

Master License and Service Agreement

This Master License and Service Agreement (“Agreement” or “MLSA”) is made and entered into by and between EDpuzzle, Inc. (“Vendor”), a Delaware corporation, having its principal offices at 833 Market Street, #427, San Francisco, CA 94103, and the **Board of Cooperative Educational Services for the First Supervisory District, Erie County** (“Customer”), having its principal offices at 355 Harlem Road, West Seneca, NY 14224. Vendor and Customer are sometimes referred to herein, individually, as a “Party,” and collectively, as the “Parties.”

Boards of Cooperative Educational Services (“BOCES”), including Customer, are municipal corporations organized and existing under Section 1950 of the New York Education Law, and are authorized to provide cooperative educational services to school districts in New York State pursuant to cooperative educational service agreements (“CoSers”) approved by the New York State Education Department.

Regional Information Centers (“RICs”), organized and administratively aligned under a BOCES, provide shared technology and other educational support services on a regional basis to its BOCES’ component school districts, and to other BOCES and school districts located within the RIC’s respective region.

Cooperative educational services provided by a BOCES (by the BOCES itself, or if applicable, its respective RIC) include shared computer services, software, and technical training and support that are provided to school districts that enter into applicable CoSers.

Customer is authorized to issue requests for proposals, award and enter into contracts for the purchase of instructional software applications that can be made available to school districts as part of applicable approved CoSers, on behalf of itself and other BOCES across New York State that participate in a statewide Instructional Technology Contract Consortium (“NYSITCC”). Through Customer’s procurement process, EDpuzzle, Inc. has been identified and accepted by Customer as a provider of the Edpuzzle Instructional Software, as more fully described herein (the “Product(s)”).

As Customer and several other BOCES throughout New York State have expressed an interest in offering the Product(s) to school districts as part of the applicable approved CoSers, Customer wishes to make the Product(s) available through the NYSITCC. Accordingly, the Parties have entered into this Agreement to set forth the terms upon which the Product(s) will be made available by Customer to itself and to other BOCES and school districts through the NYSITCC.

1. TERM and TERMINATION

1.1 Term of Agreement. The Effective Date of this Agreement shall be September 1, 2023. The initial term of this Agreement shall commence on the Effective Date and continue until 11:59 pm June 30, 2026 (“the Initial Term”), unless earlier terminated as otherwise set forth

herein. The Initial Term may be extended for successive renewal terms of three (3) years (each a "Renewal Term") only by mutual execution by the Parties of either a written Amendment to this Agreement, or, a new Agreement.

1.2 Termination of Agreement. Either Party may terminate this Agreement for any reason prior to the expiration of its Initial Term (or the expiration of any Renewal Term) upon ninety (90) days' written notice to the other.

1.3 Termination by Customer. Customer shall have the right to terminate this Agreement at any time prior to the expiration of its Initial Term (or the expiration of any Renewal Term) in the event of Vendor's failure to cure any default or breach of this Agreement within (30) days written notice from Customer.

2. SCOPE OF SERVICES

Acting as an independent contractor, Vendor will provide the Product(s) as more fully described and at the prices stated in **Exhibit A**, attached to this Agreement and incorporated by reference. Any services related to the Product(s) to be provided by Vendor, including but not limited to consulting, educational, hosting, system administration, training or maintenance and support services ("Services"), shall be as more fully described within this Agreement and at the prices stated in **Exhibit A**, attached to this Agreement and incorporated by reference.

3. GRANT OF LICENSE

3.1 The Product(s) are provided under license. Vendor grants to Customer, as a participating BOCES in the NYSITCC on behalf of the Western New York Regional Information Center ("WNYRIC"), and to each other BOCES that is a participant in the NYSITCC (and, where applicable, on behalf of its RIC), a non-assignable, non-transferable and non-exclusive license to utilize the Product(s) pursuant to the terms and conditions set forth herein. Vendor further grants to each individual school district that contracts for the Product(s) with a BOCES through the NYSITCC by purchasing CoSer 6360 Instructional Technology Service and provides professional development by purchasing CoSer 6368 Model Schools, a non-assignable, non-transferable and non-exclusive license to utilize the Product(s) pursuant to the terms and conditions set forth herein. For purposes of the licenses granted by Vendor pursuant to this Agreement, Customer, each other BOCES, and each individual school district as described herein may also be referred to individually as a "Licensee" and collectively as "Licensees." Licensees shall not assign, sublicense or otherwise encumber or transfer the Product(s) without the prior written consent of the Vendor. Nothing herein shall act to transfer any interest in the Product(s) to any Licensee, and title to and ownership of the Product(s) shall at all times remain with the Vendor.

3.2 Vendor may terminate the license granted to a Licensee under this Agreement if the Licensee fails to comply with any terms and conditions of this Agreement that are specifically applicable to that entity as a Licensee. Within five (5) days of receipt of such termination, the Licensee shall return all materials related to the Product(s) and, to the extent applicable, arrange with Vendor to remove the Product(s) from the computers located at the Licensee's sites or under the direct control of Licensee.

3.3 Vendor warrants that it has full power and authority to grant the rights herein described. Vendor's obligation and liability under this Section 3 shall be to obtain any authorization necessary to make effective the grant of license to Licensees to use the Product(s), in such a manner or method as determined by Vendor, at Vendor's own cost and expense.

4. USE of PRODUCTS, PROTECTION OF APPLICATION and CONFIDENTIAL INFORMATION

4.1 Product(s) shall be utilized only at such licensed sites as shall be designated by Licensees (or utilized in a cloud environment as designated by Licensees) and shall be used solely for the benefit of Licensees. Licensees shall not permit or provide for transfer or reproduction of the Product(s), or any portion thereof, to be placed on a computer not at the Licensee's designated sites or under the direct control of the Licensee, by physical or electronic means, unless specifically authorized by Vendor and/or as otherwise provided in this Agreement.

4.2 The Product(s) are protected by copyright law. Vendor hereby confirms that Vendor is the owner of the copyright in the Product(s) described in **Exhibit A**, as well as an authorized source or reseller for the Product(s) in the state of New York. Licensees shall not make or allow others to make copies or reproduction of the Product(s), or any portion thereof in any form without the prior written consent of Vendor and/or as otherwise provided in this Agreement. The unauthorized copying, distribution or disclosure of the Product(s) is prohibited and shall be considered a material breach of this Agreement.

4.3 Except as expressly stated herein, no Licensee may alter, modify, or adapt the Product(s), including but not limited to translating, reverse engineering, decompiling, disassembling, or creating derivative works, and may not take any other steps intended to produce a source language state of the Product(s) or any part thereof, without the prior written consent of Vendor.

4.4 Licensees shall be the sole owner and custodian of any information or data transmitted to, received, or manipulated by the Product(s), except as otherwise specifically set forth in this Agreement.

4.5 Confidential Information. Each Party will use the same degree of care to protect the other Party's Confidential Information as it uses to protect its own confidential information of like nature, but in no circumstances less than reasonable care. "Confidential Information" for purposes of this subparagraph means any information that is marked or otherwise indicated as confidential or proprietary, in the case of written materials, or, in the case of information that is disclosed orally or written materials that are not marked, by notifying the other Party of the proprietary and confidential nature of the information, such notification to be done orally, by email or written correspondence, or via other means of communication as might be appropriate. Notwithstanding the foregoing, (a) Confidential Information of Vendor shall include the Software and the terms of this Agreement (except those portions of the Agreement that Customer may be required to disclose by law or legal process) and (b) the Confidential Information of Customer shall include personally identifiable information regarding its and other Licensees' end users provided in connection with the Product(s). Confidential Information does not include information which (a) was known to the receiving Party or in the public domain before disclosure; (b) becomes

part of the public domain after disclosure by a publication or other means except by a breach of this Agreement by the receiving Party; (c) was received from a third party under no duty or obligation of confidentiality to the disclosing Party; or (d) was independently developed by the receiving Party without reference to Confidential Information. Disclosures of Confidential Information that are required to be disclosed by law or legal process shall not be considered a breach of this Agreement as long as the recipient notifies the disclosing Party, provides it with an opportunity to object and uses reasonable efforts (at the expense of the disclosing Party) to cooperate with the disclosing Party in limiting disclosure to the extent allowed by law.

4.6 Vendor Obligations Under NYS Education Law 2-d. For Student Data, or Teacher and Principal Data, as such terms are defined in New York Education Law Section 2-d, Vendor shall comply with all terms, conditions and obligations as set forth in the Data Sharing and Confidentiality Agreement incorporated into this Agreement by reference as **Exhibit D**. In the event that Vendor receives, stores or maintains Student Data, or Teacher and Principal Data provided to it by a Licensee, whether as a cloud provider or otherwise, the Vendor assumes all risks and obligations in the event of a breach of security of such data. Vendor shall not subcontract or assign its obligation to store or maintain Student Data, or Teacher and Principal Data provided to it pursuant to this Agreement to a third-party cloud provider unless specific prior written permission is granted in the Data Sharing and Confidentiality Agreement attached hereto as Exhibit D .

5. REPRESENTATIONS, WARRANTIES AND DISCLAIMERS

5.1 Mutual. Each Party represents and warrants that it has the power and authority to enter into this Agreement and that the Party's execution, delivery, and performance of this Agreement (a) have been authorized by all necessary action of the governing body of the Party; (b) do not violate the terms of any law, regulation, or court order to which such Party is subject or the terms of any agreement to which the Party or any of its assets may be subject; and (c) are not subject to the consent or approval of any third party, except as otherwise provided herein.

5.2 Intellectual Property. Vendor warrants that use of the Product(s) does not infringe any United States patent, copyright, or trade secret. Vendor will indemnify Customer and any other applicable Licensee and hold it or them harmless from and against any and all claims, actions, damages, liabilities and expenses in connection with any allegation that the use of the Product(s) provided hereunder infringed upon any United States patent or pending application for letters patent or constituted an infringement of any trademark or copyright. Customer or the other Licensee, as applicable, will notify Vendor in writing of such suit, claim, action, proceeding or allegation(s). Vendor shall have sole control of the defense. Customer or the other Licensee, as applicable, shall provide reasonable information and assistance to the Vendor at the Vendor's expense.

5.2.1 Vendor shall have the right to make such defense by counsel of its choosing and Customer or the other Licensee, as applicable, shall cooperate with said counsel and Vendor therein.

5.2.2 If the Product(s) are held to infringe, or in Vendor's opinion is likely to be held to infringe, any United States Patent or pending applications for Letters Patent, or any Trademark or Copyright, Vendor shall, in addition to its obligations as set forth in paragraphs 5.2

and 5.2.1 above, at its expense, (a) secure the right for Customer or the other Licensee, as applicable, to continue use of the Product(s) or (b) replace or modify the Product(s) to make it non-infringing. If commercially reasonable efforts to perform the foregoing are unsuccessful, Customer or the other Licensee, as applicable, shall be entitled to a pro-rata refund of fees paid by Customer or the Licensee to Vendor pursuant to this Agreement, calculated as of the date Customer or the Licensee, as applicable, was prohibited from using the Product(s).

5.2.3 Vendor shall have no obligation with respect to any such claim of infringement based upon modifications of machines or programming made by Customer or any other Licensee without Vendor's approval, or upon their combination, operation, or use with apparatus, data, or programs not furnished by Vendor by Customer or any other Licensee, without Vendor's approval.

5.3 Warranties. Vendor represents and warrants that (a) the Product(s) will perform substantially in accordance with the specifications set forth in the then-current documentation, if any, for such Product(s), and that (b) the Services will be performed in a professional and workmanlike manner. In the event of a non-conformance of the Product(s) or Services, reported to Vendor by Customer or any other Licensee, Vendor shall make commercially reasonable efforts to correct such non-conformance. In the event that Vendor is unable to correct such non-conformance, Vendor will provide Customer or the other Licensee, as applicable, with replacement or repair of defective Product(s), re-performance of Services, or a pro-rata refund of fees paid pursuant to this Agreement, calculated as of the date of commencement of any period of non-conformance.

5.4 Remedies available to Customer or any other Licensee for damage or loss to the Product(s) shall be the repair or replacement of the Product(s) or a pro-rata refund of fees paid pursuant to this Agreement, calculated as of the date of commencement of the damage or loss. Vendor shall have no liability or responsibility for damage or loss to the Product(s) caused by any alteration or modification by a Licensee not authorized by Vendor, or for damage or loss arising out of the malfunction of Licensee's equipment or other software not supplied by Vendor.

5.5 Disclaimers. EXCEPT AS EXPRESSLY PROVIDED HEREIN, VENDOR EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, WHETHER EXPRESS, IMPLIED, OR STATUTORY WITH RESPECT TO THE PRODUCT(S) AND SERVICES, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. VENDOR DOES NOT WARRANT THAT THE PRODUCT(S) WILL PERFORM OR OPERATE UNINTERRUPTED OR ERROR-FREE, OR THAT THE FUNCTIONS CONTAINED IN THE PRODUCT(S) WILL MEET ANY LICENSEE'S PARTICULAR REQUIREMENTS OR PURPOSE.

5.6 Customer Representations and Warranties. Customer hereby represent and warrants to Vendor:

5.6.1 That all BOCES that are participants in the NYSITCC, including Customer, have agreed to be bound by the terms of this Agreement and perform their specific obligations as participating BOCES herein.

5.6.2 That all BOCES that are participants in the NYSITCC, including Customer, will take reasonable measures to ensure that all of the sites used by BOCES and school district

Licensees within their jurisdiction will meet the systems and network minimum requirements set forth on **Exhibit C**, attached to this Agreement and made a part hereof.

5.6.3 That all BOCES that are participants in the NYSITCC, including Customer, will take steps to ensure that BOCES and school district Licensees within their jurisdiction use their best efforts to make staff available for training in how to utilize the Product(s) as requested by Vendor.

5.6.4 That all BOCES that are participants in the NYSITCC, including Customer, will provide Vendor with the name of a contact person (hereinafter referred to as the "BOCES Contact") who will have the authority to act on behalf of the BOCES and school district Licensees within their jurisdiction with regards to any questions or issues that may arise during the installation or implementation of the Product(s). Unless directed by that BOCES Contact, the Vendor will have no other contact within the BOCES regardless of previous working relationships. The Vendor will provide written communication to the BOCES Contact if it plans to demo/visit a BOCES or school district Licensee within that BOCES' jurisdiction. This communication will occur a minimum of two (2) days prior to the demo/visit.

6. INDEMNIFICATION

Customer shall indemnify and hold harmless Vendor and its officers, directors, employees and agents and hold them harmless from any and all third party claims, liabilities, costs, and expenses, including attorney fees and expenses, arising from or relating to any breach by Customer of this Agreement. Vendor shall indemnify and hold harmless Customer and its officers, directors, employees and agents and hold them harmless from any and all third party claims, liabilities, costs, and expenses, including attorney fees and expenses, arising from or relating to any breach by Vendor of this Agreement.

7. FEES AND PAYMENT

7.1 License Fees. In consideration of the licenses granted to all Licensees as described herein, and the Services to be performed by Vendor, Customer agrees that each participating BOCES (including Customer) shall pay Vendor the applicable fees set forth in **Exhibit A** on behalf of each Licensee within its jurisdiction that participates in the applicable CoSers during any fiscal year within the Initial Term of this Agreement or any Renewal Term.

7.2 Pricing. The fees set forth in **Exhibit A** shall be applicable during the period July 1, 2023 through June 30, 2024 (the first fiscal year within the Initial Term of this Agreement).

Vendor will provide to Customer proposed new pricing for each succeeding fiscal year within the Initial Term of this Agreement (or each succeeding fiscal year within any Renewal Term) by November 1 of each fiscal year, by notification to Michelle Okal-Frink, Erie 1 BOCES through the Vendor Hub Site - <https://sites.google.com/e1b.org/erie1bocesvendorhub/home> or by certified letter addressed to 355 Harlem Road, West Seneca, NY 14224. Michelle Okal-Frink will work with the Vendor to evaluate and accept pricing to be applicable during each succeeding fiscal year; however, in no event shall pricing increase by more than 2% annually. The Parties shall revise **Exhibit A** as needed to reflect any new prices as mutually agreed. If no notification is received by November 1 of any fiscal year, the fees established for the then current fiscal year will remain

in effect for the subsequent fiscal year. After acceptance of the annual price list, vendors will send out renewal quotes to the individual BOCES by Nov 15th of that contract year. Quotes will be prorated for new business or renewals to align with the agreement annual terms ending June 30th as agreed to in the RFP response. If there is an overage with a school district the overage must be provided to BOCES prior to May 1st of the school year. The district will be able to cover those overages through a PO before June 1st. BOCES and school districts are not responsible for overages that come after May 1st and cannot pay any overages not identified by May 1st in the current or any future fiscal years.

7.3 Quotes. Quotes applicable to any BOCES or school district Licensees based on the fees set forth in **Exhibit A** shall be provided to each BOCES Contact (including Customer's) or his/her designee. The Vendor will not provide BOCES quotes directly to any school district. Each quote will be made out to the BOCES requesting the quote, reference the NYSITCC contract number, identify the beginning and end date, have the name of the district included and identify the name and email of the rep sending the quote. Each participating BOCES (including Customer) will issue a purchase order to Vendor on behalf of each Licensee within its jurisdiction that wishes to participate in the applicable CoSers. All quotes after July 1 will be prorated to end June 30 of that fiscal year. The Vendor will not provide a BOCES quote to any BOCES outside of the consortium.

7.4 Invoices. When invoicing Customer, Vendor shall send Erie 1 BOCES invoices addressed to 355 Harlem Road, West Seneca, NY 14224 (Attention: Business Office) or email to ap@e1b.org; any other BOCES invoices shall be sent by Vendor to the other participating BOCES initiating the request. Vendor shall contact the BOCES contact at each other participating BOCES to receive the proper invoicing address. Payment shall be made by each participating BOCES (including Customer) within forty-five (45) days of either completion of the activation of the Product(s) at the site of a Licensee, or the implementation meeting for service. Invoices must match the BOCES PO in order for payment to be released. This includes the contract number, purchase order number and the cost on the invoice must match the cost on the purchase order.

7.5 Withdrawal. Vendor acknowledges that due to the nature of BOCES services, individual Licensees may from time to time, during the Initial Term of this Agreement or any Renewal Term, withdraw from or choose not to renew their participation in the applicable BOCES service for a subsequent fiscal year. Each participating BOCES (including Customer) shall provide written notification to Vendor of any such withdrawal or non-renewal by any Licensee within its jurisdiction no later than thirty (30) days prior to its effective date (typically July 1st), without penalty. Any Licensee may provide withdrawal or license change notification prior to the payment of the renewal purchase order. These changes would result in the change of the initial purchase order and therefore the invoicing based upon that PO. Other changes may be made, with agreement of the Vendor, until the second week of the school year is completed. This may result in a credit or refund. Upon receipt of notification, Vendor shall securely delete or otherwise destroy any and all Protected Data received from that Licensee remaining in the possession of Vendor or any of its subcontractors or other authorized persons or entities to whom it has disclosed the Protected Data; if requested by the Licensee, Vendor will assist in exporting all Protected Data previously received back to the Licensee prior to deletion. Vendor will provide Customer and the Licensee with written certification from an appropriate officer that these requirements have been satisfied in full. For purposes of this subsection 7.5, "Protected Data"

shall have the same meaning as set forth in the Data Sharing and Confidentiality Agreement incorporated into this Agreement by reference as **Exhibit D**. Notwithstanding the non-renewal or withdrawal of any Licensee, the terms of this Agreement shall continue in full force and effect with respect to Customer and any other remaining BOCES or school district Licensees.

8. IMPLEMENTATION ASSISTANCE SERVICES AND TRAINING SUPPORT

8.1 Training. The Vendor will provide initial training, at no cost, to Customer's staff and the staff of each participating BOCES so that they are able to turn key and train school district Licensees using RIC/BOCES accounts or Product(s) provided to the RIC/BOCES at no cost, at four (4) sites during each year of this Agreement. These accounts will be fully active within the system and not simply a training site. This training should be in person and be robust whereas the BOCES staff developers are able to provide the support and professional development to the school district Licensee in order to promote a successful implementation. **The 4 initial training days (per product) should be help in person if possible. The 4 additional update training sessions (per product) may be held virtually.** This is a total of 8 sessions, per product, awarded. The Vendor will provide on-site training and installation to the BOCES staff as outlined in **Exhibit B**, attached and incorporated herein by reference.

8.2 Use of Training Materials. Customer, all other participating BOCES, and all school district Licensees may use the entire Vendor provided training materials, on an ongoing basis, at no cost. Customer, all other participating BOCES, and all Licensee school districts may modify the documentation for use solely within the Licensee school districts that have purchased the Product(s) pursuant to this Agreement. Any modifications by the Customer, all other participating BOCES, and all school district licensees of the training materials provided by Vendor, will be done at the Customer, BOCES, or school district licensees' sole discretion and without liability to Edpuzzle.

8.3 Training Logins & Sites. The Vendor will provide Customer and all other participating BOCES the Product(s) or application logins and demo sites, at no cost, for utilizing the Product(s) while training Licensee school districts. The Vendor will provide administrative logins to Customer and all other participating BOCES for each Licensee school district in order for Customer and all other participating BOCES, as owners of the equipment/licenses, to manage and maintain accounts as required by the State Department of Education. The Vendor will provide updates and training each year for four additional sites throughout New York State for new and current trainers to be coordinated through Michelle Okal-Frink or her designee. Michelle Okal-Frink or her designee must approve any marketing that would include the name and or logo of Customer or any other participating BOCES.

9. TECHNICAL SUPPORT SERVICES

9.1 Technical support and updates provided by Vendor shall include assistance and consultation by phone **or email** to assist Customer, any other participating BOCES, or any school district Licensee in resolving problems with the use of the Product(s), at no charge.

9.2 Vendor shall provide support for the Product(s) for at least one (1) year following any notification by Vendor to Customer, any other participating BOCES, or any school district Licensee that the Product(s) has been discontinued.

9.3 All requests for assistance to Vendor by Customer, any other participating BOCES, and/or any school district Licensee to resolve problems which cause the software to become “inoperative” will be acknowledged by Vendor by phone **or email** within twenty-four (24) hours during Vendor’s normal support hours. For less severe problems, Vendor must acknowledge the request for assistance by phone **or email** within forty-eight (48) hours.

9.4 Vendor also agrees to provide the following technical support services to Customer, any other participating BOCES, and any school district Licensee:

9.4.1 Electronic mail support via Zendesk from 9:00 A.M. to 5:00 P.M. EST (Eastern Standard Time).

9.4.2 Bug Correction – Vendor shall use its best efforts to correct any software bugs in the Product(s). Customer, any other participating BOCES, and any school district Licensee shall allow Vendor in each instance the opportunity to make repeated efforts within a reasonable time to correct any such bugs.

9.4.3 Training, free of charge, for technical staff of Customer and/or any other participating BOCES to install or upgrade any equipment. This training can be provided via webinar.

10. APPLICABLE LAW

This Agreement shall be governed by, construed and enforced in accordance with the laws of the State of New York without regard to that State’s choice-of-law provisions. In the event a dispute arises between the Parties in connection with this Agreement, the Parties shall use good faith efforts to resolve such dispute by negotiation. In the event the Parties are unable to resolve such dispute by negotiation, the matter shall be venued in any court of competent jurisdiction located in the County of Erie, State of New York and the Parties hereby agree to submit to personal jurisdiction in any such court.

11. FORCE MAJEURE

Notwithstanding anything to the contrary contained herein, neither Party shall have any liability to the other Party for any default or delay in performance of its obligations hereunder to the extent attributable to unforeseen events beyond the reasonable control of the Party. Such events shall include but not be limited to, natural disasters or “acts of God;” war; acts of public enemies; terrorism; flood; government action, orders or regulations; fire; civil disturbance or unrest; work stoppage or strike; unusually severe weather conditions; disease, epidemic, pandemic, outbreaks of infectious disease or any other public health crisis, including quarantine or other employee restriction (each, a “Force Majeure” event). Vendor’s performance of some or all of its obligations hereunder may also cease at any time upon mutual written agreement between the Parties. Any warranty period affected by a Force Majeure event shall be extended for a period equal to the duration of such Force Majeure event.

12. CONSENT TO BREACH NOT WAIVER

No term or provision of this Agreement shall be deemed waived and no breach excused, unless such waiver or consent to breach shall be in writing and signed by the Party granting the waiver or consent. If either Party grants a waiver or consent to a breach of a term or provision of this Agreement, such waiver or consent shall not constitute or be construed as a waiver of or consent to any other or further breach of that term or provision or any other different or subsequent breach of any other term or provision.

13. SEVERABILITY

If any term, clause or provision of this Agreement is held invalid or unenforceable by a court of competent jurisdiction, such invalidity shall not affect the validity or operation of any other term, clause or provision and such invalid term, clause or provision shall be deemed severed from the Agreement.

14. RISK OF LOSS OR DAMAGE

Vendor and its insurers agree at a minimum to assume all risks of loss and damage to the Product(s) during transportation except for loss or damage caused by the gross negligence of Customer, any other participating BOCES, and/or any school district Licensee.

Vendor assumes all risks for injuries to or death of its employees and for damage to its tangible property, excluding damage to data, while on the premises of, or traveling to or from, facilities of Customer, any other participating BOCES, and/or any school district Licensee. Vendor shall provide assistance to recover or resolve any damaged data to the reasonable satisfaction of Customer, any other participating BOCES, and/or any school district Licensee.

15. AMENDMENT

This Agreement may be amended by Customer and Vendor provided that any such changes or modifications shall be in writing signed **or initialed** by the parties hereto.

16. HEADINGS

The headings of the paragraphs and sections of this Agreement are inserted for convenience only and shall not be deemed to constitute a part hereof.

17. NOTICES

Except as otherwise provided in this Agreement, all notices required hereunder shall be in writing and sent by certified mail, return receipt requested to the Party at the address written above, or such other address as noticed to the other Party.

18. CONFLICT OF INTEREST

Vendor represents and warrants that Vendor presently has no interest and shall not acquire any interest, direct or indirect that would conflict in any manner or degree with the performance of Vendor's obligations under this Agreement. Vendor further represents and warrants that it has not employed nor retained any person or company, other than a bona fide employee working

solely for Vendor or the Vendor's bona fide agent, to solicit or secure any agreement with any other participating BOCES or any school district Licensee. Further, Vendor represents that Vendor has not paid, given, or agreed to pay or give any company or person, other than a bona fide employee working solely for Vendor or the Vendor's bona fide agent, any fee, commission, percentage, brokerage fee, gift, contribution, or any other consideration contingent upon or resulting from the award or making of any agreement with any other participating BOCES or any school district Licensee. Upon discovery of a breach or violation of the provisions of this paragraph, Customer shall have the right to terminate this Agreement in accordance with subsection 1.3, however, it may do so immediately and without providing Vendor the opportunity to cure such breach or violation.

19. EMPLOYMENT PRACTICES

Vendor warrants that there shall be no discrimination against any employee who is employed in the work covered by the Agreement, or against any applicant for such employment, because of race, religion, color, sex, age or national origin. This shall include, but not be limited to, the following: employment, upgrading, demotion, transfer, recruitment, recruitment advertising, lay-off, termination, rates of pay or other tools of compensation, and selection for training, including apprenticeship. Vendor shall insert similar provisions in any authorized subcontracts for the performance of Services covered by this Agreement.

20. EXECUTORY CLAUSE

This Agreement shall be deemed executory only to the extent of monies appropriated and available to Customer or any other BOCES or school district Licensee for the purpose of this Agreement, and no liability on account thereof shall be incurred by Customer or any other BOCES or school district Licensee beyond the amount of such monies. The Agreement is not a general obligation of Customer or any other BOCES or school district Licensee. Neither the full faith and credit nor the taxing power of any school district Licensee is pledged to the payment of any amount due or to become due under this Agreement. It is understood that neither this Agreement nor any representation by any public employee or officer creates any legal or moral obligation to appropriate or to make monies available from the purpose of this Agreement.

21. NON-ASSIGNMENT

This Agreement shall be binding on the Parties and on their successors and assigns. Vendor is prohibited from assigning, transferring, conveying, subletting or otherwise disposing of this Agreement, or its right, title or interest therein, or its power to execute this Agreement or any amendment thereto, or its power to perform the obligations required by this Agreement to any other person or corporation without the previous consent, in writing, of Customer; and any attempts to assign the Agreement without Customer's prior written consent are null and void.

22. ENTIRE UNDERSTANDING

This Agreement and all Exhibits attached hereto constitute the entire understanding between Customer and Vendor.



Erie 1 BOCES Education Campus • 355 Harlem Road • West Seneca, NY 14224-1892



IN WITNESS WHEREOF, the Parties have caused this Agreement to be executed by their duly authorized representatives as of the dates set forth below.

EDpuzzle, Inc.

DocuSigned by:
By: Xavier Francàs
9CCD98830E8946C...

Printed Name: Xavier Francàs

Title: Director of Revenue

Date: 8/31/2023

ERIE 1 BOCES

DocuSigned By:
By: James Fregelette
9AEB9EED72B74AB...

Printed Name: James Fregelette

Title: Executive Director, Administrative Services & Operations

Date: 8/31/2023

EXHIBIT A

Edpuzzle is a simple, easy-to-use video platform that helps teachers engage their students. In the classroom, teachers use Edpuzzle to impart video-lessons their students watch through the Edpuzzle Apps (iOS and Android), the Edpuzzle website (<https://edpuzzle.com>) or the Learning Management System with which Edpuzzle has been integrated (Canvas, Moodle, Schoology, etc.). Beyond the classroom, teachers use Edpuzzle to engage students at home and complete the video-learning experience anywhere. Teachers can instantly collect students' viewing history and responses to embedded questions.

Edpuzzle teachers can either upload their own videos, use the ones posted on YouTube or re-use an already existing video-lesson created by another teacher. Then, teachers may edit the video to create their lessons. They may record their voice to personalize it and hold their students accountable by embedding questions in the video. Finally, teachers will assign the video to their students and follow their progress in real time while they all learn at their own pace.

Edpuzzle NY Pro Plus - priced by school (# of teachers) and by district (# of students)

- **Everything that the Pro plan has plus:**
 - Network Channel
 - Admin Panel
 - District Content Curation

Edpuzzle Pro School prices are based on the total number of teachers in a school (teachers can have an unlimited number of students) or the total number of teachers in a district. The cost covers 12 calendar months. The subscription renews annually with a 2% increase in price.

- Table 1 reflects pricing for a school building, based on the total number of teachers in the school.
- Table 2 reflects pricing for a district, based on the number of students in the district.
- Table 3 reflects the add-on cost for the 2023/2024 school year for any existing single- or multi-building customers.

If a district consists of only one building, they will pay the Pro School price based on the total number of teachers in the building. Ex: A K-12 district in one building with 45 teachers will pay \$2,603.

- **Table 1: NY Pro Plus Pricing:**

Pro-School Tiers		Discount %	WNYRIC Price
0-39 Teachers	\$2,180	5%	\$2,071
40-75 Teachers	\$2,740	5%	\$2,603
76-199 Teachers	\$3,140	5%	\$2,983
200+ Teachers	\$3,690	5%	\$3,505.5

- **Table 2: Pro Plus District Pricing:**

Pro District Tiers		Discount %	WNYRIC Price
0-5K Students	\$2.50	5%	\$2.38

5K-10K Students	\$2.35	5%	\$2.23
10K-35K Students	\$2.10	5%	\$2.00
35K-100K Students	\$1.95	5%	\$1.85
100K+ Students	\$1.80	5%	\$1.71

- **Table 3: Add-on:**

Pro-School Add-on	
0-39 Teachers	\$786
40-75 Teachers	\$1,306
76-199 Teachers	\$1,558
200+ Teachers	\$1,861

Edpuzzle NY Pro - priced by school with discount depending on the number of buildings

- Unlimited video storage space
- Live Mode

- Student Projects

Edpuzzle Pro School is a license for one school building. Edpuzzle Pro School prices are based on the total number of teachers in a school (teachers can have an unlimited number of students). We do not price by student for this license type. The cost covers 12 calendar months. The subscription renews annually with a 2% increase in price.

- Table 1 reflects pricing for buildings new to Edpuzzle during the 2023/2024 school year.
- Table 2 reflects renewal rates for 2023/2024 school year for buildings that initially purchased Edpuzzle during the 2020/2021 school year.
- Table 3 reflects renewal rates for 2023/2024 school year for buildings that initially purchased Edpuzzle during the 2021/2022 school year.
- Table 4 reflects renewal rates for 2023/2024 school year for buildings that initially purchased Edpuzzle during the 2022/2023 school year.

If a district purchases for 3 or more buildings, the overall discount will increase to 10%. If a district consists of only one building, they will pay the Pro School price based on the total number of teachers in the building. Ex: A K-12 district in one building with 45 teachers will pay \$1,606.72.

- 23/24 New Business:

# of FTE in school	List Price	Percent Increase From 2022/2023	WNYRIC Discount	WNYRIC Price
10-39	\$1,516.32	8%	5%	\$1,440.50
40-99	\$1,691.28	8%	5%	\$1,606.72

100-199	\$1,866.24	8%	5%	\$1,772.93
200-299	\$2,157.84	8%	5%	\$2,049.95

- 23/24 1st year renewal:

# of FTE in school	2022-2023 pricing	Percent Increase	2023-2024 renewal pricing with 2% increase	WNYRIC Discount	WNYRIC Price
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10-39	\$1,404	2%	\$1,432.08	5%	\$1,360.48
40-99	\$1,566	2%	\$1,597.32	5%	\$1,517.45
100-199	\$1,728	2%	\$1,762.56	5%	\$1,674.43
200-299	\$1,998	2%	\$2,037.96	5%	\$1,936.06

- 23/24 2nd year renewal:

# of FTE in school	2022-2023 pricing	Percent Increase	2023-2024 renewal pricing with 2% increase	WNYRIC Discount	WNYRIC Price
10-39	\$1,326.00	2%	\$1,352.52	5%	\$1,284.89
40-99	\$1,479.00	2%	\$1,508.58	5%	\$1,433.15
100-199	\$1,632.00	2%	\$1,664.64	5%	\$1,581.41
200-299	\$1,887.00	2%	\$1,924.74	5%	\$1,828.50

- 23/24 3rd year renewal:

# of FTE in school	2022-2023 pricing	Percent Increase	2023-2024 renewal pricing with 2% increase	WNYRIC Discount	WNYRIC Price
10-39	\$1,373.33	2%	\$1,400.80	5%	\$1,330.76
40-99	\$1,498.18	2%	\$1,528.14	5%	\$1,451.73
100-199	\$1,685.45	2%	\$1,718.70	5%	\$1,632.77
200-299	\$1,872.72	2%	\$1,910.17	5%	\$1,814.66

EXHIBIT B

Eventual trainings on usage of the service will be provided upon request by the BOCES, after scheduling a date and time agreed by the parties.

Sample for a 1-hour training session includes the following concepts:

- 1) *Introductions (5min)*
- 2) *Account Creation (5min)*
- 3) *LMS Integrations/Google Classroom Use (10min)*
- 4) *Student Access Overview (5min)*
- 5) *Use in Different Subject Areas (10min)*
- 6) *Available Training Materials (10min)*
- 7) *Data Analytics (5min)*
- 8) *Advanced features (5min)*
- 9) *Q&A (5min)*

EXHIBIT C

The Edpuzzle website is fully compatible with the great majority of operating systems (including, but not limited to, Windows, macOS, Android, iOS and Chrome OS) and web browsers (including, but not limited to, Google Chrome, Firefox, Safari, IE 11 and Edge). For the best experience, we strongly recommend using the latest versions of OS and web browsers, as well as our student apps for Android/iOS phones.

For proper functionality of the service it may also be necessary to whitelist certain URLs and websites. A downloadable version of our spec sheet is available on our Help Center in this article:



Whitelist

The following services and domains need to be unblocked by the school or school district network to guarantee a proper performance of Edpuzzle:

Service	Domains	Purpose
Edpuzzle	www.edpuzzle.com edpuzzle.com assets.edpuzzle.com edpuzzle.imgix.net Email *@edpuzzle.com	Website main functionality and communication
YouTube	Player https://www.youtube.com/iframe_api Streaming googlevideo.com youtubeeducation.com youtube-nocookie.com youtube.com/embedded youtube.com/embed youtube.com Thumbnails ytimg.com	Embed and play videos from YouTube
Amazon Web Services	https://d28xzasi0ukh2h.cloudfront.net https://d1b0qq1tctekzr.cloudfront.net https://d1htrclywvryi1.cloudfront.net https://d1hwdv5605tmpo.cloudfront.net	Embed and play videos stored in Edpuzzle's private hosting service, located at Amazon Web Services Servers and distributed through a CloudFront CDN
SoundCloud	connect.soundcloud.com api.soundcloud.com	Stream old audio files uploaded by teachers that are hosted in SoundCloud servers. New audio files are uploaded to and streamed from our Amazon Servers.
Vimeo	vimeo.com vimeocdn.com	Embed and play videos from Vimeo
Google	apis.google.com accounts.google.com	Google Apps Sign in functionality
Google Classroom	content-classroom.googleapis.com	Google Classroom integration
Google Maps	maps.googleapis.com	Google Maps for finding your School
Edmodo	api.edmodo.com	Edmodo Sign in functionality
Latex formulas	latex.codecogs.com	Image services that provides us with the Math formulas images that we display around the website

Cookies

The following cookies policies are recommended to be used within Edpuzzle

First-party cookies	Enabled	Website main functionality
Third-party cookies	Enabled or Disabled with exception for accounts.google.com	Google Apps Sign in functionality

Browsers

The following web browsers are recommended to be used with Edpuzzle

Google Chrome	https://www.google.com/chrome
Firefox	https://www.mozilla.org/firefox/new
Safari	https://www.apple.com/safari

Make sure you are using the latest version at <https://whatbrowser.org>

If you are using Chromebooks, please make sure they are updated to the latest available version.



Erie 1 BOCES Education Campus • 355 Harlem Road • West Seneca, NY 14224-1892



Supplement to

MASTER LICENSE AND SERVICES AGREEMENT
(Term Ending June 30, 2026)

EDpuzzle, Inc. having its principal offices at 833 Market Street, #427, San Francisco, CA 94103, and Board of Cooperative Educational Services for the First Supervisory District, Erie County having its principal offices at 355 Harlem Road, West Seneca, NY 14224 ("Erie 1 BOCES"), have entered into a Master License and Services Agreement, the term of which ends June 30, 2026 (the "Agreement").

EDpuzzle, Inc. agrees to honor the pricing in Exhibit A only for the BOCES that adopt the contract at their Boards of Education. If a RIC or BOCES has not adopted the resolution EDpuzzle, Inc. may not extend the same or lesser pricing than has been set forth in Exhibit A. Lower prices will not be offered to school districts/BOCES/RICs in NY state.

Erie 1 BOCES and EDpuzzle, Inc. hereby agree:

- 1. From time to time during the term of the Agreement, another BOCES in New York State (an "Other BOCES") may adopt a Board of Education resolution that permits Erie 1 BOCES to represent the Other BOCES' interests and to enter into the Agreement on behalf of the Other BOCES.
2. The Other BOCES shall purchase under the Agreement by issuing an Addendum in the form of a Board resolution, appropriately amended to reflect that the Other BOCES is the purchaser. By issuing that Addendum, the Other BOCES will agree to be bound by all of the terms of the Agreement with respect to its purchase thereunder.

IN WITNESS WHEREOF, the parties have signed this Supplement to Agreement.

Erie 1 Board of Cooperative Educational Services

EDpuzzle, Inc.

DocuSigned by: James Fregelette
Authorized Signature

DocuSigned by: Xavier Francàs
Authorized Signature

Name: James Fregelette

Name: Xavier Francàs

Title: Executive Director

Title: Director of Revenue

Address: 355 Harlem Rd

Address: 833 Market St, #427, San Francisco, CA 94103

West Seneca, NY 14224

Date: 8/31/2023



Erie 1 BOCES Education Campus • 355 Harlem Road • West Seneca, NY 14224-1892



EXHIBIT D

DATA SHARING AND CONFIDENTIALITY AGREEMENT

INCLUDING
PARENTS BILL OF RIGHTS FOR DATA SECURITY AND PRIVACY
AND
SUPPLEMENTAL INFORMATION ABOUT THE MLSA

1. Purpose

- (a) This Exhibit supplements the Master License and Service Agreement (“MLSA”) to which it is attached, to ensure that the MLSA conforms to the requirements of New York State Education Law Section 2-d and any implementing Regulations of the Commissioner of Education (collectively referred to as “Section 2-d”). This Exhibit consists of the terms of this Data Sharing and Confidentiality Agreement, a copy of Erie 1 BOCES’ Parents Bill of Rights for Data Security and Privacy signed by the Vendor, and the Supplemental Information about the MLSA that is required to be posted on Erie 1 BOCES’ website.
- (b) To the extent that any terms contained within the MLSA, or any terms contained within any other Exhibits attached to and made a part of the MLSA, conflict with the terms of this Exhibit, the terms of this Exhibit will apply and be given effect. In the event that Vendor has online or written Terms of Service (“TOS”) that would otherwise be applicable to its customers or users of its Product that is the subject of the MLSA, to the extent that any term of the TOS conflicts with the terms of this Exhibit, the terms of this Exhibit will apply and be given effect.

2. Definitions

Any capitalized term used within this Exhibit that is also found in the MLSA will have the same definition as contained within the MLSA.

In addition, as used in this Exhibit:

- (a) “Student Data” means personally identifiable information, as defined in Section 2-d, from student records that Vendor receives from a Participating Educational Agency pursuant to the MLSA.
- (b) “Teacher or Principal Data” means personally identifiable information relating to the annual professional performance reviews of classroom teachers or principals that is confidential and not subject to release under the provisions of New York Education Law Sections 3012-c or 3012-d, that Vendor receives from a Participating Educational Agency pursuant to the MLSA.
- (c) “Protected Data” means Student Data and/or Teacher or Principal Data to the extent applicable to Vendor’s Product.

(d) "Participating Educational Agency" means a school district within New York State that purchases certain shared instructional technology services and software through a Cooperative Educational Services Agreement with a BOCES, and as a result is licensed to use Vendor's Product pursuant to the terms of the MLSA. For purposes of this Exhibit, the term also includes Erie 1 BOCES or another BOCES that is licensed to use Vendor's Product pursuant to the MLSA to support its own educational programs or operations.

3. **Confidentiality of Protected Data**

- (a) Vendor acknowledges that the Protected Data it receives pursuant to the MLSA may originate from several Participating Educational Agencies located across New York State, and that this Protected Data belongs to and is owned by the Participating Educational Agency from which it originates.
- (b) Vendor will maintain the confidentiality of the Protected Data it receives in accordance with federal and state law (including but not limited to Section 2-d) and Erie 1 BOCES's policy on data security and privacy. Vendor acknowledges that Erie 1 BOCES is obligated under Section 2-d to adopt a policy on data security and privacy.. Erie 1 BOCES will provide Vendor with a copy of its policy. Vendor and Erie 1 BOCES agree to engage in good faith negotiations to modify this Data Sharing Agreement to the extent necessary to ensure Vendor's continued compliance with Section 2-d.

4. **Data Security and Privacy Plan**

Vendor agrees that it will protect the confidentiality, privacy and security of the Protected Data received from Participating Educational Agencies in accordance with Erie 1 BOCES' Parents Bill of Rights for Data Privacy and Security, a copy of which has been signed by the Vendor and is set forth below.

Additional elements of Vendor's Data Security and Privacy Plan are as follows:

- (a) In order to implement all state, federal, and local data security and privacy requirements, including those contained within this Data Sharing and Confidentiality Agreement, consistent with Erie 1 BOCES' data security and privacy policy, Vendor will: Review its data security and privacy policy and practices to ensure that they are in conformance with all applicable federal, state, and local laws and the terms of this Data Sharing and Confidentiality Agreement. In the event Vendor's policy and practices are not in conformance, the Vendor will implement commercially reasonable efforts to ensure such compliance.
- (b) In order to protect the security, confidentiality and integrity of the Protected Data that it receives under the MLSA, Vendor will have the following reasonable administrative, technical, operational and physical safeguards and practices in place throughout the term of the MLSA:
- Pseudonymization and encryption of PII (TLS v1.2 and v1.3 for all data in transit between clients and server and AES256-CBC (256-bit Advanced Encryption Standard in Cipher Block Chaining mode) for encrypting data at rest).

- Password protection.
 - Ensure the ongoing confidentiality, integrity, availability and resilience of processing systems and services.
 - Restore the availability and access to personal data in a timely manner in the event of a technical incident.
 - Regularly test, assess and evaluate the effectiveness of technical and organizational measures ensuring the security of the processing.
- (c) Vendor will comply with all obligations set forth in Erie 1 BOCES' "Supplemental Information about the MLSA" below.
- (d) For any of its officers or employees (or officers or employees of any of its subcontractors or assignees) who have access to Protected Data, Vendor has provided or will provide training on the federal and state laws governing confidentiality of such data prior to their receiving access, as follows: Annually, Vendor will require that all of its employees (or officers or employees of any of its subcontractors or assignees) undergo data security and privacy training to ensure that these individuals are aware of and familiar with all applicable data security and privacy laws. Vendor does not provide training on federal and state laws governing confidentiality of such data to its subcontractors. Notwithstanding the foregoing, the Vendor will execute written agreements with each subcontractor to ensure that they abide by terms consistent with and no less stringent than those outlined herein, including the obligation to provide training on the federal and state laws governing confidentiality of such data, and comply with state and federal laws and regulations. Vendor shall be liable for the acts and omissions of its subcontractors.
- (e) Vendor [*check one*] will (____will not) utilize sub-contractors for the purpose of fulfilling one or more of its obligations under the MLSA. In the event that Vendor engages any subcontractors, assignees, or other authorized agents to perform its obligations under the MLSA, it will require such subcontractors, assignees, or other authorized agents to execute written agreements as more fully described in Erie 1 BOCES' "Supplemental Information about the MLSA," below.
- (f) Vendor will manage data security and privacy incidents that implicate Protected Data, including identifying breaches and unauthorized disclosures, and Vendor will provide prompt notification of any breaches or unauthorized disclosures of Protected Data in accordance with Section 6 of this Data Sharing and Confidentiality Agreement.
- (g) Vendor will implement procedures for the return, transition, deletion and/or destruction of Protected Data at such time that the MLSA is terminated or expires, as more fully described in Erie 1 BOCES' "Supplemental Information about the MLSA," below.

5. Additional Statutory and Regulatory Obligations

Vendor acknowledges that it has the following additional obligations with respect to any Protected Data received from Participating Educational Agencies, and that any failure to fulfill one or more of these statutory or regulatory obligations shall be a breach of the MLSA and the terms of this Data Sharing and Confidentiality Agreement:

- (a) Limit internal access to education records to those individuals that are determined to have legitimate educational interests within the meaning of Section 2-d and the Family Educational Rights and Privacy Act (FERPA).
 - (b) Limit internal access to Protected Data to only those employees or subcontractors that need access in order to assist Vendor in fulfilling one or more of its obligations under the MLSA.
 - (c) Not use education records for any purposes other than those explicitly authorized in this Data Sharing and Confidentiality Agreement.
 - (d) Not disclose any personally identifiable information to any other party, except for authorized representatives of Vendor using the information to carry out Vendor's obligations under the MLSA, unless:
 - (i) the parent or eligible student has provided prior written consent; or
 - (ii) the disclosure is required by statute or court order and notice of the disclosure is provided to Participating Educational Agency no later than the time of disclosure, unless such notice is expressly prohibited by the statute or court order.
 - (e) Maintain reasonable administrative, technical, and physical safeguards to protect the security, confidentiality, and integrity of personally identifiable student information in its custody;
 - (f) Use encryption technology that complies with Section 2-d, as more fully set forth in Erie 1 BOCES' "Supplemental Information about the MLSA," below.
 - (g) Provide notification to Erie 1 BOCES (and Participating Educational Agencies, to the extent required by, and in accordance with, Section 6 of this Data Sharing and Confidentiality Agreement) of any breach of security resulting in an unauthorized release of Protected Data by Vendor or its assignees or subcontractors in violation of state or federal law or other obligations relating to data privacy and security contained herein.
 - (h) Promptly reimburse Erie 1 BOCES, another BOCES, or a Participating School District for the full cost of notification, in the event they are required under Section 2-d to notify affected parents, students, teachers or principals of a breach or unauthorized release of Protected Data attributed to Vendor or its subcontractors or assignees.
6. **Notification of Breach and Unauthorized Release**
- (a) Vendor shall promptly notify Erie 1 BOCES of any breach or unauthorized release of Protected Data in the most expedient way possible and without unreasonable delay, but no more than seven (7) calendar days after Vendor has discovered or been informed of the breach or unauthorized release.

- (b) Vendor will provide such notification to Erie 1 BOCES by contacting Michelle Okal-Frink directly by email at mokal@e1b.org, or by calling (716) 821-7200 (office) or (716) 374-5460 (cell).
- (c) Vendor will cooperate with Erie 1 BOCES and provide as much information as possible directly to Michelle Okal-Frink or her designee about the incident, including but not limited to: a description of the incident, the date of the incident, the date Vendor discovered or was informed of the incident, a description of the types of personally identifiable information involved, an estimate of the number of records affected, the Participating Educational Agencies affected, what the Vendor has done or plans to do to investigate the incident, stop the breach and mitigate any further unauthorized access or release of Protected Data, and contact information for Vendor representatives who can assist affected individuals that may have additional questions.
- (d) Vendor acknowledges that upon initial notification from Vendor, Erie 1 BOCES, as the educational agency with which Vendor contracts, has an obligation under Section 2-d to in turn notify the Chief Privacy Officer in the New York State Education Department ("CPO"). Vendor shall not provide this notification to the CPO directly. In the event the CPO contacts Vendor directly or requests more information from Vendor regarding the incident after having been initially informed of the incident by Erie 1 BOCES, Vendor will promptly inform Michelle Okal-Frink or her designees.
- (e) Vendor will consult directly with Michelle Okal-Frink or her designees prior to providing any further notice of the incident (written or otherwise) directly to any other BOCES or Regional Information Center, or any affected Participating Educational Agency.



Erie 1 BOCES Education Campus • 355 Harlem Road • West Seneca, NY 14224-1892



EXHIBIT D (CONTINUED)

PARENTS BILL OF RIGHTS FOR DATA PRIVACY AND SECURITY

Erie 1 BOCES is committed to protecting the privacy and security of student, teacher, and principal data. In accordance with New York Education Law § 2-d, the BOCES wishes to inform the community of the following:

- (1) A student's personally identifiable information cannot be sold or released for any commercial purposes.
- (2) Parents have the right to inspect and review the complete contents of their child's education record.
- (3) State and federal laws protect the confidentiality of personally identifiable information, and safeguards associated with industry standards and best practices, including but not limited to, encryption, firewalls, and password protection, must be in place when data is stored or transferred.
- (4) A complete list of all student data elements collected by the State is available for public review at <http://www.nysed.gov/data-privacy-security/student-data-inventory>, or by writing to the Office of Information & Reporting Services, New York State Education Department, Room 863 EBA, 89 Washington Avenue, Albany, New York 12234.
- (5) Parents have the right to have complaints about possible breaches of student data addressed. Complaints should be directed in writing to the Chief Privacy Officer, New York State Education Department, 89 Washington Avenue, Albany, New York 12234. Complaints may also be submitted using the form available at the following website <http://www.nysed.gov/data-privacy-security/report-improper-disclosure>.

BY THE VENDOR:

DocuSigned by:


9CCD98830E8946C...
Signature

Jaume Bohigas _____
Printed Name

Security & Infrastructure _____
Title

8/31/2023 _____
Date

EXHIBIT D (CONTINUED)

SUPPLEMENTAL INFORMATION

ABOUT THE MASTER LICENSE AND SERVICE AGREEMENT BETWEEN ERIE 1 BOCES AND EDPUZZLE, INC.

Erie 1 BOCES has entered into a Master License and Service Agreement (“MLSA”) with Edpuzzle, Inc. which governs the availability to Participating Educational Agencies of the following Product(s):

Edpuzzle Instructional Software available at <https://edpuzzle.com/>

Pursuant to the MLSA, Participating Educational Agencies may provide to Vendor, and Vendor will receive, personally identifiable information about students, or teachers and principals, that is protected by Section 2-d of the New York State Education Law (“Protected Data”).

Exclusive Purpose for which Protected Data will be Used: The exclusive purpose for which Vendor is being provided access to Protected Data is to provide Participating Educational Agencies with the functionality of the Product(s) listed above. Vendor agrees that it will not use the Protected Data for any other purposes not explicitly authorized in the MLSA. Protected Data received by Vendor, or any of Vendor’s subcontractors, assignees, or other authorized agents, will not be sold, or released or used for any commercial or marketing purposes. Vendor does not sell, release or otherwise use student personal information for commercial or marketing purposes. Nevertheless, teachers/staff from Participating Educational Agencies using “teacher accounts” within the Edpuzzle Service may receive marketing communications, solely from the Vendor, if express consent has been given in that sense. Teachers/staff may opt in and out of such communications at any time by enabling or disabling them through their account’s settings page.

Oversight of Subcontractors: In the event that Vendor engages subcontractors, assignees, or other authorized agents to perform one or more of its obligations under the MLSA (including any hosting service provider), it will require those to whom it discloses Protected Data to execute legally binding agreements acknowledging the obligation under Section 2-d of the New York State Education Law to comply with the same data security and privacy standards required of Vendor under the MLSA and applicable state and federal law. Vendor will ensure that such subcontractors, assignees, or other authorized agents abide by the provisions of these agreements by:

- a. Vendor shall ensure that, prior to any such disclosure, the assignee, agent or subcontractor receiving data has agreed in writing to comply with data protection obligations consistent with those applicable to Edpuzzle under applicable laws and regulations.

- b. Vendor shall assess the privacy and security policies and practices of third-party service providers to ensure such third-party service providers comply with best industry standards, including, but not limited to, ISO and NIST regulations.
- c. Vendor only sends personal identifiable information to third-party services that are required to support the service and fully attend Vendor's user needs.
- d. Vendor shall impose the data protection terms on any third-party service provider it appoints that at a minimum meets the requirements provided for by the MLSA

Duration of MLSA and Protected Data Upon Expiration:

- The MLSA commences on July 1, 2023 and expires on June 30, 2026.
- Upon expiration of the MLSA without renewal and written request by any Participating Educational Agency, or upon termination of the MLSA prior to expiration and written request by any Participating Educational Agency, or at any point upon written request by a Participating Educational Agency, Vendor will securely delete or otherwise destroy any and all Protected Data remaining in the possession of Vendor or its assignees or subcontractors or other authorized persons or entities to whom it has disclosed Protected Data. In the absence of a written request, Vendor will securely delete or otherwise destroy any and all Protected Data when no longer needed for the purposes for which it was collected, which will be deemed to occur upon eighteen (18) months of end-user account inactivity. If requested by Erie 1 BOCES and/or any Participating Educational Agency prior to the deletion of Protected Data, Vendor will assist a Participating Educational Agency in exporting all Protected Data previously received back to the Participating Educational Agency for its own use, prior to deletion, in such formats as may be requested by the Participating Educational Agency. Regarding exportable or retrievable data, teachers/staff of a Participating Educational Agency will have the ability to download names, responses, results and grades obtained by students in their assignments (i.e., student gradebooks) at any point prior to deletion of accounts. It is not possible to export or retrieve data that is (i) not compatible with the Edpuzzle service (such as "downloading" Edpuzzle videos – be it YouTube embeds or Edpuzzle originals, among others), (ii) technically impossible; or (iii) involve a disproportionate effort for Vendor.
- .
- Neither Vendor nor any of its subcontractors or other authorized persons or entities to whom it has disclosed Protected Data will retain any Protected Data, copies, summaries or extracts of the Protected Data, or any de-identified Protected Data, on any storage medium whatsoever. Upon request, Vendor and/or its subcontractors or other authorized persons or entities to whom it has disclosed Protected Data, as applicable, will provide Erie 1 BOCES with a certification from an appropriate officer that these requirements have been satisfied in full.
- Notwithstanding the foregoing, Vendor may keep copies and/or backups of data as part of its disaster recovery storage system, provided such data is (a) inaccessible to the public; (b) unable to be used in the normal course of business by the Vendor; and (c) deleted

after a maximum term of six (6) months since the creation of said copies and/or backups. In case such copies and/or backups are used by Vendor to repopulate accessible data following a disaster recovery, Erie 1 BOCES shall be entitled to demand from the Vendor the immediate deletion of said copies and/or backups, by sending a written request at privacy@edpuzzle.com.

Challenging Accuracy of Protected Data: Parents or eligible students can challenge the accuracy of any Protected Data provided by a Participating Educational Agency to Vendor, by contacting the student's district of residence regarding procedures for requesting amendment of education records under the Family Educational Rights and Privacy Act (FERPA). Teachers or principals may be able to challenge the accuracy of APPR data provided to Vendor by following the appeal process in their employing school district's applicable APPR Plan.

Data Storage and Security Protections: Any Protected Data Vendor receives will be stored on systems maintained by Vendor, or by a subcontractor under the direct control of Vendor, in a secure data center facility located within the United States. Notwithstanding the foregoing, Vendor may temporarily store user-generated content (which may or not contain personal information) in other countries in order for Vendor to provide a better service. Concretely, uploaded videos, audios or images may have a copy temporarily stored in other regions to reduce the time of load. This would happen if, for example, a user accessed Vendor's Product from Europe and displayed a video created by an American teacher. In such a case, a temporary copy of such media would be hosted on the European server Amazon Web Services has in that region.

The measures that Vendor will take to protect Protected Data include adoption of technologies, safeguards and practices that align with the NIST Cybersecurity Framework and industry best practices including, but not necessarily limited to, disk encryption, file encryption, firewalls, and password protection.

Encryption of Protected Data: Vendor (or, if applicable, its subcontractors) will protect Protected Data in its custody from unauthorized disclosure while in motion or at rest, using a technology or methodology specified by the secretary of the U.S. Department of HHS in guidance issued under Section 13402(H)(2) of P.L. 111-5.

Exhibit E

Functionality of the Edpuzzle Service
and Data Processing Practices

Supplement to

Master License and Service Agreement
between
Erie 1 BOCES and EDpuzzle, Inc.

EDpuzzle, Inc. (“Vendor”), having its principal offices at 833 Market Street (Suite 427), San Francisco, CA 94103, and Board of Cooperative Educational Services for the First Supervisory District, Erie County having its principal offices at 355 Harlem Road, West Seneca, NY 14224 (“Erie 1 BOCES”), have entered into a Master License and Services Agreement, the term of which ends June 30, 2026 (the “Agreement”). By this Supplement, Vendor and Erie 1 BOCES wish to provide additional information on the functionality of the services provided by Vendor (the “Edpuzzle Service”) and relevant data processing practices related to the provision of the Edpuzzle Service.

Erie 1 BOCES and Vendor hereby agree:

- (1) Licensees shall use the Product(s) in accordance with their nature and purpose and shall respect limitations on usage of the Product(s) as specified in Vendor’s “Terms of Service” (<https://edpuzzle.com/terms>), especially in the “Use Restrictions” section, unless otherwise foreseen in this Agreement.
- (2) Vendors will maintain a single statewide agreement. This means the same products shall not be found on other state wide consortium agreements including 6360 Instructional Technology Consortium, 7710 RIC Consortium, 5877 Distance Learning Consortium, or 6316 DREAM. Notwithstanding the foregoing, Vendors may enter into single BOCES and/or school district contracts.
- (3) The Edpuzzle Service does not allow for users to transfer information or content from one account to another, especially because content generated by students is fully dependent on teacher assignments, meaning they are an indispensable part of student grading. Consequently, students are not granted control over their responses and assignments.
- (4) Without prejudice to the foregoing, and pursuant to Vendor’s “Terms of Service” (<https://edpuzzle.com/terms>), ownership of service accounts held by teachers is retained by such teachers, and removal of teacher accounts is left at the teacher’s discretion. In particular:

Edpuzzle Teacher Accounts belong to teachers, regardless of the email address used when signing up for the Services. If an educational institution, organization or company disables an email address and login is not possible, Edpuzzle won't be able to recover said account. Additionally, if teachers utilize the Service through a Pro license acquired

by another party for them to use (e.g., bought by their school for teaching purposes), the party paying for such feature has the right to control access to and get usage reports of such paid feature; however, such party does not have rights to a teacher's personal account.