COVER LETTER

FINALFORMS

BC Technologies Company DBA FinalForms
45 Bell Street
Chagrin Falls, Ohio 44022

To:
Lynda Robinson, Coordinator of Procurement
School District Five of Lexington and Richland Counties
1020 Dutch Fork Road

Solicitation #:
2022-036

Date:
March 2, 2022

To Whom It May Concern,

FinalForms is interested in, and capable of, delivering and supporting an "Online Student Registration System" to School District Five of Lexington and Richland Counties. FinalForms is willing and available to to perform the services requests in Solicitation # 2022-036 and enter into a contract with the District.

The FinalForms secure, web-based application is specifically built to facilitate PreK-12 registration processes for new and returning students; and allows for customization to meet the needs of individual school districts.

FinalForms is a team, technology, and service that serves schools with a data collection, verification, and distribution system designed to meet federal, state, and local compliance requirements.

If you have any questions or comments, please direct them to Clay Burnett at
(440) 225-9689 or clay@finalforms.com.

Sincerely,

Clayton T. Burnett
CEO, Co-Founder
clay@finalforms.com
440-225-9689

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COMPANY PROFILE

BC Technologies Company DBA FinalForms is headquartered in Chagrin Falls, Ohio and serves schools in 31 states across the nation, including South Carolina.

Services such as general administration, project management, training, support, and billing will be performed from our Chagrin Falls, Ohio office, which houses 20 employees including our CEO as well as Directors of Business Development, Project Management, Training, Support, Operations, Finances, and Human Resources. Services such as application customization, form building, technical development, and data integration will be performed from our Boulder, Colorado office, which houses our CTO as well as 11 employees including our Directors of Development and Builds.

CEO and Co-Founder Clay Burnett will be responsible for performance and contract issues and may be reached at 440-225-9689 or clay@finalforms.com.

BACKGROUND AND INFORMATIONAL SCHEDULES

OUR STORY AND STRUCTURE

BC Technologies Company is a S-Corporation. The company was co-founded in 2012 by an entrepreneur and coach, Clay Burnett, and a full stack developer and professional runner, Macklin Chaffee. The two founders worked together in Burnett's venture at that time, Inventure Web Design. They saw an opportunity to enter the education sector and "Elevate Education" by helping schools improve data management, compliance, and safety. FinalForms launched in one public and one private in Ohio in the Spring of 2013 and has grown to serve 1,204 school districts, 4,213 schools, and more than 4 million users. The company boasts a peerless customer retention record since inception.

BC Technologies Company DBA FinalForms is housed in two offices: Chagrin Falls, Ohio and Boulder, Colorado. The company employs 41 persons. Offices are open 8:00am until 6:00pm Monday through Friday, with respect to the local time zone. The FinalForms Support Team is staffed 24/7/365 by exclusively employed, full-time employees, residing within the United States. Your assigned contact, Clay Burnett, CEO, is available via phone or email as needed.

ADVERSE CONDITIONS

BC Technologies Company is not experiencing, and has not experienced, any bankruptcy or financial problems, litigation, office closures, or mergers.

PROFESSIONAL LIABILITY INSURANCE

We have a Professional Liability policy with The Hartford Insurance Company, including FailSafe E&O. This is a comprehensive policy that includes professional liability, data privacy, network security, and media (cyber) liability.

ADDITIONAL INSURANCE

We have Business Owners Policy (BOP) policy that provides coverage for both first and third party claims. Additionally, we have a dedicated Professional Liability policy specifically designed for a technology company.

> **CERTIFICATE OF LIABILITY INSURANCE**
>
> FinalForms currently carries the insurance policies and coverages included in "APPENDIX A". If this insurance does not meet the satisfaction of the Customer, then FinalForms shall offer a satisfactory policy, assuming it is financially reasonable in respect to the financial terms of this proposal.

CERTIFICATION TO PERFORM DUTIES

BC Technologies Company is not prohibited, suspended or otherwise declared ineligible to contract or provide any services required within this proposal by any federal, state, or local public agency.

SECTION 1

1.a. COVER PAGE

District Five of Lexington and Richland Counties		
Request for Proposals	Solicitation #	2022-036
	Date Issued	2/22/2022
	Procurement Official	Lynda Robinson
	Phone	**(803) 476-8140**
	E-Mail Address	**D5bids@lexrich5.org**

DESCRIPTION	Online Student Registration System

The Term "Offer" Means Your "Bid" or "Proposal"

SUBMIT OFFER BY	March 16, 2022 @ 11:00 am
QUESTIONS MUST BE RECEIVED BY	March 4, 2022 @ 12:00 pm
NUMBER OF COPIES TO BE SUBMITTED	**1 original and 4 hard copies, 1 electronic copy**

<u>**Offers must be submitted in a sealed package. Solicitation number & Opening Date must appear on package exterior.**</u>
SUBMIT YOUR SEALED OFFER TO:

District Five of Lexington and Richland Counties
Purchasing Office
1020 Dutch Fork Road
Irmo, SC 29063

CONFERENCE TYPE: N/A DATE & TIME: (EST) As appropriate, see "Conferences - Pre-Bid/Proposal" & "Site Visit" provisions	LOCATION: Not Applicable

AWARD & AMENDMENTS	The award, this solicitation, and any amendments will be posted at the following web address: https://www.lexrich5.org/Page/27799

You **must** submit a signed copy of this form with Your Offer. By submitting a bid or proposal, You agree to be bound by the terms of the Solicitation. You agree to hold Your Offer open for a minimum of sixty (60) calendar days after the Opening Date.

NAME OF OFFEROR (Full legal name of business submitting the offer) BC Technologies Company DBA FinalForms	OFFEROR'S TYPE OF ENTITY: (Check one) ☐ Sole Proprietorship ☐ Partnership ☐ Corporation (tax-exempt) ☑ Corporate entity (not tax-exempt) ☐ Government entity (federal, state, or local) ☐Other _____ (See "Signing Your Offer" provision.)
AUTHORIZED SIGNATURE (Person signing **must** be authorized to submit a binding offer to enter into a contract on behalf of Offeror named above.)	
TITLE (Business title of person signing above) CEO	

PRINTED NAME (Printed name of person signing above) Clayton T. Burnett	DATE SIGNED 3/10/2022

Instructions regarding Offeror's name: Any award issued will be issued to, and the contract will be formed with, the entity identified as the Offeror above. The entity named as the Offeror **must** be a single and distinct legal entity. Do not use the name of a branch office or a division of a larger entity if the branch or division is not a separate legal entity, *i.e.*, a separate corporation, partnership, sole proprietorship, etc.

STATE OF INCORPORATION Ohio (If Offeror is a corporation, identify the state of Incorporation.)	TAXPAYER IDENTIFICATION NO. 46-0868611

COVER PAGE

1.b. CONTACT INFORMATION & ACKNOWLEDGEMENT OF AMENDMENT(s)

PAGE TWO
(Return Page Two with Your Offer)

HOME OFFICE ADDRESS (Address for Offeror's home office / principal place of business) 45 Bell Street, Chagrin Falls, OH 44022	NOTICE ADDRESS (Address to which all procurement and contract related notices should be sent.) 45 Bell Street, Chagrin Falls, OH 44022

	Area Code: 440	Number: 225-9689	Extension:	Facsimile:

E-Mail Address:
clay@finalforms.com

PAYMENT ADDRESS (Address to which payments will be sent.) 45 Bell Street, Chagrin Falls, OH 44022	ORDER ADDRESS (Address to which purchase orders will be sent) 45 Bell Street, Chagrin Falls, OH 44022
☑ Payment Address same as Home Office Address ☐ Payment Address same as Notice Address **(check only one)**	Order E-Mail Address: ☑ Order Address same as Home Office Address ☐ Order Address same as Notice Address **(check only one)**

ACKNOWLEDGMENT OF AMENDMENTS: Offerors acknowledge receipt of amendments by indicating amendment number and its date of issue.

Amendment No.	Amendment Issue Date	Amendment No.	Amendment Issue Date	Amendment No.	Amendment Issue Date	Amendment No.	Amendment Issue Date
1	03/07/2022						

DISCOUNT FOR PROMPT PAYMENT		10 Calendar Days (%) ___	20 Calendar Days(%) ___	30 Calendar Days (%) ___	___ Calendar Days (%)

MINORITY PARTICIPATION

Please answer the following question:

1.   Are you certified as a MOB/WOB (minority-owned business/woman-owned business) by the State of South Carolina?
     ☐ Yes   ☑ No
     If yes, provide certification number: _____ .

PAGE TWO   End of Page Two

SECTION 2 - RESPONSE TO PROPOSAL

2.a. THE FINALFORMS ONLINE STUDENT REGISTRATION SYSTEM AND PROCESSES

The FinalForms Online Student Registration System rests on the foundation of the finest team, technology, and service in the education technology industry.

FinalForms follows a standard operating procedure, a comprehensive series of steps, called the "FinalForms ABCs" when working with any Customer. **The "FinalForms ABCs" include five steps: Act, Build, Communicate, Double-Check, Elevate.** Throughout this process, the FinalForms team employs a strict quality control process that ensures customer needs, specifications, and satisfaction are met.

Step 1: "A" is for Act

FinalForms provides a technical proposal, business proposal, agreement, terms of service, privacy policy, Form W-9, and all other information required by the Customer. Negotiations regarding the proposals, agreement, terms, or other information may happen during this stage. The stage culminates with all agreements, addenda, and documents being duly signed.

Our Steps	Your Steps
___ Provide Technical Proposal	___ Review All Documents
___ Provide Business Proposal	
___ Provide Agreement	
___ Provide Terms of Service	
___ Provide Privacy Policy	
___ Provide Form W-9	
___ Schedule "Build Preparation Call"	___ Confirm "Build Preparation Call"

Step 2: "B" is for Build

A dedicated FinalForms Project Manager starts the Build stage by engaging the appropriate Customer administrator with a "Build Preparation Call". This call ensures an efficient build and includes a review of information regarding the district, buildings, contacts, registration requirements, rollovers, dates, and timelines as well as PowerSchool contacts, data, fields, mapping, and syncing.

Next, the Build Team creates the installation, including all requirements and determinations from the "Build Preparation Call". The Build Team will create all online forms based on Customer requirements. Forms, and even specific form fields, may be required and can be assigned to students based on their building, grade, age, other demographic information, and/or previous form field responses, as well as based on additional parent/guardian registration choices such as participation in extracurricular activities.

Once the installation is configured to Customer specification the Development Team then handles the PowerSchool contact table matching, additional PowerSchool data mapping, PowerSchool integration (including data formatting and validation), PowerSchool integration testing, and FinalForms registration testing. Testing ensures that data collected during student enrollment and/or registration is properly prepared for the FinalForms "Gatekeeper" interface for administrative review before moving it to PowerSchool.

The Project Manager then creates administrative accounts and assigns roles and permissions to these users per the Customer's authorization. The Project Manager will then contact the appropriate Customer contact when the installation, accounts, and PowerSchool integration are prepared for review.

Our Steps	Your Steps
___ Complete Build Preparation Call	___ Attend Build Preparation Call
___ Complete Build Questionnaire *(addendum X)*	
___ Review Forms	___ Declare Form Requirements
___ Complete SIS Mapping and Integration	___ Provide Sample Student Record for SIS
___ Data-Based Testing	
___ Schedule "Site Review Call"	___ Confirm/Attend "Site Review Call"

"BUILD" RELEVANT CAPABILITIES AND FEATURES

Custom Forms and Updates
The Customer will provide all forms and form requirements during the Build. The Customer may request changes to, and addition or subtraction of, questions throughout the year. FinalForms completes form change requests within two business days of the initial request.

Duplication Prevention
FinalForms has robust student duplication prevention techniques within the system. With respect to PowerSchool, anytime the gatekeeper interface is opened for a student without a StudentNumber, FinalForms will query PowerSchool for all students with the

same Date of Birth, Last Name, and First Initial. If one and only one match, the StudentNumber will be assigned to the student in FinalForms, ensuring that this student is connected to the appropriate student in PowerSchool rather than allowing the generation of a new record (if a student in FinalForms already has this StudentNumber, than an alert is raised for manual reconciliation). If multiple matches, an interface is provided for selecting the appropriate match.

Scaling
FinalForms can manage indefinite numbers of requests due to the dynamic scaling of AWS EC2 server instances.

Accessibility
FinalForms is accessible in all modern browsers. FinalForms is "AA" ADA compliant and, in some areas "AAA" compliant, for parents/guardians and students. The System is accessible via any platform or device with internet access, regardless of brand or browser.

24/7/365 New Student Enrollment
FinalForms may be the source for New Student Enrollment. Parents/Guardians may register their student in FinalForms, which will create a student record in the FinalForms "Enrollment Mode". All new enrollments, as well as re-enrollments, must be reviewed by an authorized administrator in "Enrollment Mode". Once approved, the student is moved to the FinalForms student database where their information queues up in the FinalForms "Gatekeeper" Interface for review and approval to move to PowerSchool. Upon moving the student to PowerSchool, the student record is created with appropriate student information and identification.

24/7/365 Registration
FinalForms shall be the source for Annual "Back-to-School" Registration, and may be the source for Extracurricular Activity and Athletics Registration. All data is retained, and pre-populated, from school year to school year and some data is shared within families, creating efficiencies for annual form signature requirements.

Parents/Guardians may access and update student information in FinalForms, during registration or, at any time via the web-based application, assuming they have appropriate access. Customer administrators may opt-in to receive email notices when any specific form field is updated by a parent/guardian, such as an allergy, address, or other critical information.

The Customer shall determine the date on which to open registration for the forthcoming school year, which may be specific to grades (such as Pre-K) or buildings. Future school year registration will not interfere with current school year information or student statuses.

Time Stamps
All actions taken by parents/guardians and staff users relating to PowerSchool syncing,

form data, statuses, or documents are time stamped for easy audit.

FinalForms "Gatekeeper" Interface
The dynamic Gatekeeper comparison interface displays specified fields from both FinalForms and PowerSchool for review prior to approval. The Gatekeeper runs a real-time query against PowerSchool database to display student statuses (fully synced, desynced, or never synced) as well student data field statuses (changes to synced fields). Administrators may use the FinalForms student management interface to filter students by any of these statuses for more efficient review. Data that is considered new or updated must be approved by the authorized Customer user before moving into PowerSchool.

Step 3: "C" is for Communicate

The dedicated FinalForms Project Manager starts the Communicate stage with a "Site Review Call". The "Site Review Call" is a comprehensive review of the FinalForms installation with Customer administrators. The call includes instructions on how to access the system, review registration processes and forms, and submit edits in order to meet the project timeline. Furthermore, the call includes an overview of the FinalForms Enrollment Mode and "Gatekeeper" PowerSchool integration review, validation, and approval processes.

During the Communicate step, the Project Manager will also provide Safelisting Instructions for the Customer Information Technology team, so that emails can be successfully delivered to users for the purpose of account confirmation at the appropriate time.

Next, the Project Manager will introduce a dedicated Training Specialist. The Training Specialist will engage the appropriate Customer administrators to schedule training sessions with specific groups such as District Administrators, Building Administrators, Medical Staff, and others. These training sessions may include introductions to FinalForms, student enrollment processes, PowerSchool integration, medical information management, parent/guardian communication, and more.

The Communicate stage nears a finish with an "All Hands" call including the dedicated Project Manager, dedicated Training Specialist, and appropriate Customer administrators. This call ensures that all edits are complete, registration has been fully tested, and communication and playbooks are prepared for staff, parents/guardians, and students prior to launch. The Customer confirms dates for staff, parent/guardian, and student communication as well as the installation launch.

The Communication stage formally finishes with the installation launch, which involves the syncing of parents/guardians, students, and their respective relationships with FinalForms. Upon launch, staff, parents/guardians, and students will be prompted, via email, to confirm their respective accounts.

Parents/Guardians will be prompted to complete required annual registration forms for each of their associated students. The form completion process requires that the parent/guardian complete and sign all forms. All data is

Our Steps	Your Steps
___ Provide Parent Playbook	
___ Provide Staff Playbook	
___ Provide Parent Intro Letter	
___ Provide Staff Intro Letter	
___ Provide Launch Guidance	
___ Provide Safelisting Guidance	
___ Schedule Training Sessions	___ Confirm/Attend Training Sessions
___ Test Registration	___ List Modifications and Edits
___ Final Review	
___ Conduct "Pre-Launch Call"	___ Attend "Pre-Launch Call"
___ Complete SIS Sync	
___ Schedule First "Health Check Call"	___ Confirm/Attend "Health Check Call"

"COMMUNICATE" RELEVANT CAPABILITIES AND FEATURES

Training Offerings

AK101   FinalForms Fundamentals
AK102   FinalForms Fundamentals – Site Maintenance
AK120   Introduction to Staff Management
AK131   Introduction to Roster Management
AK140   Introduction to Student Management
AK141   Introduction to Group Management
AK160   Introduction to Medical Information Management
K110   Introduction to K12 Services
K111   Introduction to New Student Enrollment
K112   Introduction to K12 Registration
K115   Introduction to SIS Integration
K211   Managing Student Enrollment Records

Additional Resources

Parent Playbook, Staff Playbook, Parent Intro Letter, Staff Intro Letter, Launch Guidance, Safelisting Guidance are included in the "ADDITIONAL OPTIONAL DATA" section.

Step 4: "D" is for Double-Check

Both the dedicated Project Manager and the dedicated Training Specialist maintain contact with the Customer through the Double-Check stage. Each monitors Customer "Health" by reviewing dashboards and statistics including aggregated student form statuses, PowerSchool integration statuses, usage logs, and support tickets. The Training Specialist will contact the appropriate Customer contact regularly, throughout the first sixty days of "live" use. If additional training or support is required, sessions will be scheduled as needed.

The Customer will be moved from Double-Check to "Elevate" upon reaching 80% health.

Our Steps   **Your Steps**
___ Complete Weekly Health Check
___ Offer Additional Training Sessions
___ Provide Support

FastDash (10330 Students)   Schools: All ▾   Mode: Academic ▾

STUDENTS   93% COMPLIANCE   STAFF   32% COMPLIANCE

Academic Forms   **Academic Clearances**   **Gatekeeper Status**

94% COMPLIANT   98% ELIGIBLE   90% SYNCED
■ 9729 COMPLETE   ■ 10204 NONE   ■ 9355 SYNCED
■ 0 UNSIGNED   ■ 98 CLEARED   ■ 945 DESYNCED
■ 601 INCOMPLE...   ■ 28 UNCLEARED   ■ 30 UNCONNE...
                                       ■ 0 LIMITED

FastStats How is your district using FinalForms?

Communication   **Student Attendance**   **Resources**

FinalForms Notification Emails: 47,162   Sessions Logged: 0   Documents Stored: 2,509
School Staff Emails: 171   Presences / Absences: ...... 0 / 0 (0%)   Student + Staff Forms: 37
Support Tickets: .... 33 COVID-19 Screenings: 0
Total Emails: 47,366

Stage 5: "E" is for Elevate

The dedicated Training Specialist will contact the appropriate Customer contact to notify them of the Elevate stage processes. FinalForms employs a "pod" method for ongoing customer support. Upon your staff emailing support@finalforms.com, we automatically direct support requests to a dedicated Support Lead or Build Team member responsible for your installation. In other words, your support tickets are sent directly to an expert for prompt review and reply.

The Training Specialist will also ensure that the Customer is aware of additional resources including playbooks, video libraries, webinars, and on-demand training possibilities.

At any time during the Double-Check or Elevate stages, the Customer may submit change requests including changes to questions, including the addition and subtraction or questions, and/or mapping requirements.

Our Steps	Your Steps
___ Schedule 30-Day Check-In	___ Attend
___ Schedule 60-Day Check-In	___ Attend
___ Send Monthly Feature Updates	
___ Schedule Bi-Annual Site Review	___ Attend Bi-Annual Site Review
___ Schedule Annual Rollover Meeting	___ Attend Annual Rollover Meeting

"ELEVATE" RELEVANT CAPABILITIES AND FEATURES

Parent/Guardian and Student Notifications and Reminders
Staff may manually send notifications and reminders to parents/guardians, staff, and students to complete the registration process or take other necessary actions.

Staff Notifications and Reminders
Staff may opt-in to receive notifications when a new student enrolls or any specific form field is updated by a parent/guardian, based on their authorization from the Customer.

Staff Dashboards and Reports
Authorized staff users shall be able to access district, building, or extracurricular both graphic dashboards and data tables to view, filter, and communicate with parents/guardians and students based on statuses including: forms complete/incomplete, signatures complete/incomplete, SIS synced/desynced/unconnected, documents unapproved/approved, enrollment status applicant/active/external/homeschooled/withdrawn/graduated/future enrollment and other custom statuses.

Documents (Uploads) and Reporting
The parent/guardian may upload required documents during the enrollment and/or registration process. Administrators may also upload documents to student profiles as well. Documents may be accessed by any authorized user with appropriate access for viewing and/or printing.

Administrators are granted access to all student information for the students they administer. Various other permissions grant access to only contact and emergency medical information.

Additional Reports
FinalForms shall furnish reports including registrations over time, peaks, valleys, and more.

Customer Service
FinalForms offers unlimited support for the Customer. Specified administrators shall have access to CEO, CTO, dedicated Project Manager, and dedicated Training Specialist as needed. All other support inquiries can be directed to support@finalforms.com, which is monitored 24/7/365.

The Transition Process
FinalForms and the Customer shall review the "FinalForms ABC's" and agree upon deliverables and timeline to ensure satisfaction.

Updates and Changes
Any requests for updates and/or changes to the Online Student Registration System should be directed to support@finalforms.com, which is monitored 24/7/365. The Support Team will either complete the request or elevate the request to the appropriate party, who will contact the Customer with any questions prior to executing the request.

Training
FinalForms Training Specialists shall offer training both on-site and online as needed, including all previously noted offerings.

Technology Requirements

Compatibility
The Online Student Registration System is compatible with Windows 10...

Single Sign-On

Single Sign-On using Google may be configured upon Customer request.

Scalability

FinalForms web service seamlessly scales to handle indefinite loads.

Authorized Users

The Customer is responsible for authorizing users and assigning specific access, permissions, and roles to those users. Permissions include:

Administrative

K12, Athletic, Payments, Gatekeeper, Extracurricular

Medical

Student Table Medical Mode, Medical Reports

Teacher

Student E-Card Access

Staff Administrative

Manager, Super Admin

Plus, based on permissions, staff may opt-in to receive notifications such as:

Athletic: Daily summary of cut athletes
Athletic: When a sport registration has ended
Athletic: Weekly athletic summary report of students and staff
Academic: Weekly academic summary report of students and staff
Extracurricular: Weekly extracurricular summary report of students and staff
Academic: When an applicant student is created or re-enrolled
General: When a student is enrolled to a school
General: When a student transfers in from outside district
General: Bcc'd on emails from staff to students & parents through FinalForms
General: When a group is submitted for approval
General: Daily summary of field updates (select fields on the edit page)
Medical: Weekly summary of medical reports
Medical: When an Medical Report is created for an student
Staff: Bcc'd on certification expiration notices to Staff
Staff: When a staff uploads a document
Parent: When a parent uploads a document

Secure Hosting

FinalForms is hosted in entirety on our infrastructure on Amazon Web Services (AWS) EC2 and S3 instances. We chose AWS specifically because of its prolific scale, redundancy, and emphasis on data privacy & security.

The Amazon Web Services infrastructure is designed and managed according to the highest standards for security and data protection, including SOC 1, 2, 3, PCI DSS Level 1, ISO 27001, FIPS 140-2, and more, as well as military-grade physical controls. Enterprise-grade security ensures data stays secure with SSL encryption. To provide continuous availability, FinalForms is deployed on multiple data centers. Every piece of data is automatically copied to multiple locations for redundancy – ensuring data is always available.

Our technology partnership with Amazon Web Services enables us to meet our commitment to securing customer data, including keeping it within the US borders.

The primary Amazon server farms are in Northern Virginia, Oregon, and Northern California, and Ohio. Data is relayed and cached on demand. Amazon also has US-based offsite backup facilities in case of natural disaster.

Up-Time, Back-Up Policies, and Procedures
FinalForms not only guarantees industry best 99.99% uptime, but provides a record of 99.99+% uptime since inception in 2012. AWS performs backups nightly and stores backups offsite. Authorized FinalForms employees may access backups as needed.

Disaster Recovery
The FinalForms disaster recovery plan remains in place at all times in order to rapidly respond to seen and unforeseen data disasters. Daily redundant, remote backups guarantee 24 hour protection against disaster scenarios, including DDoS attacks.

Data Breach Policies and Procedures
FinalForms thoroughly logs all interaction within the application and environment. Should any security incident occur, FinalForms will release a statement within 24 hours. The statement would include a description including all relevant details, exposures and courses of action. Furthermore, the statement would include steps to be taken to mitigate exposures and to avoid further incidents.

Additional Resources
FinalForms blog articles "FinalForms Security, Data Privacy, and Compliance", "AWS+FinalForms+Customer Shared Responsibility Model", and "Think You Understand Student Data Security? Read This" are included in the "ADDITIONAL OPTIONAL DATA" section.

2.b. EXCEPTIONS
FinalForms does not currently have the ability to process/handle Choice and Magnet lottery processes.

SECTION 3 - ORGANIZATIONAL EXPERIENCE AND CAPABILITIES

3.a. ORGANIZATIONAL EXPERIENCE

FinalForms delivers its premier Online Student Registration System to 1,209 school districts, 4,206 schools, 148,839 staff, 1,762,648 students, and a sum of more than 4 million users including parents/guardians. Since inception in 2012, FinalForms has successfully retained 99.9% of annual contract renewals.

Comparable Contracts

SIS Integration (PowerSchool)	**SIS Integration (Frontline ProgressBook)**
School District of Oconee, SC	Fairfield City Schools, OH
Lorain City Schools, OH	Hamilton City Schools, OH
Hamilton Community Schools, MI	Springfield City Schools, OH
Highland Local Schools, OH	Forest Hills Local Schools, OH
Buchanan County Public Schools, VA	Medina City Schools, OH
Spencer-Owen Community Schools, IN	Groveport Madison Local Schools, OH

3.b. BUSINESS EXPERIENCE SUMMARY

Clay Burnett, CEO
Ohio University, Scripps College of Communication, Visual Communication

BC Technologies Company DBA FinalForms	CEO, Co-Founder	2012–Present
Inventure Technologies Company	Owner and Operator	2000–2012

Clay delivers to FinalForms a passion for education combined with a deep understanding of the transformative benefits of technology. He co-founded FinalForms in 2012, combining a decade of leadership as CEO at Inventure Technologies Company and as a Track Coach. Notably, Clay earned honors from local and state organizations, including The Senate of Ohio, for his service to education. Clay coaches for his alma mater, Chagrin Falls High School, where he's led his athletes to 10 state championships within the past 5 years.

Macklin Chaffee, CTO
Williams College, Computer Science

BC Technologies Company DBA FinalForms	CTO, Co-Founder	2012–Present
Golden Orb Web Development	Owner and Operator	2008-2012

Griffith Chaffee, CIO
Rochester Institute of Technology, Information Security and Forensics

BC Technologies Company DBA FinalForms	Chief Security Operations Officer	2013–Present
Dell SecureWorks	Security Analyst	2011–2013

Elizabeth Szep, Director of Project Management
Catawba College, Athletics Administration

BC Technologies Company DBA FinalForms	Chief Security Operations Officer	2019–Present
Magnificat High School	Assistant Athletic Director	2012–2019

Becky Diaz, Training Specialist
Mount Union College, Psychology

BC Technologies Company DBA FinalForms	CEO, Co-Founder	2019–Present
Port Clinton City Schools	Central Registration	2009-2019

3.c. CERTIFICATION OF CONTINUOUS SERVICE

FinalForms has continuously delivered service to 203 districts, including 482 schools, since March of 2017 (five years ago). An abbreviated list of comparable accounts served for the specified duration are listed below.

5 Years of Continuous Service

Mason City Schools, OH	Jonathan Cooper	cooper@masonohioschools.com	Superintendent	
	211 N. East Street, Mason, OH 45040		513-398-0474	
Milford City Schools, OH	Michelle Dorsey	dorsey_m@milfordschools.org	Central Registrar	
	1099 State Road 131, Milford, OH 45150		513-831-1314	
Sycamore Schools, OH	Bill Fritz	fritzw@sycamoreschools.org	Director of Technology	
	5959 Hagewa Drive, Cincinnati, OH 45242		513-686-1700	
Hudson City Schools, OH	Doreen Osmen	osmund@hudson.edu	Asst. Superintendent	
	2500 Aurora Road, Hudson, OH 44236		330-653-1200	
Mountain Lakes Schools, NJ	Avron Stoloff	astoloff@mlschools.org	Gatekeeper/Technology	
	96 Powerville Road, Suite 1, Mountain Lakes, NJ 07046		973-334-8280	

3.d. LETTER OF RECOMMENDATION/REFERENCE – School District of Oconee County

SCHOOL DISTRICT OF OCONEE COUNTY
414 South Pine Street, Walhalla, South Carolina 29691
Phone: 864.886.4400 • Facsimile: 864.886.4402
www.sdoc.org

March 10th, 2022

To Whom It May Concern:

It's not often that I am willing to write a recommendation for a vendor. I tend to keep my personal recommendations for companies or products to a minimum as there are not many vendors I would consider a true partner. With that said, FinalForms has far exceeded my expectations in terms of integrations, performance, support, and partnership.

Online registration, data collection, and student enrollment were areas we struggled to overcome with previous products. Support was always an issue, it seemed like our previous product was always overwhelmed and unable to provide timely support during peak registration times.

Our experience with FinalForms has been completely opposite. The implementation was smooth, with FInalForms handling the bulk of the lift to get the product off the ground. Support has been exceptional, with quick responses and someone willing to guide us through any issues we have faced. The interface has been easy to navigate for both district and school level employees.

Our online registration rates are significantly higher than they have ever been. We hovered in the 70%-80% range for student registration with our previous product. Our FinalForms registration has a 90%-100% completion rate, with many parents and community members exclaiming the system is much more user friendly.

We are currently managing forms, emergency medical, communication, SIS syncing, and a few other features with FinalForms. We are looking to expand into district athletics soon.

I would be happy to discuss our implementation and FinalForms success with anyone evaluating the product. The move to FinalForms has been one of the best decisions we've made in Oconee County.

Sincerely,

Joshua A. Shepard
Chief Technology Officer
School District of Oconee County, SC

(P): 864-784-5748
(E): jshepard@sdoc.org

Midview Local School District

ADMINISTRATIVE OFFICES

Dr. Bruce Willingham, Superintendent
bwillingham@midviewk12.org

13050 Durkee Road • Grafton, Ohio 44044
Phone 440.748.5353 • Fax 440.748.5395
www.midviewk12.org

March 11, 2022

To whom it may concern:

When I was asked to write a letter of recommendation for Final Forms, I did not hesitate.

The staff at Final Forms is very knowledgeable of the registration process. Their software considers all of the special custody and living situations that today's families present. It is very user friendly for both the parents and the school staff. The color coding and step-by-step registration are very easy to follow. The capability to email has improved our communication for completion of forms, deadline reminders, and requesting documents or other information that may be missing.

The support that Final Forms offers is first rate. There is a support button on every page of Final Forms. This is useful for both the parents and the school. The response time is always very good. There is also a video library that I have found very useful.

Implementing Final Forms was very easy. Their staff was available and more than willing to answer any questions and walk through any process that we were not sure of. This support continues beyond just the implementation phase. If I have a question or problem, I still reach out to them and they are very helpful and respond very quickly.

This will be our third year with Final Forms. We have been extremely pleased with our choice to use Final Forms. Please feel free to contact me if you have any questions or wish to talk with me further. I can be reached at tcrayton@midviewk12.org or 440-748-5254.

Sincerely,

Theresa M. Crayton
EMIS Coordinator, Midview Schools

3.d. LETTER OF RECOMMENDATION/REFERENCE − Hamilton Community Schools

To Whom It May Concern,

Before FinalForms, registration was a source of frustration on our end. It wasn't user-friendly for parents, it was super complicated to use, and the support lacked… I was often left without answers.

We used to send kids home at the end of the school year with a card, asking them to bring it back in the fall. It was super time-consuming — and as you can guess, the kids were not always reliable postmen.

With FinalForms, parents do it from their phone in minutes.

Parents put all of the information in FinalForms, then a couple of us act as gatekeepers to review it and make sure they meet district requirements. Once we verify the information in FinalForms, we put it into PowerSchool.

It's so simple. There's nothing complicated about managing enrollment.

I didn't have any complaints from parents. Once the families understood that this was replacing paper forms and how FinalForms eliminated repetition and duplication, they love it.

When we need help, it's as simple as emailing support. Someone gets back to me within an hour telling me they're on it. Usually, the change is made within a day. We've never been left hanging.

Lori Lohman
Hamilton Community Schools
Superintendent Secretary, Administration Office
269-751-5148

SECTION 4 - ADDITIONAL OPTIONAL DATA

4.a. ATHLETIC REGISTRATION

FinalForms also provides, at no cost in addition to meeting the K12 Online Registration System requirements, Athletic Registration. Athletic registration services include: Online Registration, Pre-Participation Physical Uploads/Countdowns/Reminders, Coach/Parent/Athlete Communication, Reminders and Alerts, Payments/Fees, Roster Management, Attendance Management, Emergency Medical Information Management, Awards/Letters Management, Equipment Management, Injury and Concussion Return-to-Play Reporting, and State Required Exports.

4.b. STAFF FORMS

FinalForms can also provide staff-based forms services. Staff forms services include: Handbook Forms, Policy Forms (Acceptable Use Policies, Social Media Polices, etc.), Emergency Medical Information Forms and Management, Certification Management, and Licensure Management.

4.c. INVENTORY

FinalForms can also provide inventory management services, including 1-to-1 services. Inventory servies require imports or manual creation of inventory items which, once in FinalForms, may be assigned to students by authorized users.

4.d. STUDENT FEE PROCESSING

FinalForms can provide student-based fee processing services. FinalForms processes payments using Stripe and batch ACH services deliver money to the Customers bank account nightly. There is a 4% charge for all fees, which includes all processing fees. Fee services may include: Student Fees, Extracurricular Fees, Athlete Fees, as well as "Family Caps" and other custom configurations.

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Parent registration

How do I get started?

1. Check your email for an **ACCOUNT CONFIRMATION EMAIL** from the FinalForms Mailman. Once received and opened, click **CONFIRM YOUR ACCOUNT** in the email text.

   FINALFORMS

   Hello Clay Burnett,

   Your FinalForms account with Demoville Local Schools (OHE) has been successfully created.

   Please click here to confirm your account and complete your registration as a **parent**.

   Thank you,
   Demoville Local Schools (OHE) Administration
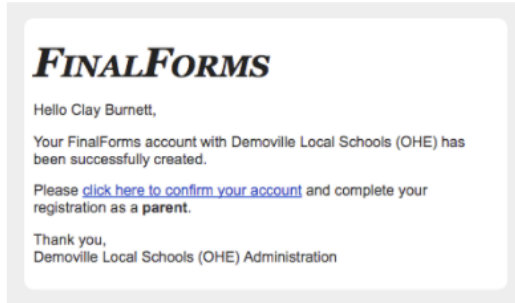
2. Create your new FinalForms password. Next, click **CONFIRM ACCOUNT**.

3. Your account will be confirmed and you will be logged in.

   Please proceed to the next page!

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Registering a student

What information will I need?
Basic medical history and health information. Insurance company and policy number. Doctor, dentist, and medical specialist contact information. Hospital preference and contact information.

How do I register my first student?

IMPORTANT: If you followed the steps on the previous page, you may Jump to Step number 3.

1. Go to:

2. Click **LOGIN** under the Parent Icon.

3. Locate and click the **INCOMPLETE FORMS** button for the student you wish to register.

4. **If your student plans to participate in a sport, activity, or club**, then click the checkbox for each. Then, click **UPDATE** after making your selection. Selections may be changed until the registration deadline.

5. Complete each form and sign your full name *(i.e. 'Jonathan Smith')* in the parent signature field on each page. After signing each, click **SUBMIT FORM** and move on to the next form.

6. When all forms are complete, you will see a 'Forms Finished' message.

   IMPORTANT: If required by your district, an email will automatically be sent to the email address that you provided for your student that will prompt your student to sign required forms.

How do I register additional students?
Click **MY STUDENTS**. Then, repeat steps number 3 through number 7 for each additional student.

How do I update information?
Login at any time and click **UPDATE FORMS** to update information for any student.

4.f. EXAMPLE: PARENT INTRO LETTER

Demoville District Office

71 Main St, Demoville, OH 44044 - (555) 555-5555
Theodore Roosevelt – District Superintendent

We are very excited to announce that the Demoville Local Schools has partnered with FinalForms, an online forms and data management service that will be replacing paper forms. FinalForms allows you to complete and sign enrollment, back-to-school and athletic participation forms for your students. The most exciting news is that FinalForms saves data from season-to-season and year-to-year, meaning that you will never need to enter the same information twice! FinalForms also pre-populates information wherever possible, for each of your students, saving you time.

You may review your data at any time to verify it is current. You will be required to sign your forms once per year and after any update.

Click on the Parent Playbook (on our website) to get started in FinalForms. If you require any support during the process, scroll to the page bottom and click "Use Support".

We are asking that ALL parents of students use FinalForms.

IMPORTANT: You will receive an account confirmation email from FinalForms. Please click the link and follow the steps to login and access your student(s).

Thank you for your assistance in streamlining our paperwork processes at Demoville Local Schools.

Theodore Roosevelt
Principal

4.g. EXAMPLE: STAFF INTRO LETTER

Staff,

Our School District is implementing FinalForms as our online forms system.

You will receive an 'Account Confirmation Email' from the FinalForms mailman (mailman@finalforms.com) in the near future. Please click the link, confirm your account, create a password and login.

Once logged in, **CLICK YOUR NAME** and **SELECT ADMIN PLAYBOOK** to learn more about features that will help you ensure compliance and safety during upcoming seasons. The Playbook includes directions on setting up FinalForms on your mobile device for access any time, anywhere!

The permanent link to access FinalForms is: (FinalForms LINK tba)

A FinalForms training specialist will be visiting our school for a training session in the near future. I'll notify our entire staff of the training date as soon as possible.

Please let me know if you have any questions or concerns.

Thanks,

FINALFORMS™

SAFELISTING

FinalForms works with your IT Team to ensure Students and Staff receive all required confirmations, notifications and reminders from your Administrators, Medical Professionals, Teachers and Coaches *(authorized users)* via the FinalForms mail-server.

We recommend that Students use their district assigned email addresses as their username as a primary means of contact on FinalForms.

EXAMPLE: 'william.smith.2024@yourdistrict.org'

We assume that your district provides a mail-server to Students and Staff. We also assume that your mail-server has restrictions and filters determining which domains can send emails to Students and Staff. Unfortunately, these restrictions may prevent Students and Staff from receiving important communication from authorized users via FinalForms. So, we ask you to 'safelist' (or what GMail refers to in their options as an 'email whitelist' or 'IP whitelist') our Domain and IP Addresses to ensure optimal communication.

Please Safelist the Following:

1. Domain: *@finalforms.com
2. Domain   *@sendgrid.finalforms.com
3. IP Address: 167.89.34.214
4. IP Address: 149.72.1.107
5. IP Address: 168.245.110.250
6. IP Address: 192.254.117.236
7. IP Address: 149.72.150.66
8. IP Address: 149.72.193.4

Please confirm completion with support@finalforms.com

4.i. EXAMPLE: REGISTRATION LINKS PAGE

WELCOME TO THE SCHOOL DISTRICT OF OCONEE COUNTY ENROLLMENT PORTAL

We are pleased you have decided to enroll your child in our district. We want to make the enrollment process as easy as possible, whether you are registering a new student, returning student, applying for school choice, applying for our virtual academy, or are looking for information for our preschool screenings. If you have any enrollment questions, please contact your child's school. If you are new to our district, you may use our School Locator tool to identify the school your students' will attend and reach out to that school.

2021-2022 SCHOOL REGISTRATION DATES

| Returning Students | New Students | School Choice | K5 Kindergarten | 4K Students | Oconee Virtual Academy | VirtualSDOC |

| High School Resources | School Zone Locator |

Returning Students

If your student was enrolled on the last day of school for the 2020-2021 school year and you provided an email address, you will receive an email with information on how to register your student. Emails will be sent out during the last week of July. If you do not receive an email with registration information, you may reach out to your student's school.

RETURNING STUDENT REGISTRATION

PARENT PLAYBOOK

Please note: If your student has attended SDOC schools in the past but **was not enrolled** on the last day of the 2020-2021 school year, they will be considered a "New Student" For registration. Please visit the New Student Tab for more information on registering your student.

4.j. EXAMPLE: FINALFORMS "FASTDASH" DASHBOARD

FastDash (10330 Students)

Schools: All ▾   Mode: Academic ▾

STUDENTS   93% COMPLIANCE

STAFF   32% COMPLIANCE

Academic Forms

94% COMPLIANT

- 9729 COMPLETE
- 0 UNSIGNED
- 601 INCOMPLE...

Academic Clearances

98% ELIGIBLE

- 10204 NONE
- 98 CLEARED
- 28 UNCLEARED
- 0 LIMITED

Gatekeeper Status

90% SYNCED

- 9355 SYNCED
- 945 DESYNCED
- 30 UNCONNE...

FastStats How is your district using FinalForms?

Communication

FinalForms Notification Emails:	47,162
School Staff Emails:	171
Support Tickets:	33
Total Emails:	47,366

Student Attendance

Sessions Logged:	0
Presences / Absences:	0 / 0 (0%)
COVID-19 Screenings:	0

Resources

Documents Stored:	2,509
Student + Staff Forms:	37

4.k. POWERSCHOOL SPECIFIC Q&A

1. FinalForms automatically pull all Active and Pre-Registered statuses in Powerschool. Is there any reason to deviate from this?

2. Have you upgraded to Powerschool 12.0 and using the new Contacts Table yet?

3. Would you like us to sync our medical data to Medical Alerts?

4. Do you want Kindergartners to complete New Enrollment forms? (Reminder, these forms collect demographic, language, education history, special education information, etc. as if the student was new to the district)

5. Do you have Parent Emails in PowerSchool? We Pull over the student name, email address, the first VALID parent firstname, lastname, email address and marked as a CUSTODIAN. ***Please verify***

Please NOTE **June 15- August 1, we need to start asking every client for which we are pulling or updating students from PowerSchool whether they have rolled over yet.** We need to know this for two main reasons:
> 1. We need to know if their grade in PowerSchool is the grade last year or next year.
> 2. We need to know if their assigned school in PowerSchool is last year or next year.

6. To which "extension table" fields would you like FinalForms to integrate with? (We have a good understanding of the South Carolina extension tables to which we must pass information)

AWS+FinalForms+Customer Shared Responsibility Model

Security and compliance are shared responsibilities between AWS, FinalForms, and the School District (Customer). This model helps relieve FinalForms' operational burden as AWS operates, manages and controls the components from the host operating system and virtualization layer down to the physical security of the facilities in which the service operates. In turn, FinalForms has responsibility and management of the operating system (including updates and security patches), other associated application software as well as the configuration of the AWS provided security group firewall. As shown in the chart below, this differentiation of responsibility is commonly referred to as Security "of" the Cloud versus Security "in" the Cloud. FinalForms carefully considers the services provisioned as responsibilities vary depending on the nature of the services, the integration of those services into the IT environment, and applicable laws and regulations. The Shared Responsibility Model is designed to provide FinalForms with flexibility and control over technology and the School District with flexibility and control over authorized user access.

There is no FERPA certification for a service provider such as FinalForms. In order to meet the FERPA requirements applicable to our operating model, FinalForms aligns our FERPA risk management program, detailed below.

For more on this subject, please visit:
https://d0.awsstatic.com/whitepapers/compliance/AWS_FERPA_Whitepaper.pdf

It is ultimately the responsibility of the School District to authorize users with appropriate access.

- An Authorized User may supply data to FinalForms, as required by his/her School District.
- Authorized Users using the service provided by FinalForms are responsible for ensuring that they meet the qualifications for the status of Authorized User, as determined by their School District.
- Authorized Users are responsible for ensuring the accuracy and completeness of all information supplied to FinalForms.
- An Authorized User may access and correct personally identifiable information through use of the Service at any time. FinalForms may retain the data supplied by Authorized Users for as long as required by their School District and/or applicable law, or as authorized by the Authorized User.
- An Authorized User is solely responsible for maintaining the confidentiality of his/her user identification and password.
- An Authorized User is solely responsible for all activities that occur in connection with his/her Account.

More information about FinalForms:
- FinalForms does not require an Authorized User to supply it with data.
- FinalForms does not provide or sell any data to third parties.

- FinalForms will not make publicly available the individual data an Authorized User supplies it by using the Service.
- FinalForms will not use any behavioral information to provide targeted advertising to Authorized Users.
- FinalForms will not collect, use, or share behavioral information for any purpose beyond authorized educational or school purposes, or as authorized by the Authorized User.
- FinalForms does not limit a School District's use of the data that an Authorized User supplies FinalForms through use of the Service.
- FinalForms has auditing and logging capabilities which allow internal security analysts to examine detailed activity logs or reports to see who had access, IP address entry, what data was accessed, what data was modified, when it was modified, etc. This usage data may be tracked, logged, stored, and accessed in compliance with applicable law or educational institution policy.
- FERPA does not require particular methods of data destruction. However, other applicable laws or local privacy regulations may require specific secure data disposal methods. Customers should check with their legal counsel to fully understand their data destruction requirements.

Shared responsibilities:

AUTHORIZED USER	RESPONSIBILITY	PASSWORD PROTECTION
CUSTOMER (SCHOOL DISTRICT)	RESPONSIBILITY FOR SECURITY "IN" FINALFORMS	CONTENT, POSTINGS, DATA, TRANSMISSIONS
		USER AUTHORIZATION (STAFF, PARENTS, STUDENTS) BASED ON DISTRICT POLICY AND/OR APPLICABLE LAW
		ADMINISTRATIVE EDUCATION (INCLUDING USER ROLES AND PERMISSIONS)
FINALFORMS	RESPONSIBILITY FOR SECURITY "IN" THE CLOUD	CUSTOMER DATA
		PLATFORM, APPLICATIONS, IDENTITY & ACCESS MANAGEMENT
		OPERATING SYSTEM, NETWORK & FIREWALL CONFIGURATION
		CLIENT-SIDE DATA. ENCRYPTION & DATA. INTEGRITY AUTHENTICATION.
		SERVER-SIDE ENCRYPTION (FILE SYSTEM AND/OR DATA)
		NETWORK TRAFFIC PROTECTION (ENCRYPTION/INTEGRITY/IDENTITY)

AWS	RESPONSIBILITY FOR SECURITY "OF" THE CLOUD	COMPUTE	STORAGE	DATABASE	NETWORKING
		AWS GLOBAL INFRASTRUCTURE		REGIONS	EDGE LOCATIONS
				AVAILABILITY ZONES	

Think You Understand Student Data Security?

Thanks to our latest partner, Learn21/CoSN Ohio, we've formulated a comprehensive resource for best practices with student data. Whether you're considering FinalForms or investigating online student data in general, we believe the following information will provide a good foundation for your research.

The following is derived from: https://www.cosn.org/edtech-topics/cybersecurity/ *and our answers are noted in red.*

- - - - -

FinalForms' security practices ensure that data shared with and collected within FinalForms remains private and protected. FinalForms can provide documentation to your security point of contact to confirm security practices comply both with school system policies and applicable laws. While neither FERPA nor COPPA prescribes specific security standards, school systems should look to industry suggested practices when assessing any online service provider.

The following is a non-exhaustive list of key security questions to discuss with your provider. A service level agreement (SLA) should include as many of these considerations as possible.

Data Collection

1. What data does the provider collect?
2. What, if any, data is collected by third parties (e.g., via cookies, plug-ins, ad networks, web beacons etc.)?

- FinalForms only collects data specifically required, requested, and approved by the customer.
- FinalForms does not sell any data in any format, period.
- FinalForms does not currently hold any, or enter into any, partnerships that let other applications leech data.
- FinalForms does not allow third-party cookies, include advertisements, engage in ad networks, or utilize web beacons.

Network Operations Center Management and Security

1. Does the provider perform regular penetration testing, vulnerability management, and intrusion prevention?
2. Are all network devices located in secure facilities and under controlled circumstances (e.g. ID cards, entry logs)?
   Developers access data via key-based SSH.
3. Are backups performed and tested regularly and stored off-site?

4. How are these backups secured? Disposed of?
5. Are software vulnerabilities patched routinely or automatically on all servers?

FinalForms understands the legal and ethical issues surrounding data security. FinalForms employs FERPA and HIPAA compliant, military grade Amazon Web Servers. AWS provides the industry's most reliable, redundant, and secure servers.

- AWS performs backups nightly and stores backups offsite.
- FinalForms developers access data via key-based SSH.
- FinalForms rigorously maintains up-to-date frameworks and languages.
- FinalForms routinely monitors and evaluates its service at every level of the stack.

Data Storage and Data Access

1. Where will the information be stored and how is data "at rest" protected (i.e. data in the data center)?
2. Will any data be stored outside the United States?
3. Is all or some data at rest encrypted (e.g. just passwords, passwords and sensitive data, all data) and what encryption method is used?
4. How will the information be stored?
5. If the cloud application is multitenant (several districts on one server/instance) hosting, how is data and access separated from other customers?
6. FERPA requires that records for a school be maintained separately, and not be mingled with data from other school systems or users.
7. Are the physical server(s) in a secured, locked and monitored environment to prevent unauthorized entry and/or theft?
8. How does the provider protect data in transit? e.g. SSL, hashing?
9. Who has access to information stored or processed by the provider?
10. Under FERPA, individuals employed by the provider may only access school records when necessary to provide the service to the School System.
11. Does the provider perform background checks on personnel with administrative access to servers, applications and customer data?
12. Does the provider subcontract any functions, such as analytics?
13. What is the provider's process for authenticating callers and resetting access controls, as well as establishing and deleting accounts?
14. If student or other sensitive data is transferred/uploaded to the provider, are all uploads via SFTP or HTTPS?

FinalForms uses FERPA and HIPAA compliant, military grade Amazon Technology. While there is no FERPA certification for a service provider such as FinalForms, in order to meet the FERPA requirements applicable to our operating model, FinalForms aligns our FERPA risk management program, available here.

- All data is stored within the US.
- FinalForms resides on multi-tenant architecture. Each customer's custom application exists on a unique, secure database.
- AWS hosting facilities meet the highest standards of physical security, redundancy, and monitoring.
- All requests and access to data are executed through HTTPS, SFTP, or SSH.
- Data is encrypted at rest, leveraging SHA 256 encryption.
- Within FinalForms, only Executives, Senior Developers, and Senior Support Staff have access to student data. All FinalForms personnel complete a rigorous, industry standard, background check prior to gaining access to any portion of the FinalForms application.
- FinalForms does not subcontract with any third parties outside of our hosting provider, AWS.
- FinalForms holds personal information, including email addresses as confidential. Unauthenticated inquiries from students, parents, or staff are immediately denied.
- Authorized Parents/Guardians may, at any time, inspect, review, update, or correct form data which they believe to be inaccurate or obsolete. Authorized Administrators may access time-stamped form data change logs based on Parent/Guardian updates at any time for any purpose deemed necessary by the educational institution in accordance with applicable law.

Data and Metadata Retention

1. How does the provider assure the proper management and disposal of data?
   - The provider should only keep data as long as necessary to perform the services to the School.
2. How will the provider delete data?
   - Is data deleted on a specific schedule or only on termination of contract? Can your School request that information be deleted? What is the protocol for such a request?
3. You should be able to request a copy of the information maintained by the provider at any time.
4. All data disclosed to the provider or collected by the provider must be disposed of by reasonable means to protect against unauthorized access or use.
5. Upon termination of the contract, the provider should return all records or data and properly delete any copies still in its possession.

- FinalForms retains data for the school district indefinitely, even after termination of services, unless a data purge or deletion is requested by the school district. Data deletions and purges are permanent and non-reversible.
- Customers may request a copy of their database at any time. The database will be encrypted and passed to the client via SFTP.

Development and Change Management Process

1. Does the provider follow standardized and documented procedures for coding, configuration management, patch installation, and change management for all servers involved in delivery of contracted services?
2. Are practices regularly audited?
3. Does the provider notify the School System about any changes that will affect the security, storage, usage, or disposal of any information received or collected directly from the School?

- FinalForms strictly follows secure procedures when deploying new versions of the application. The deployment process includes audits and logs.
- FinalForms painstakingly designed the process for zero downtime, which has proven to be flawless since inception in 2012.
- As FinalForms serves all customers directly, notifications regarding changes in data management practices are sent to all appropriate authorized users and contacts.

Availability

1. Does the provider offer a guaranteed service level?
2. What is the backup-and-restore process in case of a disaster?
3. What is the provider's protection against denial-of-service attack?

- FinalForms not only guarantees industry best 99.99% uptime, but provides a record of 99.99+% uptime since inception in 2012.
- The FinalForms disaster recovery plan remains in place at all times in order to rapidly respond to seen and unforeseen data disasters. Daily redundant, remote backups guarantee 24 hour protection against disaster scenarios, including DDoS attacks.
- FinalForms web service seamlessly scales to handle indefinite loads.

Audits and Standards

1. Does the provider provide the School System the ability to audit the security and privacy of records?
2. Have the provider's security operations been reviewed or audited by an outside group?
3. Does the provider comply with a security standard such as the International Organization for Standardization (ISO), the Payment Card Industry Data Security Standards (PCI DSS)?

- FinalForms may provide extensive documentation regarding privacy and/or security inquiries. The FinalForms CTO responds directly, within 24 hours, to any privacy and/or security questions not answered by immediately available FinalForms personnel or publicly available documentation.
- FinalForms has passed multiple third party audits, including ISO and PCI Compliance.

Test and Development Environments

1. Will "live" student data be used in a non-production (e.g. test or development, training) environment?
2. Are these environments secure to the same standard as production data?

- FinalForms provisions test databases using applicable student data for best results during tests and interface development. These local databases reside on the secure computers and are inaccessible remotely.

Data Breach, Incident Investigation and Response

1. What happens if your online service provider has a data breach?
2. Do you have the ability to perform security incident investigations or e-discovery? If not, will the provider assist you? For example, does the provider log end user, administrative and maintenance activity and are these logs available to the School System for incident investigation?

- FinalForms thoroughly logs all interaction within the application and environment. Should any security incident occur, FinalForms will release a statement within 24 hours. The statement would include a description including all relevant details, exposures and courses of action. Furthermore, the statement would include steps to be taken to mitigate exposures and to avoid further incidents.

4.n. FinalForms Security, Data Privacy, and Compliance

Military Grade Physical Controls + Enterprise Grade Security = Piece of Mind

FinalForms is hosted in entirety on our infrastructure on Amazon Web Services (AWS) EC2 and S3 instances. We chose AWS specifically because of its prolific scale, redundancy, and emphasis on data privacy & security.

The Amazon Web Services infrastructure is designed and managed according to the highest standards for security and data protection, including SOC 1, 2, 3, PCI DSS Level 1, ISO 27001, FIPS 140-2, and more, as well as military-grade physical controls. Enterprise-grade security ensures data stays secure with SSL encryption. To provide continuous availability, FinalForms is deployed on multiple data centers. Every piece of data is automatically copied to multiple locations for redundancy – ensuring data is always available.

Our technology partnership with Amazon Web Services enables us to meet our commitment to securing customer data.

Frequently, FinalForms is used to store sensitive student health and demographic information on behalf of various school systems. Knowing this from the outset, we thoroughly researched and rigorously vetted a rock-solid solution that meets national educational industry standards.

This document details the steps we've taken at each layer to meet medical information standards and a multitude of other regulation programs.

Physical Security

We host the entirety of our infrastructure on Amazon Web Services (AWS) EC2 and S3 instances. We chose AWS specifically because of its prolific scale, redundancy, and emphasis on data privacy & security. Among its long list of physical security benefits the highlights are:

- Amazon has unmatched experience in designing, constructing, and operating large-scale data centers.
- AWS data centers are housed in nondescript facilities, and critical facilities have extensive setback and military grade perimeter control berms as well as other natural boundary protection.
- Physical access is strictly controlled both at the perimeter and at building ingress points by professional security staff utilizing video surveillance, state of the art intrusion detection systems, and other electronic means.
- Authorized staff must pass two-factor authentication no fewer than three times to access data center floors.
- All visitors and contractors are required to present identification and are signed in and always escorted by authorized staff.
- Worldwide facilities have been audited and have received many certifications.
- Linked is the AWS SOC 3 Report.

We have several policies of our own in place that ensure the highest levels of security when handling client information outside of our web application.

- Developer machines do not store sensitive information locally.
- Client information is never stored physically without consent from a client administrator.

Technical Security

Amazon Web Services (AWS) is widely considered to be the leader for infrastructure as a service (IaaS) providers. They comply with a wide range of regulations and provide granular control over your network. Here are just a few of the many security benefits they provide:

- Host Operating System Security:
    - AWS employees with a business need are required to use their individual cryptographically b SSH keys to gain access to the host.
    - All access is logged and routinely audited.
    - When an AWS employee no longer has a business need to administer EC2 hosts, their privileges on and access to the hosts are revoked.
- Guest Operating System Security:
    - We have complete control over our virtual instances.
    - AWS administrators do not have access to our instances, and cannot log into the guest OS.
- Firewall:
    - Amazon provides a complete firewall solution.
    - This mandatory inbound firewall is configured in a default deny mode and that we must explicitly open any ports to allow inbound traffic.
- Denial Of Service (DoS) Security:
    - Standard DDoS mitigation techniques such as SYN floods and connection limiting are in use.
    - Amazon maintains internal bandwidth which exceeds its provider-supplied Internet bandwidth.
- Man In the Middle (MITM) Security:
    - All of the AWS APIs are available via SSL-protected endpoints which provides server authentication.
- Spoofing Security:
    - The Amazon-controlled, host-based firewall infrastructure will not permit an instance to send traffic with a source IP or MAC address other than its own.
- Port Scanning Security:
    - Port scans of Amazon EC2 instances are generally ineffective because, by default, all inbound ports on Amazon EC2 instances are closed.

Outside of the AWS provided features, we implemented and ensure:

- Separate databases are created for each client.
- All administrative activity involving our servers is performed over an encrypted connection.
- Client information is not stored digitally outside of the secure AWS infrastructure.
- Verbose logging is enabled wherever possible, leaving clear audit trails.
- Backups are run periodically and regularly tested for success in recovery situations.

- Intrusion detection systems alert administrators of suspicious activity.

Administrative Privacy

The FinalForms workforce, itself, has been structured to minimize contact with student data. FinalForms requires comprehensive, industry standard, background checks on all employees and/or contractors regardless of their respective role within the business. Data is only ever accessed without school staff present in secure development settings via SSH or through the FinalForms administrative interface, both encrypted connections.

FINALFORMS

ATTACHMENT C

REFERENCES

Instructions: Provide three references of customers that you have provided similar services for pest control services as is described in this solicitation. The list of References shall be completed in its entirety and submitted with the bid response.

Company/School Name: School District of Oconee County (10,300 Students)

Address: 414 South Pine Street Walhalla, SC 29691

Contact Person: Joshua Shepard CTO, Stephanie Vissage Information Systems Manager

Phone Number: 864-718-5674, jshepard@sdoc.org, sjvissage@sdoc.org

Type of Service: K12 Online Student Registration System, PowerSchool Integration

Company/School Name: Hamilton Community Schools (3,600 Students)

Address: 4815 136th Avenue Hamilton, MI 49419

Contact Person: Lori Lohman, Superintendent Secretary

Phone Number: 269-751-5148, llohman@hamiltonschools.us

Type of Service: K12 Online Student Registration System, PowerSchool Integration

Company/School Name: Midview Local Schools (3,000 Students)

Address: 3050 Durkee Road Grafton, OH 44044

Contact Person: Theresa Crayton, EMIS Coordinator

Phone Number: 440-748-2124, tcrayton@midviewk12.org

Type of Service: K12 Online Student Registration System, PowerSchool Integration

FINALFORMS

ATTACHMENT A

MINORITY PARTICIPATION AFFIDAVIT

Is the bidder a South Carolina Certified Minority Business? [ ] Yes [X] No

Is the bidder a Minority Business certified by another governmental entity? [ ] Yes [X] No

If so, please list the certifying governmental entity: _____

Will any of the work under this contract be performed by a SC certified Minority Business as a subcontractor? [ ] Yes [X] No

If so, what percentage of the total value of the contract will be performed by a SC certified Minority Business as a subcontractor? _____

Will any of the work under this contract be performed by a minority business certified by another governmental entity as a subcontractor? [ ] Yes [X] No

If so, what percentage of the total value of the contract will be performed by a minority business certified by another governmental entity as a subcontractor? _____

If a certified Minority Business is participating in this contract, please indicate all categories for which the Business is certified:

[ ] Traditional minority
[ ] Traditional minority, but female
[ ] Women (Caucasian females)
[ ] Hispanic minorities
[ ] DOT referral (Traditional minority)
[ ] DOT referral (Caucasian female)
[ ] Temporary certification
[ ] SBA 8 (a) certification referral
[ ] Other minorities (Native American, Asian, etc.)

(If more than one minority contractor will be utilized in the performance of this contract, please provide the information above for each minority business.)

The Department of Administration, Division of Small and Minority Business Contracting and Certification, publishes a list of certified minority firms. The Minority Business Directory is available at the following URL: http://osmba.sc.gov/directory.html
[04-4015-3]

FinalForms

APPENDIX A - CERTIFICATE OF LIABILITY INSURANCE

Client#: 33829   BC

ACORD ™ **CERTIFICATE OF LIABILITY INSURANCE**

DATE (MM/DD/YYYY): 3/09/2022

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer any rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	CONTACT NAME: Karon Rakes
Althans Insurance Agency, Inc. 543 East Washington St. P.O.Box 570 Chagrin Falls, OH 44022	PHONE (A/C, No, Ext): 440-247-6422 FAX (A/C, No): 440-247-2394 E-MAIL ADDRESS: CLcerts@Althans.com

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A : Sentinel Insurance Company	11000
INSURER B : Hartford Insurance Group	19682
INSURER C : Hartford Fire Insurance Company	19682
INSURER D :	
INSURER E :	
INSURER F :	

INSURED: BC Technologies Company;
dba FinalForms
Chagrin Falls, OH 44022

COVERAGES   CERTIFICATE NUMBER: REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE X OCCUR			45SBAIA4527	02/03/2022	02/03/2023	EACH OCCURRENCE	$1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	$1,000,000
							MED EXP (Any one person)	$10,000
							PERSONAL & ADV INJURY	$1,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER: POLICY PRO-JECT LOC OTHER:						GENERAL AGGREGATE	$2,000,000
							PRODUCTS - COMP/OP AGG	$2,000,000
								$
A	AUTOMOBILE LIABILITY ANY AUTO OWNED AUTOS ONLY SCHEDULED AUTOS X HIRED AUTOS ONLY X NON-OWNED AUTOS ONLY			45SBAIA4527	02/03/2022	02/03/2023	COMBINED SINGLE LIMIT (Ea accident)	$1,000,000
							BODILY INJURY (Per person)	$
							BODILY INJURY (Per accident)	$
							PROPERTY DAMAGE (Per accident)	$
								$
A	X UMBRELLA LIAB X OCCUR EXCESS LIAB CLAIMS-MADE DED X RETENTION $10000			45SBAIA4527	02/03/2022	02/03/2023	EACH OCCURRENCE	$1,000,000
							AGGREGATE	$1,000,000
								$
B A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y/N ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? N N/A (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below			45WECAF6H2Z 45SBAIA4527 OH Employers Liab.	02/01/2022 02/03/2022	02/01/2023 02/03/2023	X PER STATUTE OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	$1,000,000 $1,000,000 $1,000,000
C	Technology E&O			45TE0294449	02/03/2022	02/03/2023	$2,000,000/wrongful act $3,000,000 aggregate $5,000 retention	

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER	CANCELLATION
Evidence of Coverage	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE

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