RFP document is hereby revised and replaced with the version provided in the attachment.
- 4. Revised Proposal Submittal Requirements:** Page 10 of the RFP document is hereby revised and replaced with the version provided in the attachment.
- 5. Revised Project Overview:** Page 15 of the RFP document is hereby revised and replaced with the version provided in the attachment.
- 6. Responses to written questions as of July 31, 2024**

ALL OTHER TERMS AND CONDITIONS OF THE RFP SHALL REMAIN THE SAME.

Issued by:

Richard Lee

Richard Lee
Contract Administration Analyst
Procurement Services Division

Attachment as outlined above (22 pages)

Los Angeles Unified School District Procurement Services Division

ALBERTO M. CARVALHO
Superintendent

KARLA ESTRADA
Deputy Superintendent of Instruction

PEDRO SALCIDO
Deputy Superintendent of Business Services & Operations



DAVID D. HART
Chief Business Officer

SUNG YON LEE
Deputy Chief Business Officer

CHRIS MOUNT
Chief Procurement Officer

REQUEST FOR PROPOSAL LETTER

Date: June 11, 2024

Attention: Proposers

Subject: REQUEST FOR PROPOSAL (RFP) NO. 2000003623
CYBERSECURITY SOFTWARE SOLUTIONS

The Los Angeles Unified School District (District or LAUSD) seeks proposals from qualified firms to establish a “bench” of pre-qualified firms to provide CYBERSECURITY SOFTWARE SOLUTIONS as described below and in the accompanying Statement of Work (SOW). The SPECIALIZATIONS FOR CYBERSECURITY SOFTWARE SOLUTIONS are: (1) Cybersecurity Software Solution and (2) Enterprise Software Solution.

A “bench” is defined as a roster of qualified firms to provide the same services. Zero-dollar (zero-based) Master Service Agreements (MSA) are established for each firm on the Bench. During the period of performance, the District intends to issue **Purchase** Work Orders to the firms on the Bench according with the hourly rates and terms and conditions of the Master Service Agreement. Purchase Orders will be issued through competitive process among the bench firms.

You are invited to submit a proposal to furnish all of the labor, materials, and other related items required for the performance of a contract resulting from this procurement. The resulting contract(s) is anticipated to have a term of five (5) years, commencing on or about January 1, 2025 (approximate date). Funding is contingent on fiscal year availability.

PROPOSAL PACKAGE(S) AND SUBMISSION INSTRUCTIONS

Complete proposals must be emailed to richard.lee2@lausd.net and psd-technologycontracts@lausd.net on or before **11:00 a.m.** (local time) on **Friday, July 10, 2024**. Proposals received later than the above date and time may be rejected.

Proposers are required to include the following information in the body of their proposal submission email:

- Firm Name
- Main Contact Name
- Address

- Phone Number
- Main Contact Email
- Specialization(s) and Category(ies) being proposed

Due to the District's email system limits, proposers are cautioned to **keep a 20MB email size limit**. PDF size can be reduced by using products such as Adobe Acrobat DC. It is the Proposer's responsibility to verify the emailed Proposal was received prior to 11:00 am, July 10, 2024.

~~Proposers may submit separate proposals for up to two (2) Cybersecurity Software Solution specializations and shall explicitly state in their proposals which Cybersecurity Software Solution Specialization(s) which they are responding to:~~ Proposers may submit separate proposals for up to eight (8) categories under the Cybersecurity Software Solution specialization and/or up to seventeen (17) categories under the Enterprise Software Solution specialization. Each proposal must explicitly state the category and specialization to which the proposer is responding:

~~The following are the Specializations for Cybersecurity Software Solutions and Hardware:~~

- ~~(1) Cybersecurity Software Solution;~~
- ~~(2) Enterprise Software Solution~~

The following are the specializations and their respective categories:

1. Cybersecurity Software Solution Specialization:

- Privileged Access Management
- Application Monitoring Tools
- Vulnerability Management Automation
- Endpoint Detection and Response (EDR)
- Security Service Edge (Zero Trust for Endpoints)
- Zero Trust for Data Center
- Network Traffic Analysis
- Inventory Asset Management

2. Enterprise Software Solution Specialization:

- ETL
- ELT / Data Transformation
- Data Science Environment
- Cloud Compute and Storage
- Collaboration Tools
- Advanced Software Development
- Software Testing
- Identity Management
- Application Vulnerability Scanning
- Data Governance

- Web CMS
- Website Analytics and Section 508 Compliance
- Video Hosting Service
- QR Code Generator
- Visitor/Guest Management System
- Employee Check-in/Check-out
- Security Patrol Monitoring System

~~For example, if a proposer intends to provide services and hardware for all two (2) Specializations, said proposer must submit two (2) complete submittal packages, one for each Specialization.~~ For example, if a proposer intends to provide services and hardware for all eight (8) categories within the Cybersecurity Software Solution Specialization, they must submit eight (8) complete submittal packages, one for each category they wish to cover. Likewise, separate complete submittal packages are required for each category proposed to under the Enterprise Software Solution Specialization.

Proposers must submit a separate email to the Contract Analyst to confirm receipt of proposals. The only acceptable evidence to establish the time of receipt is a confirmation email from the Contract Analyst identified in the Request for Proposal Letter.

Proposers shall clearly label their files as follows:

- Volume I – Technical Proposal
- Volume II – Certification Forms
- Volume III – Price Proposal

All files must show all required signatures.

PRE-PROPOSAL CONFERENCE

A Preproposal Conference will be held via Zoom on June 18, 2024 at 10:00 A.M. (local time). All proposers are urged to attend, but attendance is not mandatory.

Join Zoom Meeting

<https://lausd.zoom.us/j/86115556402?pwd=zlDphvWVvgaPqlo9LprzGCjLcUbaj.1>

Meeting ID: 861 1555 6402

Passcode: 590528

GROUND RULES AND ASSUMPTIONS

The ground rules and assumptions for this procurement, incorporated herein are as follows:

1. CONTRACT TYPE – Zero dollar value (zero-based) Master Service Agreement will be established for each firm on the bench. During the period of performance, the District intends to issue Work/Purchase Orders with a specific scope of work in accordance with the hourly rates and terms and conditions of the Master Service Agreement.

2. PERIOD OF PERFORMANCE - The period of performance shall be a term of five (5) years. The anticipated effective date will be on or about January 1, 2025.
3. NO OBLIGATION TO ENTER INTO CONTRACT – The District reserves the right to reject a firm as non-responsive, regardless of the stage of the procurement process, if there is a failure to successfully negotiate price or fees, terms and conditions, or a failure of the firm to satisfy any of the final requirements necessary to do business with the District.
4. MODIFICATIONS - The proposer shall submit its basic proposal in strict conformity with the requirements of this RFP document. Proposers are cautioned to limit exceptions, conditions, limitations or new provisions in their proposal as such restrictions or new provisions may be determined sufficiently significant to cause the proposal's rejection.
5. ALTERNATE PROPOSALS – Not applicable.
6. PRE-AWARD AUDIT - All proposers doing business with the District are subject to pre-award audits. The District's Procurement Services Division may request that the Office of the Inspector General (OIG) perform pre-award audits on any contract to be awarded as a result of this RFP.
7. EXPENSES – Travel is not applicable.
8. COSTS OF PROPOSING - Any and all costs arising from this RFP process incurred by the proposer shall be borne by the proposer, without reimbursement by the District.
9. COMMUNICATIONS WITH THE DISTRICT - All communications with the District regarding this procurement shall be governed by the District's Contractor Code of Conduct as referenced herein as Attachment C.
10. CONE OF SILENCE – As described in the Contractor Code of Conduct, this procurement is under a "Cone of Silence." Except for questions submitted prior to the proposal due date and inquiries made to the District's Ethics Office, all communications regarding this RFP between potential Proposers and the staff of the District and consultants engaged by the District shall be addressed only to the Contract Analyst identified in the Request for Proposal Letter. At no time PRIOR to the District's public posting of the Board Report shall Proposer(s) contact District officials or personnel regarding this RFP or any contract(s) to be awarded in response hereto. To do so may subject the Proposer to disqualification.
11. SBE COMPLIANCE - Proposers should use their best efforts to comply with the District's Small Business Enterprises (SBE) Utilization Program's 25% goal. Proposers are required to submit the SBE Utilization Report that is in Section II-B4. **See Section II-B4 to this RFP for additional information regarding the District's SBE Utilization Program AND MANDATORY SBE REGISTRATION REQUIREMENTS FOR PROPOSERS RESPONDING TO THIS RFP.**
12. Disabled Veteran Business Enterprise (DVBE) compliance - Proposers should use their best efforts to comply with the District's DVBE Utilization Program's 5% goal. Proposers are required to submit the DVBE Utilization Report that is in Attachment E. See Attachment E to this RFP for additional information regarding the District's DVBE Utilization Program.

- 13. Minority Business Enterprise (MBE) and Women Business Enterprise (WBE) – Proposers should complete the MBE Utilization Report and WBE Utilization Report. These are for informational purposes only and are not given evaluation points.
- 14. Work Based Learning Partnership (WBLP) Plan– A WBLP will be an RFP submittal and contract requirement. “Work-based learning partnerships are opportunities for District secondary school students to receive practical education relating to real-life work experience. They are part of the District’s Linked Learning initiative, which recognizes the benefits to students, vendors and our communities by helping students graduate better prepared for post-secondary training and careers. The District is asking all vendors to consider how they might best expose District students to the careers represented by the vendors’ businesses. Vendors can find more information regarding the District’s Linked Learning initiative here: <https://achieve.lausd.net/LinkedLearningVendors>. See evaluation criteria “F.”
- 15. Proposers will **not be permitted to take exceptions** to the District Terms and Conditions – Section III, Attachment B, otherwise such **Proposers may be deemed non-responsive:**

KEY EVENTS SCHEDULE

The anticipated schedule for completion of this procurement is shown below. The dates are subject to change.

Milestone	Date
RFP Release	June 10, 2024
Pre-Proposal Conference	June 18, 2024 at 10:00 a.m. (local time)
Deadline for Final Written Questions	June 20, 2024
Proposal Due Date	July 10, 2024 at 11:00 a.m. (local time)
Board of Education Approval Date	November 14, 2024 (tentative)
Contract Start Date	January 01, 2025 (approx.)

PROPOSER QUESTIONS

Final questions regarding this Procurement must be received by the close of business on **June 20, 2024**. Questions shall be in writing and submitted via email in the provided downloadable **Excel** file document titled “**Proposer Questions**” as an attachment. The e-mail shall be to the attention of the Contract Analyst at cp-richard.lee2@lausd.net and psd-technologycontracts@lausd.net. Verbal inquiries will not be accepted.

Sincerely,

Los Angeles Unified School District

Richard Lee
Richard Lee
Contract Administration Analyst

PHASE I - MINIMUM QUALIFICATIONS - Pass/Fail

Proposers shall meet the minimum qualifications requirements at the time of proposal submittal.

1. Firm must be an Original Equipment Manufacturer ("OEM") and/or approved partner/reseller/distributor for the software tool(s) proposed.
2. Firm must possess a minimum of five (5) years of experience in successful deployment and/or distribution of the software tool(s) proposed for a major organization of at least 10,000 employees, or for any of its partner/reseller, U.S. government agencies and/or K-12 learning institutions.
3. Firm must propose a named Single Point of Contact (POC) with a minimum of five (5) years of experience managing deployment and/or distribution of the software tool(s) proposed.

PHASE II - EVALUATION CRITERIA (ON EACH CATEGORY SUBMITTED)

The proposer shall be evaluated on the following criteria:

Evaluation Criteria:	Points
A. Qualifications and Experience of Firm and Personnel	20 15
B. Compliance to the Statement of Work	35 15
C. Small Business Enterprise (SBE) Participation	5
D. Work Based Learning Partnership (WBL) Plan	5
E. Price Proposal	35 60

Total Possible Points: 100

A. Qualifications and Experience of Firm & Personnel (~~20~~ 15 points maximum)

The proposer's qualifications and experience shall be evaluated according to the following sub-criteria listed below in equal order of importance.

1. The extent to which the firm and its personnel have a successful track record in work done with organizations of at least 10,000 employees, government agencies and/or K-12 learning institutions.
2. The extent to which the firm and its personnel have a successful track record in completing deployment and/or distribution of the software tool(s) proposed.
3. The extent to which the firm and its personnel possess relevant certifications, special skills and proficiencies for proposed roster of resources supporting this agreement.

B. Compliance to the Statement of Work (35 15 points maximum)

The proposer's Compliance to the Statement of Work shall be evaluated according to the following sub-criteria listed below. Sub-criteria are of equal importance.

1. The extent to which the proposed software tools, as listed in each Category, meets the requirements as indicated in the Statement of Work?

C. Small Business Enterprise (SBE) Participation (5 points maximum)

SBE participation will be evaluated for the extent to which SBE Utilization Report (11-84) is completed. Proposers are required to submit all applicable SBE certification documentation.

Firms must be certified as an SBE by LAUSD's online SAP system at the time of proposal submittal to receive maximum points.

Points will be given proportionately based on the percentage of work that will be subcontracted to SBEs. Participation shall be defined as the value in contract dollars. For example, a vendor that proposes 25 percent SBE participation will get 25 percent of the five (5) possible points (i.e. $5 \times 0.25 = 1.25$) and a certified SBE with 100 percent participation would get the full five (5) points.

D. Work Based Learning Partnership (WBLP) Plan (5 points maximum)

The higher-rated opportunities will benefit a larger number of students, cover a longer period of time, and do more of the following:

1. If an internship, be a paid internship (at least minimum hourly wage and transportation assistance),
2. Lead to a credential or certificate in the industry.
3. Provide substantive on-the-job training tied to the industry (i.e., work on a project that benefits the organization and teaches the student valuable workplace skills, not just answering phones or emptying garbage), and/or
4. Assist with school-based activities (e.g., project-assessments, job-shadowing, mentoring, workplacetours, etc.).

Proposers can receive credit for already-established programs that District students can access.

E. Price/Cost (35 60 points maximum)

The Price Proposal evaluation shall cover the entire contract term, based on percentage discount off Price list, in conjunction with price realism and price reasonableness The price realism review shall consist of an assessment of whether a proposed price is realistic for the work to be performed and whether it is reflective of a clear understanding of the Statement of Work.

END OF EVALUATION CRITERIA

LOS ANGELES UNIFIED SCHOOL DISTRICT

RFP NO.: 2000003623
Cybersecurity Software Solutions Bench

SECTION I (Continued)

PROPOSAL SUBMITTAL REQUIREMENTS

CONTENTS OF PROPOSAL

1.0 GENERAL FORMAT OF PROPOSAL AND SUBMITTAL INSTRUCTIONS

Proposer shall clearly label their proposals with the Cybersecurity Software Solutions Specialization **and Category** they are responding to. Proposers shall submit complete proposals **for each Specialization Category being proposed:**

- Volume I – Technical Proposal
- Volume II – Certification Forms
- Volume III – Price Proposal
- Searchable PDF format of the above volumes with all the required signatures.
- Use separate file for each volume.
- PDF file name format should be:

“Proposers Name – Volume I – Technical Proposal – **Specialization - Category**”

“Proposers Name – Volume II – Certification Forms – **Specialization - Category**”

“Proposers Name – Volume III – Price Proposal – **Specialization - Category**”

Due to the District’s email system limits, proposers are cautioned to **keep a 20MB email size limit**. PDF size can be reduced by using products such as Adobe Acrobat DC.

2.0 PROPOSAL CONTENT - Indicate **Cybersecurity Software Solutions Specialization and Category** on the cover of the proposal.

The Proposal shall have the following components and shall be laid out in the format exactly as shown here:

VOLUME I

A. COVER LETTER

The cover letter shall not exceed three (3) single pages and must be signed by an authorized representative of the proposing firm. The summary shall cover the following:

1. Briefly summarize your understanding of the requested services.
2. Discuss the firm’s specific role and present the firm’s relevant qualifications for performing that role. Identify the names, address, affiliation, e-mail, and

- Proactive: We work proactively with all stakeholders to align our work and support the District's mission.
- Innovative: We provide innovative solutions to our schools, students, and employees.
- We support the needs of LAUSD, providing appropriate and effective technological solutions to facilitate each student's path to college and career readiness.

Everything we do in the Information Technology Services is aligned to priorities set by the Board of Education, Superintendent, and is in concert with industry, state, and national standards.

- Meet the student information needs of schools and offices by providing a functional My Integrated Student Information System.
- Extend ITS's service delivery model to provide excellent IT support to schools and offices.
- Actively collaborate with offices, schools, and stakeholders to align ITS' work to the District's strategic initiatives.
- Strengthen ITS to better support the District's modern technology needs.
- We have developed an action plan, timeline, and measures of success for each of these goals
- Our IT Strategic Execution Plan outlines our commitment to implementing technology solutions to equip our schools with 21st century tools.

For additional information, please refer to the ITS (Information Technology Services) website (<http://itd.LAUSD.net>).

PROCUREMENT OBJECTIVES

With this Bench, contractors will be pre-qualified for each IT Category. The purpose of this solicitation is to establish a source of supply for contractors with IT specialized skills. Due to the dynamic nature of each project's requirements, the District cannot predict the number of projects and/or consultants that will be needed throughout the term of the contract. Therefore, the District makes no guarantees, either stated or implied, about the demand of resources.

All required services will be awarded through issuance of **Purchase** Work Orders among pre-qualified contractors. The District retains the right to also solicit and evaluate proposals from other contractors if it believes the District may be better served.

CATEGORIES SPECIALIZATIONS and CATEGORIES:

~~(1) Cybersecurity Software Solution;~~
~~(2) Enterprise Software Solution; and~~

1. Cybersecurity Software Solution Specialization:

- Privileged Access Management
- Application Monitoring Tools
- Vulnerability Management Automation
- Endpoint Detection and Response (EDR)
- Security Service Edge (Zero Trust for Endpoints)
- Zero Trust for Data Center

- Network Traffic Analysis
- Inventory Asset Management

2. Enterprise Software Solution Specialization:

- ETL
- ELT / Data Transformation
- Data Science Environment
- Cloud Compute and Storage
- Collaboration Tools
- Advanced Software Development
- Software Testing
- Identity Management
- Application Vulnerability Scanning
- Data Governance
- Web CMS
- Website Analytics and Section 508 Compliance
- Video Hosting Service
- QR Code Generator
- Visitor/Guest Management System
- Employee Check-in/Check-out
- Security Patrol Monitoring System

END OF PROJECT OVERVIEW

"Proposer Questions
RFP-200003623 Cybersecurity Software Solutions Bench"

#	QUESTIONS	RESPONSES
1	In Specialization 1, Section D (Vulnerability Management Automation) - Has LAUSD had any assessment or experience with Vicarius vRx?	No
2	In Specialization 1, Section E (EDR) - is LAUSD looking for software only, or is management and response required?	Software only
3	With this RFP will there be any staff augmentation be required or will this be strictly tools and services?	Not staff augmentation, only products and/or services included in the manufacturer catalog.
4	Do you foresee the need to staff augmentation in this area being needed moving forward, Once things are established?	See Q&A 3
5	How do you integrate identity management with existing IT systems and applications?	We federate our Single Sign-On
6	What are your requirements for single sign-on (SSO) and multi-factor authentication (MFA)?	Identity plus a second factor
7	How do you plan to handle identity provisioning and deprovisioning?	This information will be provided upon vendor selection
8	How do you envision automating identity security workflows?	This information will be provided upon vendor selection
9	What are your requirements for user behavior analytics and threat detection?	This information will be provided upon vendor selection.
10	How do you manage access reviews and compliance reporting?	The UDIPP review process
11	What are your requirements for workforce password management and rotation?	This information will be provided upon vendor selection.
12	What are your expectations for scalability and performance?	This information will be provided upon vendor selection
13	How do you plan to integrate identity security with your overall cybersecurity strategy?	This information will be provided upon vendor selection.
14	What are your technical requirements for solution updates?	This information will be provided upon vendor selection.
15	Does the MFA solution need to enforce conditional access policies across things other than applications such as endpoints, mobile devices and VPNs?	Yes
16	Does the solution need to provide desktop-delivered MFA for Windows and Mac Machines? If yes, how many?	This information will be provided upon vendor selection.
17	How many domains will be federated, if any?	2
18	Would you like our solution to Federate your identities in our environment or integrate with another IdP (Y/N)?	Yes
19	Is this project for a Single Forest / Single Active Directory Domain?	This information will be provided upon vendor selection.
20	Are your current applications hosted on-site? For example, IIS or Web Portal. (Y/N)	Hybrid environment
21	Do you currently host any applications in the cloud? (Y/N)	Yes
22	Will end users be able to update their own profile information (mobile phone, etc.)? (Y/N)	Yes
23	Please list any RADIUS supported applications that need MFA as part of this project.	This information will be provided upon vendor selection.
24	Will end users be able to register a new account for themselves (self-service)? (Y/N)	No
25	Will end users be able to change their own password (self-service)? (Y/N)	Yes
26	Will there be a need to integrate mobile devices such as iOS and Android? (Y/N)	Yes
27	Will users have the ability to access applications from a mobile device? (Y/N)	Yes
28	Will native deployment of mobile applications be required such as iOS and Android? (Y/N)	Yes
29	What is your budget for endpoint security solutions?	N/A.
30	What compliance requirements do you need to meet with endpoint security?	Cybersecurity Framework 2.0
31	How many Windows, Linux, MAC workstations and desktops and laptops are in scope for this endpoint security project?	This information will be provided upon vendor selection.

32	How many Windows and Linux servers are in scope for this project?	This information will be provided upon vendor selection.
33	How many Users work under local admin accounts in your organization?	This information will be provided upon vendor selection.
34	What is your current strategy around protecting the endpoint systems?	This information will be provided upon vendor selection.
35	How do you currently manage least privilege on endpoints?	This information will be provided upon vendor selection.
36	Do the majority of Endpoints currently have local admin rights?	This information will be provided upon vendor selection.
37	If you removed the local admin rights, what has your experience been with the process?	This information will be provided upon vendor selection.
38	Are you currently able to detect and block credential theft?	Yes
39	How do you prevent credential theft and lateral movement within your network?	This information will be provided upon vendor selection.
40	How do you secure against attackers and insiders who gained admin-level access to a machine?	This information will be provided upon vendor selection.
41	Do you know what applications and tasks are running on your endpoints and who has access to them or needs access to them?	Yes
42	Which applications and tasks require local admin privileges to operate?	This information will be provided upon vendor selection.
43	Do you know all applications running on your endpoints and who has access to them?	Yes
44	How do you plan to integrate PAM with your existing IT infrastructure?	This information will be provided upon vendor selection.
45	What are your requirements for session isolation, monitoring, and recording?	This information will be provided upon vendor selection.
46	Do you require just-in-time privileged access and least privilege controls?	Yes
47	How do you currently detect and manage privileged accounts and credentials?	This information will be provided upon vendor selection.
48	What are your requirements for MFA and other authentication methods?	application, SMS, call back
49	How do you plan to handle the secure storage and management of privileged credentials?	This information will be provided upon vendor selection.
50	What is your approach to addressing security compliance with a PAM solution?	Cybersecurity Framework 2.0
51	How do you envision using telemetry to enhance your PAM solution?	This information will be provided upon vendor selection.
52	What are your expectations for the user experience of the PAM solution?	User friendly
53	How do you plan to address privileged access for both Windows and *Nix accounts?	This information will be provided upon vendor selection.
54	What are your requirements for integration with third-party applications and systems?	This information will be provided upon vendor selection.
55	How do you plan to manage the risk reduction associated with privileged access?	It is expected the vendor will provide options to manage risk reduction
56	What are your technical expectations for a cloud-based PAM solution?	This information will be provided upon vendor selection.
57	How do you plan to ensure continuous monitoring and isolation layers between systems?	This information will be provided upon vendor selection.
58	AWS? How many cloud regions? How many accounts?	We use AWS. Additional information will be provided upon vendor selection
59	AZURE? How many cloud regions? How many subscription	We use AZURE. Additional information will be provided upon vendor selection
60	GCP? How many cloud regions? How many projects	We do not use GCP
61	How many total data centers?	We have multiple Data Centers
62	How many total nTiered applications need high velocity, (300 reads per second)? How many application servers?	To be determined after contract execution
63	How many nTiered applications require less than 150 reads per second? How many calling systems/servers?	To be determined after contract execution
64	How many 3rd-party COTS/ISV solutions are in scope? Please list vendor names, if possible.	This information will be provided upon vendor selection.
65	Are there RPA solutions in scope? Have any RPA solutions been deployed?	This information will be provided upon vendor selection.
66	Are IoT devices like IP phones, printers, security cameras, etc. in scope for your secrets management initiative?	Yes
67	Do you have a mainframe?	No Mainframe
68	List any target applications/use cases that are an immediate priority or concern?	This information will be provided upon vendor selection.
69	Have hard-coded secrets been removed from legacy apps?	This information will be provided upon vendor selection.

70	Have hard-coded secrets been removed from security and IT operations tools?	This information will be provided upon vendor selection.
71	Have hard-coded secrets been removed from CI/CD pipeline?	This information will be provided upon vendor selection.
72	Are containers present in the environment? Which container orchestration platform is in place? Have secrets been secured for that platform?	This information will be provided upon vendor selection.
73	Do you need the IAM solution to integrate with existing on-premises Active Directory or other identity providers?	No
74	How many tenants do you anticipate needing to support in your multi-tenant environment?	This information will be provided upon vendor selection.
75	What level of isolation do you require between tenants? Do they need completely separate access controls and data?	This information will be provided upon vendor selection.
76	How scalable does the identity service need to be to accommodate future growth in the number of tenants and users?	It has to be a cloud-based solution
77	Given the complexity of the RFP, will LAUSD extend the due date?	Please refer to Addendum No. 9
78	Both Categories (Cybersecurity and Enterprise solutions) has sub-categories of products and solutions. Will LAUSD award this contract base on each category as a whole or base on each of the sub-categories?	District reserves the right for multiple award scenarios.
79	Can a propose bid on just the sub-category of products within either Cybersecurity Software and/or Enterprise software solutions?	See Q&A 78
80	What incumbent solution does LAUSD have for the following sub- categories? Application Monitoring tools? Vulnerability Management? Endpoint Detection and Response? Security Service Edge? Zero Trust for Data Center? Network Traffic Analysis?	This information will be provided upon vendor selection.
81	Section 1.0 General Format states that "Proposers shall submit complete proposals for each Specialization being proposed..." Can the District clarify if a proposer can submit a single proposal if they are bidding on both Specializations?	Please refer to Addendum 9
82	The RFP states that final questions regarding this Procurement must be received by the close of business on June 20, 2024. However, this document states: Final questions regarding this Procurement must be received by the close of business on June 21, 2024. Can the District clarify the correct due date for questions.	Please refer to Addendum No. 1

83	In the RFP under certain sections (i.e. in the main RFP document, page 20 under Section G Zero Trust Datacenter #3), it states proposed solution must be in a specific 2023 Gartner Magic Quadrant, Leaders quadrant. Gartner, Forrester, IDC, and others have created different quadrants and reports where Cloudflare is included (many as a Leader), including: 2022 Gartner Magic Quadrant for Web Application and API Protection, 2023 Voice of the Customer for DDoS Mitigation Solutions, 2024 Magic Quadrant for Security Service Edge, Q3 2022 Forrester Report for Web Application Firewalls, etc. For clarity, will LA USD only consider solutions in the Leaders quadrant of the particular Gartner Magic Quadrant report listed in the RFP for those sections? Or open to evaluating other market leading solutions for those sections not listed in the Leaders quadrant of the particular reports referenced in in the RFP, if in a different Magic Quadrant or other similar analyst report (i.e. Forrester Wave). And how much weight does LA USD anticipate giving to a particular Gartner Magic Quadrant report referenced or quadrant when evaluating solutions?	Must be on 2023 Gartner Magic Quadrant
84	Is there a minimum number of "solutions" that we can submit to be considered? IE if we can only fill Privilege Access Management and Application Monitoring Tools, will we still be considered?	This information will be provided upon vendor selection.
85	In the pricing sheets, the formula for "TOTAL WEIGHTED AVERAGE" is not populated. What should that formula be?	District will perform the calculations based on the stated weights.
86	If Proposer is a reseller, does LAUSD want references for the reseller or for the OEM?	References should be submitted by the proposing firm for the specific category/sub-category for consideration.
87	Is the WBLP a mandatory requirement? If Proposer doesn't offer a WBLP, will they be disqualified, or will they just be awarded zero points?	Please refer to the Evaluation Criteria section of the RFP
88	For the single point of contact requirement, if Proposer is a reseller, is the expectation that the POC be the sales rep who manages the account?	Yes.
89	For the OEM Educational Pricelist that needs to be signed by an authorized party, are you requiring the Proposer to sign or the OEM to sign?	Both.
90	What are the key platforms and tools being used at LAUSD? (other than the tools specified in the email under each section)	The District works with various vendors that meet the District's requirements.
91	What type of data will be in use (e.g., structured, unstructured, real time)?	All
92	Are there any specific data privacy requirements we need to be aware of?	Yes. We are compliant to FERPA, HIPAA, COPA
93	What are the security and compliance requirements for this RFP?	This information will be provided upon vendor selection.
94	Are there any specific standards that need to be adhered to? (e.g., GDPR, HIPAA)?	Cybersecurity Framework 2.0
95	Any specifics on performance and scalability requirements?	It has to be a cloud-based solution
96	What are the monitoring and reporting requirements for each?	This information will be provided upon vendor selection.
97	Are there any systems or applications that the new system(s) need to integrate with? What are those?	This information will be provided upon vendor selection.
98	What is the expected timeline and budget for these activities?	This will be an agreement up to five years.
99	Are there any preferred technologies and partners LAUSD is inclined towards in the ecosystem based on either their current relationships/contracts/renewals and/or plans for tech selection in the target operating model?	Refer to Statement of Work.
100	What are the expectations of the support and maintenance post deployment?	Refer to Statement of Work.
101	Can we offer offshore resources?	N/A.
102	Can you further define what you mean by "PDF generator"? Are you asking about a particular purchasable product or just any that we'd recommend?	A PDF generator is a tool that can convert data from a source, such as a file, database or a spreadsheet, and uses it to create a PDF format.
103	Will security solutions outside of what is evaluated by Gartner be considered if they will streamline and reduce costs?	Must be on 2023 Gartner Magic Quadrant

104	Mobile security seems to be missing from the vendor/software list, while they cover similar End User Computing objectives outlines. Will there be an opportunity to have a discussion about extending attack surface management and remediation capabilities to IoT devices, SCADA and OT networks, mobile devices, and WiFi only devices?	No
105	Will there be an opportunity to advise on standards and trends that we are seeing for BYOD and protecting high-risk individuals from spear phishing and other targeted attacks for solutions within the scope outlined in the RFP objectives, or can you detail what solutions you prefer to see pricing for?	Yes
106	Please define "Technical Support" as listed in rate sheet attachment.	Proposers may submit definition based on what's included in the manufacturer's catalog.
107	Please define "Professional Services" as used in pricing attachment.	See Q&A 106.
108	Can the Offsite Resources be Offshore?	N/A.
109	Can Remote Resources whenever needed be offshore?	N/A.
110	Are we allowed to present OEM/Publisher references?	See Q&A 86.
111	Is the award criteria opened to multiple awards per solutions?	See Q&A 78.
112	Is LAUSD expecting to pick partners per solution ?	See Q&A 78.
113	What is the user base (no. of users) for IT Services (ITS) in LAUSD?	Security
114	Which ERP System is used in LAUSD? Any other application in use, please specify?	LAUSD uses SAP as the ERP system. We also have enterprise-wide systems for student information systems, Transportation, and Food Services.
115	Which SIEM tool is used in LAUSD?	This information will be provided upon vendor selection.
116	Does the Security Operation Center (SOC) exist in LAUSD?	This information will be provided upon vendor selection.
117	What methods in MFA are used at LAUSD ? (1) Password / PIN 2) Smart Phone / Secure USB Key 3) Bio Metric	application, SMS, call back
118	Does Entity Behavior Analytics (EBA) service taken care by any existing solution as LAUSD is looking for User Behavior Analytics (UBA) only .	No
119	Can LAUSD share the network architecture and Design (HLD, LLD) for better visibility across the network ecosystem ?	This information will be provided upon vendor selection.
120	Kindly explain the existing type of Firewall at LAUSD ? (Network Firewall / Host Based FW / Hardware Firewall / Software Firewall) ?	This information will be provided upon vendor selection.
121	Could you specify the volume of network traffic (in terms of data throughput) that the solution is expected to handle?	over 120GB
122	Are there any budget constraints or considerations that we should be aware of?	N/A.
123	What is the current size of your data center network in terms of number of devices, users, and data throughput?	Refer to Statement of Work.
124	How many Data center you have (primary, backup, DR)?	We have multiple data centers
125	Any currency IoT and access control mechanism (tools, hardware, software) in place in your Data center?	Yes
126	Do you have any Zero Trust Policy documentation compiled and following any ZT framework?	Yes
127	For Network Traffic Analysis: How many total number of devices, nodes are there in the network i.e. (user devices, networking/security devices, edge internet nodes, servers, IoT devices)?	Refer to Statement of Work.
128	How many total services and which application / transport port are in-use, please specify?	This information will be provided upon vendor selection.
129	How many ISP links are activated and operational at every site (branch, HQ, DC, remote)? And What type of service links are they? (MPLS, Copper, Fiber, 4G, 5G, Fixed wireless, Satellite)	2 - All could be applicable.
130	What is your SSE use-case scenario? VPN replacement to edge computing/IoT, secure access to cloud, secure access to Web?	This information will be provided upon vendor selection.
131	Do you have any private native cloud infra in place or accessing the public cloud infra with virtual firewall running?	This information will be provided upon vendor selection.
132	How does your networking infra support efficient data flow across the cloud and through to the networking edge?	This information will be provided upon vendor selection.

133	What capabilities of secure web gateway you are looking for in SSE/SASE solution: Data protection, adaptive access control, third-party risk, NGFW, ZTNA, CASB, RBI?	This information will be provided upon vendor selection.
134	How many endpoints needed to be covered and which OS to be protected?	Refer to Statement of Work.
135	Do you have any policy and strategy in place to handle the obsolete OS and problematic endpoint?	Yes
136	Which attack scenarios you want EDR to cover and any past security incidents feedback/experience you would like to share for us to consider?	This information will be provided upon vendor selection.
137	What is the level of perimeter and expected level of service required? Investigation and/or response, forensics?	Refer to Statement of Work.
138	Is cyber insurance subscribed and does the cyber insurance covered response, recovery, restoration?	N/A.
139	For vulnerability management, Is compliance the testing requirement with what type of testing required (grey, white, black box)?	Yes
140	VM testing of Web, network, apps?	Yes
141	Regulatory compliance requirements of HIPAA, NIST, ISO-27001 or any other for PAM and other cybersecurity requirements?	Cybersecurity Framework 2.0
142	Total number of students, admin users/accounts, partners users, remote access users?	Refer to Statement of Work.
143	Please mention the use-case scenario that you are looking to cover across every domain i.e. PAM, APM, EDR, VM & Automation, SSE, ZTNA/ZT, NTA	Refer to Statement of Work.
144	Mention the external/internal identities summary that are required to cover across Identity management lifecycle in IM of cloud	Yes
145	Please mention the VM and Storage specs required for the Azure Cloud.	Not available at this time.
146	Statement of Work (SOW), pg. 16: What is the potential number of assets included within the RFP's SOW?	Information will be provided to awarded vendor/s.
147	SOW, A. Overview, Q# 3, pg. 16: A-H includes categories; however, no quantities are included for desktops and servers. Will LAUSD provide an estimate for the quantities of workstations and servers in scope?	Approximately 2500 servers.
148	How many total users in AD?	Refer to Statement of Work.
149	How many total users does LAUSD want to MFA?	All employees and contractors
150	How many total Service Accounts does LAUSD want to protect?	This information will be provided upon vendor selection.
151	Why is LAUSD considering PAM? Is it for compliance reasons or some other reason?	Cybersecurity Framework 2.0
152	Does LAUSD need to have vaulting, password rotation, and session recording?	This information will be provided upon vendor selection.
153	How important is speed of deployment? Some vendors deploy in hours, while PAM can take years.	The selected vendor is expected to implement accurately and securely within a reasonable time frame.
154	How important is identity protection of Service Accounts and MFA to legacy and non-traditional resources? (PAM focuses on managing and securing traditional privileged accounts; some vendors focus on the protection of legacy CLINs, apps that work with AD and Service Accounts).	Yes
155	How does LAUSD handle Service Accounts with passwords hard-coded or intensive to change?	This information will be provided upon vendor selection.
156	How does LAUSD discover Service Accounts that are stale and not used?	This information will be provided upon vendor selection.
157	How will LAUSD protect Service Accounts and personal privileged accounts that cannot be on boarded to a PAM vault?	This information will be provided upon vendor selection.
158	How does LAUSD discover Shadow Admins that should not have elevated credentials?	This information will be provided upon vendor selection.
159	How does LAUSD discover risky protocols like NTLMv1 that make an organization vulnerable to attack/exploits?	This information will be provided upon vendor selection.
160	How will LAUSD protect the PAM vault itself from exploits?	This information will be provided upon vendor selection.
161	How will LAUSD ensure all users do not bypass PAM?	This information will be provided upon vendor selection.
162	C. Application Monitoring Tools - Please describe the infrastructure around supporting the applications in scope to be monitored	The system must be capable and scale to data ingestion in terms of Terabytes (TB). More detail information will be released upon vendor selection.

163	C. Application Monitoring Tools - What is the volume of security monitoring logs around the applications on average in a month?	The system must be capable and scale to data ingestion in terms of Terabytes (TB). More detail information will be released upon vendor selection.
164	C. Application Monitoring Tools - What is the volume of infrastructure logs around the applications on average in a month?	The information is to be determined (TBD) as we currently do not have a tool to measure application logs ingest or an enterprise deployment of an APMO tool.
165	C. Application Monitoring Tools - What is the volume of performance metrics logs around the applications on average in a month?	The information is to be determined (TBD) as we currently do not have a tool to measure application logs ingest or an enterprise deployment of an APMO tool.
166	C. Application Monitoring Tools - What is the volume of application logs around the applications on average in a month?	The information is to be determined (TBD) as we currently do not have a tool to measure application logs ingest or an enterprise deployment of an APMO tool.
167	C. Application Monitoring Tools - What are the log retention requirements?	Logs are retained with a specified period in accordance with ITS security policy.
168	C. Application Monitoring Tools - What are the log storage requirements? (i.e. estimated ingest of these tools into the SIEM in GB/Day)	The system must be capable and scale to data ingestion in terms of Terabytes (TB). More detail information will be released upon vendor selection.
169	E. Endpoint Detection and Response - How many total endpoints are in your organization and in scope for this service?	This information will be provided upon vendor selection.
170	H. Network Traffic Analysis - How many firewalls/network sensors would be in scope for this service?	This information will be provided upon vendor selection.
171	H. Network Traffic Analysis - What modules are enabled on the firewalls? (VPN, Content Filtering, etc.)	This information will be provided upon vendor selection.
172	What features are expected to be included in the EDR solution (AV, device control, etc.)	Refer to the Statement of Work
173	In the Statement of Work section (A.3), there are 8 categories listed (A-H); however, only the first 7 included a list of requirements. The last category, Inventory Asset Management, is missing from the category descriptions. Was "Inventory Asset Management" erroneously included in the categories? If not, please provide the "Inventory Asset Management" requirements	Please refer to Addendum No. 2
174	Will this be for Faculty/Staff and students? Or one or the other?	Both
175	How many users for Section F. Security Service Edge (zero trust for Endpoints)?	Refer to the Statement of Work
176	What is your current IAM solution?	This information will be provided upon vendor selection
177	What is your current SIEM solution?	This information will be provided upon vendor selection.
178	Will the 5 year term be paid upfront? Or will they be annual payments?	Please refer back to the RFP document.
179	Are proposals due on July 10th? The RFP says "FRIDAY July 10th"? The 10th is a Wednesday not a Friday.	Please refer to Addendum No. 1
180	Please define "Training" as used in the Price Proposal Rate Sheets	Defined based on what is included in manufacturer's catalog.
181	Please define "90 Day Implementation Services" as used in the Price Proposal Rate Sheets	Please refer to Addendum No. 8
182	Are rate ranges acceptable in the Price Proposal Rate Sheets? Depending on the SOW that is eventually drafted, different resources/experience levels may be required.	Provide % discount from manufacturer's catalog.
183	Are minimum number of hours allowed for hourly rates on the Price Proposal Rate Sheets?	No minimum hours are included.
184	Page 12, section E - Requirement to include Work-based Learning Partnership (WBLP) Plan in Proposal. Are proposals without this section prohibited from applying to this RFP?	Please refer to the RFP document
185	Page 16 Statement of Work, Section 3A - Inventory Asset Management. There is a not a tab on the Price Proposal Ratesheet. Should this be added by the RFP responder manually? Are there specific tools that LAUSD wants pricing for?	Please refer to Addendum No. 2
186	Specialization I - Cybersecurity Solution - Is Gartner Magic Quadrant a preference or requirement?	Must be on 2023 Gartner Magic Quadrant
187	Would MSP offerings be acceptable for any software solution (Cybersecurity or enterprise)? If allowable, where should that offering be notated? Would this be considered under P-4 MODIFICATIONS AND ALTERNATIVE PROPOSALS? If not, would that be allowable if/when the specifics are discussed?	Yes, Managed Services Provider pricing models should be submitted as "ALTERNATIVE PROPOSALS" and should be labeled and submitted separately.
188	Please define "Professional Services" as used in the Price Proposal Rate Sheets	See Q&A #180

189	Please define "Technical Support" as used in the Price Proposal Rate Sheets	See Q&A #180
190	Please define "Training" as used in the Price Proposal Rate Sheets	See Q&A #180
191	Please define "90 Day Implementation Services" as used in the Price Proposal Rate Sheets	Please refer to Addendum No. 8
192	Are rate ranges acceptable in the Price Proposal Rate Sheets? Depending on the SOW that is eventually drafted, different resources/experience levels may be required.	See Q&A #182
193	Are minimum number of hours allowed for hourly rates on the Price Proposal Rate Sheets?	See Q&A #183
194	Page 12, section E - Requirement to include Work-based Learning Partnership (WBLP) Plan in Proposal. Are proposals without this section prohibited from applying to this RFP?	Please refer to the submittal requirements.
195	Page 16 Statement of Work, Section 3A - Inventory Asset Management. There is a not a tab on the Price Proposal Ratesheet. Should this be added by the RFP responder manually? Are there specific tools that LAUSD wants pricing for?	Please refer to Addendum No. 2
196	Specialization I - Cybersecurity Solution - Is Gartner Magic Quadrant a preference or requirement?	Must be on 2023 Gartner Magic Quadrant
197	Would MSP offerings be acceptable for any software solution (Cybersecurity or enterprise)? If allowable, where should that offering be notated? Would this be considered under P-4 MODIFICATIONSANDALTERNATIVEPROPOSALS? If not, would that be allowable if/when the specifics are discussed?	See Q&A #187
198	Is this bid subject to any PSA?	N/A
199	Will offshore services be allowed for the requested offsite services for Cybersecurity?	N/A
200	Will offshore services be allowed for the requested offsite services for Enterprise Software?	N/A
201	Will offsite services be bound to CONUS for Cybersecurity?	This information will be provided upon vendor selection
202	Will offsite services be bound to CONUS for Enterprise Software?	This information will be provided upon vendor selection
203	Please provide the list of countries in which LAUSD will not accept products and services.	This information will be provided upon vendor selection
204	Will prevailing wages be applied to offshore employees?	N/A
205	To let you know, within the RFP document on page 5 of 148 the instructions to submit questions include emailing the completed file to you at this email address as well as psd-technologycontracts@lausd.net. According to our email system, the psd email address is showing as undeliverable. Is there any additional email box to which we should be submitting questions?	The email address referenced has been receiving emails without any known issues
206	Can you provide an extension date for the submittal of this RFP response ?	Please refer to Addendum No. 9
207	The requirement is for Cybersecurity Software solutions and Enterprise Software solutions. Is the requirement for the vendor to Respond to both of these options ?	Please refer to Addendum No. 9
208	Will the vendor be disqualified if they only provide one of the proposed solutions ?	No.
209	Could you please define by what you mean with "Professional Services"?, do you mean any other Professional Services outside of Technology Implementation/Deployment Services?	See Q&A #180
210	Could you please define by what you mean with "90-day Implementation Services"? Is the assumption that technology deployment should take 90 days? And it's separate from the 'general' Professional Services?	Please refer to Addendum No. 8

211	Could you please define 'Technical Support'? Is this in reference to post-go life support after implementation?	See Q&A #180
212	The hourly rates that are requested, are they to be blended rates, or individual rates per resource needed?	Provide Onsite/Offsite hourly rates per category.
213	We are an authorized Dynatrace reseller and we wish to bid as a prime with a subcontractor who can provide the three references meeting the criteria	You may submit a bid, please refer to RFP document for language and requirements pertaining to the use of sub-contractors.
214	Can I vendor respond to only 1 or 2 of the Cybersecurity Software Solutions?	individually or both.
215	Will the district allow vendors to respond if they are not in Gartner's MQ for any specified solution? Would they even be considered?	Must be on 2023 Gartner Magic Quadrant
216	Can you please fill out the tab labeled "DSA- Data Sources"?	Please use the "Alternate tab
217	Can you please fill out the tab labeled "DSA Application Support"?	Please use the "Alternate tab
218	Can you please fill out the tab labeled "DSA Security"?	Please use the "Alternate tab
219	Can you please fill out the tab labeled "DSA DevOps"?	Please use the "Alternate tab
220	Can you please fill out the tab labeled "DSA ITOps"?	Please use the "Alternate tab
221	Can you please clarify if the work for this contract is expected to be performed remotely, on-site, or a combination of both?	N/A
222	Are there any restrictions or guidelines regarding the use of offshore resources for this contract? If offshore resources are permissible, are there specific compliance or security requirements that need to be adhered to?	Please refer to the Statement of Work.
223	(PAM) Please provide Total number of User, service and admin accounts in the environment	Refer to Statement of Work
224	(PAM) What are the main use cases and scenarios for using privileged access management in your organization?	Refer to Statement of Work
225	(PAM) How many privileged accounts do you have and how often do you need to access them? What is the count of privileged accounts that needs to be on-boarded to PAM?	Refer to Statement of Work
226	(PAM) What are the current challenges and pain points that you face with managing privileged access?	Refer to Statement of Work
227	(PAM) What is the criteria on Password Auto-generation, rotation and workflow approval?	Refer to Statement of Work
228	(PAM) What cloud services are required to be integrated with PAM solution?	AWS, AZURE
229	(PAM) How do you currently manage external resource access to your systems and connecting to the network?	This information will be provided upon vendor selection
230	(PAM) Could you describe your current multifactor authentication setup and any conditional access requirements?	This information will be provided upon vendor selection
231	(PAM) Does district have any password policies enforced over the organization?	Yes
232	(PAM) What Multi-factor Authentication (MFA) tool/solution is currently district using?	applications, SMS, call back
233	(PAM) What is the total size of logs we see for privileged account activity in the environment?	This information will be provided upon vendor selection
234	(PAM) Where are the logs currently stored and what is the log retention policy for the school district?	This information will be provided upon vendor selection
235	(PAM) Does school district follow any Role-based control access (RBAC) control for the Users/Staff?	Yes
236	(APMO) Is District using any existing tools for APMO?	The information is to be determined (TBD) as we currently do not have a tool to measure application logs ingest or an enterprise deployment of an APMO tool.
237	(APMO) How do you currently handle alerting and reporting for application performance issues?	The information is to be determined (TBD) as we currently do not have a tool to measure application logs ingest or an enterprise deployment of an APMO tool.
238	(APMO) Can you discuss the scalability needs for your monitoring tools as your organization grows?	The information is to be determined (TBD) as we currently do not have a tool to measure application logs ingest or an enterprise deployment of an APMO tool.
239	(APMO) Do you have any data retention policies?	Yes, we have data retention policy as described in ITS security policy
240	(APMO) Total number of applications to be monitored?	The District has over 250+ applications ranging from enterprise-wide apps to apps used by only specific departments/user groups. The total number of apps to be monitored is to be determined.

241	(APMO) What type of reports is district looking on application performance and availability?	<p>Reports may include but not limited to:</p> <ul style="list-style-type: none"> - Application Health: Displays the overall health status of the application. - Alerts and Notifications: Shows active alerts and notifications for any issues. - Uptime: Monitors the application's uptime and downtime. - Error Rates: Tracks the frequency and types of errors occurring. - Service Status: Displays the status of various services and components of the application. <p>Performance Reports:</p> <ul style="list-style-type: none"> - Daily/Weekly Performance Summary: Summarizes key performance metrics over a specified period. - Error Analysis: Provides detailed analysis of errors and their root causes. - Resource Utilization: Reports on CPU, memory, and other resource usage. <p>Availability Reports:</p> <ul style="list-style-type: none"> - Uptime Reports: Details the uptime and downtime periods. - Incident Reports: Summarizes incidents, their impact, and resolution times. - Service Level Agreement (SLA) Compliance: Tracks compliance with SLAs.
242	(APMO) Total number of users using the applications? Total number of sites where applications are deployed	We have instructional applications that are used by every student in the District, business applications that are used by every employee in the District, and applications for parents, guardians and families. Applications are not deployed by sites.
243	(VMA) Are you looking to have Security Operations Center (SOC) and Incident Response (IR) services to monitor and handle incidents on ERP systems?	No.
244	(VMA) Are you looking to have security vendor perform patch management along with vulnerability management?	We are not seeking a security vendor to perform patch management at this time.
245	(VMA) Are you looking for application code testing services like Static Application Security testing (SAST), Dynamic Application Security Testing (DAST)?	Yes
246	(VMA) Are you looking for a full-blown vulnerability management services (identify, remediate, track the vulnerabilities) What is the In-scope assets for Vulnerability management?	Yes
247	(VMA) What are your requirements for automated governance in terms of compliance enforcement and reporting capabilities?	Cybersecurity Framework 2.0
248	(VMA) Any preferences on what compliance framework to be followed in the district environment?	Cybersecurity Framework 2.0
249	(VMA) How do you currently monitor for internal and external threats, and what capabilities are you looking for in a security solution?	This information will be provided upon vendor selection
250	(EDR) Please provide breakdown of Endpoints	Refer to Statement of Work
251	(EDR) Do you have an existing solution in place? if so, please mention the product name	This information will be provided upon vendor selection
252	(EDR) Any SOAR actions enabled on current EDR solution, if any in place	This information will be provided upon vendor selection
253	(EDR) Are you looking for any SOAR actions and playbooks to be deployed in the Endpoint solution?	No.
254	(EDR) What tools and capabilities do you currently have in place to respond to security incidents?	This information will be provided upon vendor selection
255	(EDR) What level of synthetic transaction running on applications in the environment?	Synthetic transactions are login/log out of application to confirm application availability.
256	(EDR) Are you looking to have EDR solution to be deployed on corporates mobiles as we see Android mentioned in the list of OS?	No.
257	(EDR) What specific application monitoring features are you looking for in an EDR solution?	N/A
258	(EDR) what is the total number of endpoints In-scope for endpoint detection and response?	Refer to Statement of Work
259	(SSE) How do you currently protect users from malicious websites and other web-based threats? Any WAF solution in place?	This information will be provided upon vendor selection
260	(SSE) What are your expectations for an SWG in terms of threat detection and prevention capabilities?	No.
261	(SSE) How are remote locations user connect to the district network? How many remote users are currently connecting to School district network?	No.
262	(SSE) Do you have any encryption requirements on the external users connectivity?	Yes

263	(SSE) Are you looking for MSSP partner to deploy, manage and operate all the Security Service Edge solutions and tools proposed?	No.
264	(SSE) What is the current VPN solution used for remote connections?	This information will be provided upon vendor selection
265	How many Om-prem Data centers are currently setup? Any Cloud IAAS, PAAS services used? If yes, please describe	We have multiple Data Centers
266	Provide number of Vlans currently used in the network?	Refer to Statement of Work
267	Please provide breakdown of Network Gear	This information will be provided upon vendor selection
268	Is District subscribed to any threat intell platforms or feeds to identify and block malicious traffic?	Yes
269	Can you please describe how and where district is using hypervisors and containerization?	The District is using hypervisors for virtualizing servers and desktop where appropriate. Containerization is an option that can be explored.
270	Is district okay to have least privileged access provided to all the users (Trust no one - policy)?	Yes
271	Any Taps or Packet brokers are deployed in the environment?, If yes, could you please mention the vendor and the count?	This information will be provided upon vendor selection
272	Is district open to have Network Sensors installed in the Network for traffic analysis?	Yes
273	Any existing Network traffic monitoring tools in place? Like Netflow etc.,	This information will be provided upon vendor selection
274	What is the current Network Bandwidth of the core switches?	Our current Internet network aggregate can support up to 400GBits.
275	What is the Internet Bandwidth used in the environment?	This information will be provided upon vendor selection
276	Any network performance issues that district is facing?	No.
277	Do you have any requirement on log retention for Network traffic?	Refer to Statement of Work
278	How do you currently monitor and analyze network traffic, and what challenges have you faced in gaining comprehensive visibility?	This information will be provided upon vendor selection
279	Are there specific types of traffic or protocols that you find difficult to monitor effectively?	This information will be provided upon vendor selection
280	Any Deep Packet Inspection (DPI) solutions in place? If yes, please mention any limitation you are seeing in the existing DPI capabilities	Yes
281	How do you store and analyze historical network traffic data, and what insights has it provided?	This information will be provided upon vendor selection
282	What reporting capabilities are you seeking to enhance visibility and control?	This information will be provided upon vendor selection
283	Would the District consider extending the submission deadline to allow time for offers to revise their proposals in response to potential answers to questions?	Please refer to Addendum No. 9
284	Page 16 of the Solicitation - Section A.3.h. - Lists "Inventory Asset Management" as a cybersecurity category. However, the specifications for that requirement are not provided in the subsequent sections. Could the District confirm if additional information will be provided?	No.
285	Can individual and/or subcontractor experience be leveraged to meet the minimum qualifications?	Yes
286	The list of "SPECIALIZATION 1" items contains "h. Inventory Asset Management" on Page 16, but we can't find any description of that. Was the omission of description intended?	Please refer to Addendum No. 2
287	Considering "asset management" is a common COTS solution, can we assume the District is looking for generic asset management software?	Please refer to Addendum No. 2
288	Considering "asset management" falls into "SPECIALIZATION 2 - Enterprise Software Solution" than "SPECIALIZATION 1 - Cybersecurity Software Solutions", can we presume it is to be responded as a part of SPECIALIZATION 2, not 1?	Please refer to Addendum No. 2
289	In the pricing sheets, the formula for 'TOTAL WEIGHTED AVERAGE' is not populated. What should that formula be?	District will perform calculations based on weighted average.
290	In the Cybersecurity pricing sheet, there is not a tab for Inventory Asset Management. Will a revised pricing sheet be provided to include that category?	Please refer to Addendum No. 2
291	Could you please postpone the due date two weeks?	Please refer to Addendum No. 9
292	Can we add subcategories to the pricing sheet to reflect how the product is sold and discounted?	No but supplemental info to explain additional discounts offered may be provided.

293	How do we go about being added to your vendor/bidder list for future needs?	Please register for a vendor number
294	Can you please send us a copy of this pending IT/TELCOM/A-V RELATED BID, or is there a web link you can provide?	Please visit our solicitations website: https://psd.lausd.net/procurement_solicitations_achieve.asp to look for any solicitations you may be interested in.
295	Also, what about smaller non-bid items (p-card type purchases, refurbished parts, hard to find items, end of life band-aids, etc)? Does that go through the IT folks directly, or, does it funnel back around to the Procurement side???	Goes through IT Department and does not funnel back to Procurement
296	We are located in the SF Bay Area. Are we eligible to bid on this opportunity?	Yes
297	Do we need to register in ARIBA?	Yes, if you have not registered please email richard.lee2@lausd.net for further instructions.