

**JEFFERSON COUNTY PUBLIC SCHOOLS
CONTRACT FOR ONLINE STUDENT RECORDS REQUESTS APPLICATION**

This contract for an online student records requests software services (the "Contract") is made and entered into as of this 28th day of October 2017, by and between the Board of Education of Jefferson County, Kentucky, a Kentucky school district doing business as the Jefferson County Public Schools (the "Client") and Scribbles Software, LLC ("Scribbles"), a corporation in good standing authorized to do business in the State of Kentucky.

For and in consideration of the mutual promises set forth in the Contract, the adequacy of which is hereby expressly acknowledged, the parties do mutually agree as follows:

- 1. Basic Obligations of Scribbles.** Scribbles hereby agrees to provide the services described in the attached Statement of Work (attached hereto as Exhibit 1) in accordance with the terms and conditions of this Contract as requested in writing by the Client.
- 2. Basic Obligations of the Client.** The Client hereby agrees to perform the obligations of the Client described in the attached Statement of Work (attached hereto as Exhibit 1) in accordance with the terms and conditions of this Contract as requested in writing by Scribbles.
- 3. Term.** This contract will be effective from October 28, 2017 through October 27, 2018, with an option to renew annually thereafter upon mutual agreement of the Client and Scribbles.
- 4. Termination for Cause.** At any time, the Client may terminate this contract immediately and without prior notice if Scribbles is unable to meet goals and timetables or if the Client is dissatisfied with the quality of services provided.
- 5. Insurance.** Scribbles agrees to maintain a minimum of \$1,000,000 in general liability insurance, a minimum of \$5,000,000 cybersecurity insurance, and other appropriate insurance, as well as Workers Compensation in the required statutory amount, for all employees participating in the provision of services under this Contract. Certificates of such insurance shall be furnished by Scribbles to the Client and shall contain the provision that the Client is given ten (10) days' written notice of any intent to cancel or terminate by either the Scribbles or the insuring company. Failure to furnish such insurance certificates or maintain such insurance shall be deemed a material breach and grounds for immediate termination of this Contract. All Scribbles liabilities as defined within this contract will be capped at the greater of the compensation received by Scribbles, the actual damages incurred, or the \$1,000,000 limit of general liability policy.
- 6. Taxes.** Scribbles shall pay all federal, state and FICA taxes for all of its employees participating in the provision of services under this Contract.
- 7. Monitoring and Auditing.** Scribbles shall cooperate with the Client, or with any other

person or agency acting at the direction of the Client, in their efforts to monitor, audit, or investigate activities related to this Contract. Scribbles shall provide any auditors retained by the Client with access to any records and files related to the provision of services under this Contract upon reasonable notice. The Client agrees that its auditors will maintain the confidentiality of any trade secrets of Scribbles that may be accessed during an audit conducted under this Contract, subject only to the requirements of the Kentucky Open Records Law.

- 8. Confidentiality of Information.** Scribbles agrees that all student records, data, personnel records, and/or other confidential information that come within Scribbles' possession in the course of providing services to the Client under this Contract (hereinafter, "Confidential Information") shall be subject to the confidentiality and disclosure provisions of all applicable federal and state statutes and regulations, as well as any relevant policies of the Client. All data and/or records provided by the Client to Scribbles shall be presumed to be Confidential Information subject to the terms of this section unless the Client specifically indicates in writing that the requirements of this section do not apply to a particular document or group of documents.

Scribbles agrees to receive and hold Confidential Information, whether transmitted orally, in writing or in any other form, and whether prepared by a party or its Representatives, in strict confidence, and to use the Confidential Information solely for the purpose of facilitating Client's use of Scribbles' products and services. Scribbles shall take all such action as may be necessary to comply with the Federal Family Educational Rights and Privacy Act ("FERPA"), the Kentucky Family Education Rights and Privacy Act ("KFERPA") as well as with any other applicable statutory provisions, and with the rules and regulations promulgated under all of the foregoing, to the extent that they may require the Client and/or Scribbles to maintain the confidentiality of the Confidential Information. Except as essential to Scribbles' obligations to Client, Scribbles shall not copy any of the Confidential Information, nor shall Scribbles remove any Confidential Information or proprietary property or documents from Client premises without written authorization of the Client. Scribbles acknowledges its understanding that any unauthorized disclosure of Confidential Information may violate FERPA, and/or KFERPA, and may result in penalties and other damages.

- 9. Security.** Scribbles represents and warrants that all documents and information provided to Scribbles by or behalf of the Client, including but not limited to Confidential Information, shall be stored and maintained by Scribbles with the utmost care and in conformity with standards generally accepted in Scribbles' industry for the types of records being stored and maintained. Scribbles further represents and warrants that any online access to the Client's records by authorized persons pursuant to this Contract shall be safe, secure, and password-protected and provided with the utmost care and in conformity with standards generally accepted in Scribbles' industry for the types of records being stored and maintained, and that no person shall be permitted to obtain unauthorized access to any of the Client's records. Without limiting the foregoing, Scribbles specifically warrants that:

- 9.1. All servers, computers, and computer equipment used to provide services pursuant to this Contract shall be maintained in good working order in compliance with generally accepted industry standards in light of the confidential nature of the documents in question and shall be located in a safe, controlled, and environmentally stable environment (including moisture and temperature controls) and adequately protected against fires, hurricanes, flooding, or similar occurrences;
- 9.2. Facilities where services are provided shall be secure and access shall be limited to employees trained in security protocols with a legitimate business need to access such facilities (with access removed immediately upon termination of employment) and shall be protected from unauthorized access by commercially reasonable security systems;
- 9.3. All websites, FTPs, and any other online electronic system used to provide services pursuant to this Contract shall be protected from security breaches by commercially reasonable firewalls and other intrusion detections systems and antivirus software, which shall be kept updated at all times. Access shall be limited to those agents and employees of Scribbles assigned to the project and any individuals identified in writing by the Client or Client's Designee as authorized to obtain access.
- 9.4. Scribbles shall have technical controls in place that ensure the security, availability and confidentiality of client data.
- 9.5. All information provided to Scribbles pursuant to this Contract shall be encrypted while in transit over an open network.

10. Kentucky Information Security Statutory Requirements. If Scribbles receives Personal Information as defined by and in accordance with the Kentucky Personal Information Security and Breach Investigation Procedures and Practices Act, KRS 61.931, et seq., (the "Act"), Scribbles shall secure, protect and maintain the confidentiality of the Personal Information by, without limitation, complying with all requirements applicable to "non-affiliated third parties" set forth in the Act, including but not limited to the following:

- a. "Personal Information" is defined in accordance with KRS 61.931(6) as "an individual's first name or first initial and last name; personal mark; or unique biometric or genetic print or image, in combination with one (1) or more of the following data elements:
 - i. An account, credit card number, or debit card number that, in combination with any required security code, access code or password, would permit access to an account;
 - ii. A Social Security number;
 - iii. A taxpayer identification number that incorporates a Social Security number;
 - iv. A driver's license number, state identification card number or other individual identification number issued by an agency;
 - v. A passport number or other identification number issued by the United States government; or
 - vi. Individually Identifiable Information as defined in 45 C.F.R. sec. 160.013 (of the Health Insurance Portability and Accountability Act), except for education records covered by

FERPA.

- b. As provided in KRS 61.931(5), a "non-affiliated third party" means "any person or entity that has a contract or agreement with the Commonwealth and receives (accesses, collects or maintains) personal information from the Commonwealth pursuant to the contract or agreement."
- c. Scribbles shall not re-disclose, without the prior written consent of Client, any "personal information," as defined in KRS 61.931, or any other personally identifiable information of a student or other persons, such as employees.
- d. Scribbles agrees to cooperate with Client in complying with the response, mitigation, correction, investigation, and notification requirements of the Act.
- e. Scribbles agrees to undertake a prompt and reasonable investigation of any breach as required by KRS 61.933.

Further, if Scribbles is a cloud computing service provider (as defined in KRS 365.734(1)(b) as "any person or entity other than an educational institution that operates a cloud computing service"), Scribbles agrees that:

- a. Scribbles shall not process student data for any purpose other than providing, improving, developing, or maintaining the integrity of its cloud computing services, unless the provider receives express permission from the student's parent. Scribbles shall work with the student's school and district to determine the best method of collecting parental permission. KRS 365.734 defines "process" and "student data."
- b. With a written agreement for educational research, Scribbles may assist an educational institution to conduct educational research as permitted by FERPA.
- c. Pursuant to KRS 365.734, Scribbles shall not in any case process student data to advertise or facilitate advertising or to create or correct an individual or household profile for any advertisement purposes.
- d. Pursuant to KRS 365.734, Scribbles shall not sell, disclose, or otherwise process student data for any commercial purpose.
- e. Pursuant to KRS 365.734, Scribbles shall certify in writing to the agency that it will comply with KRS 365.734(2).
- f. Scribbles shall report all known or suspected breaches of the data, in any format, to Dr. Dena Dossett, Chief, Data Management, Planning and Program Evaluation Division. The report shall include (1) the name, job title, and contact information of the person reporting the incident; (2) the name, job title, and contact information of the person who discovered the incident; (3) the date and time the incident was discovered; (4) the nature of the incident

(e.g. system level electronic breach, an electronic breach of one computer or device, or a breach of hard copies of records; (5) a description of the information lost or compromised; (6) the name of the electronic system and possible interconnectivity with other systems; (7) the storage medium from which information was lost or compromised; (8) the controls in place to prevent unauthorized use of the lost or compromised information; (9) the number of individuals potentially affected; and (10) whether law enforcement was contacted.

- 11. Standard of Care.** Notwithstanding anything in this Contract to the contrary, Scribbles represents and warrants that the services provided by Scribbles shall be performed by qualified and skilled individuals in a timely and professional manner with the utmost care and in conformity with standards generally accepted in Scribbles' industry for the types of services and records governed by this Contract.
- 12. Indemnification.** Scribbles shall indemnify in accordance with the limits set in section 5, defend and hold harmless the Client, its agents, and employees, from and against all claims, actions, demands, costs, damages, losses and/or expenses of any kind whatsoever, in whole or in part in accordance with the limits set in section 5, resulting from or connected with any acts under this Contract or from the omission or commission of any act, lawful or unlawful, by Scribbles, its agents and/or employees, including but not limited to court costs and attorney's fees incurred by the Client in connection with the defense of said matters. This provision shall survive the expiration or termination of this Agreement and remain in full force and effect after such expiration or termination.
- 13. Relationship of Parties.** Scribbles shall be an independent contractor of the Client, and nothing herein shall be construed as creating a partnership or joint venture; nor shall any employee of Scribbles be construed as an employee, agent or principal of the Client.
- 14. Compliance with Applicable Laws.** Scribbles shall comply with all applicable laws and regulations, including without limitation FERPA and KFERPA, in providing services under this Contract. Without limiting the foregoing, Scribbles specifically represents that it is aware of and in compliance with the Immigration Reform and Control Act and that it will collect properly verified I-9 forms from each employee providing services under this Contract. Scribbles shall not employ any individuals to provide services to the Client who are not authorized by federal law to work in the United States.
- 15. Applicable Client Policies.** Scribbles specifically acknowledges that it will comply with all applicable Client policies, all of which are publicly available on the Client's website.
- 16. Assignment.** Scribbles shall not assign, subcontract, or otherwise transfer any interest this contract without the prior written approval of the Client.
- 17. Contract Modifications.** This contract may be amended only by written amendments duly executed by and between the Client and Scribbles.

18. Kentucky Law. Kentucky law will govern the interpretation and construction of the Contract. Any litigation arising out of this Contract shall be filed, if at all, in a court or administrative tribunal located in the State of Kentucky.

19. Entire Agreement. This Contract constitutes and expresses the entire agreement and understanding between the parties concerning the subject matter of this Contract and supersedes all prior and contemporaneous discussions, promises, representations, agreements and understandings relative to the subject matter of this Contract.

20. Severability. If any provision of this Contract shall be declared invalid or unenforceable, the remainder of the Contract shall continue in full force and effect.

21. Non-Solicitation. Scribbles agrees that, during the term of this Contract, and for a two-year period following the expiration of this Contract, Scribbles shall not solicit any employees of Client to become employees of Scribbles or its affiliated entities.

22. Notices. Any notice or other communication provided for herein as given to a party hereto shall be in writing, shall refer to this Contract by parties and date, and shall be delivered by registered mail, return receipt required, postage prepaid to the person listed below or his successor.

If to: Scribbles
Scribbles Software, LLC
10617 Southern Loop Blvd
Pineville, NC 28134
Attention: Ron Christian

If to Client:
Jefferson County Public Schools
4309 Bishop Lane
Louisville, Kentucky 40218

23. Authority of Signatories. The persons executing this Contract hereby represent and warrant that they have full authority and representative capacity to execute the Contract in the capacities indicated below and this Contract constitutes the binding obligation of the parties on whose behalf they signed.

IN WITNESS WHEREOF, the parties have hereunto set their hands and seals the day and year indicated above.

JEFFERSON COUNTY PUBLIC SCHOOLS

SCRIBBLES SOFTWARE, LLC

Printed Name:

Printed Name: Ron K. Christian

By: _____

By: 

ITS: _____

ITS: Managing Member

DATE: October 28, 2017

DATE: October 28, 2017

STATEMENT OF WORK – EXHIBIT 1

Scribbles will provide ScribOrder, an online student records request and payment solution, at NO cost to the Client. ScribOrder is delivered as a Software-as-a-Service (SaaS).

Client will to add the URL to ScribOrder to the Client's website and modify the content on the records page to promote the online application.

Scribbles will accept online requests for transcripts and/or full student records from authorized requestors. The Client from time to time during the term of this Contract may provide to Scribbles in writing the categories of persons and entities that are authorized requestors and the online identity authentication requirements to be used by Scribbles to authenticate their status as an authorized requestor. Scribbles will charge to each requestor, and will pay to the Client monthly as set forth below, the following fees: \$5.00 for a high school transcript/written verification of graduation and \$8.00 for a full student record including elementary through high school. These fees may be changed by the Client from time to time during the term of the Contract on 30 days prior written notice to Scribbles. Scribbles will also collect \$4.00 convenience fee for each transcript/written verification of full student record that will be charged to and paid by the requestor of the record and will be retained by Scribbles. The convenience fee may be changed during the term of this Contract only by mutual written agreement of Scribbles and the Client. The Client will have no liability to Scribbles for any fees that are charged back to Scribbles by a bank, credit card company or other electronic payment processor.

Scribbles provides all software components and services at NO cost, inclusive of the following services:

- Consultation
- Configuration, Branding and Activating Online Forms
- Workflow Configuration and Customization
- Testing
- Best Practices Training
- Deliver Web Content
- Training/Mentoring
- Software Upgrades

Scribbles will deliver to the Client a monthly, itemized statement on the 25th of each month for the previous month's collection of student record request fees that are required to be paid by Scribbles to the Client as described above. At the discretion of the Client, Scribbles will make monthly payments to the Client via ACH or check.

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