

**From:** [Bill Jones](#)  
**To:** [Pratt, Michelle](#); [Adam Dolan](#); [Scott Persky](#)  
**Cc:** [Downey, Paul J.](#); [Welsh, Jean](#); [Luftglass, Maribeth](#)  
**Subject:** RE: Blackboard Amendment  
**Date:** Saturday, April 11, 2020 8:19:36 PM  
**Attachments:** [image001.png](#)  
[image002.png](#)  
[image003.png](#)  
[image004.png](#)  
[image006.png](#)  
[image008.png](#)  
[image010.png](#)  
[image012.png](#)  
[image014.png](#)  
[image016.png](#)  
[image018.png](#)  
[image020.png](#)  
[image022.png](#)  
[image024.png](#)  
[image026.png](#)  
[image028.png](#)

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Thank you, Michelle!

Regards,  
Bill

Bill Jones  
Deputy General Counsel  
Blackboard Inc.



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**From:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Sent:** Saturday, April 11, 2020 8:01 PM  
**To:** Bill Jones <[REDACTED]>; Adam Dolan <[REDACTED]>; Scott Persky <[REDACTED]>  
**Cc:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** RE: Blackboard Amendment

Bill,

Thanks again! Attached is countersigned Amendment 17.

Michelle

Michelle Pratt  
Director  
Fairfax County Public Schools  
Office of Procurement Services

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**From:** Bill Jones <[REDACTED]>  
**Sent:** Saturday, April 11, 2020 7:33 PM  
**To:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Adam Dolan <[REDACTED]>; Scott Persky <[REDACTED]>  
**Cc:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** RE: Blackboard Amendment

Hi Michelle,

The change looks good from our perspective. Please find attached the signed amendment for your countersignature. Thank you.

Regards,  
Bill

Bill Jones  
Deputy General Counsel  
Blackboard Inc.



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**From:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>

**Sent:** Saturday, April 11, 2020 7:11 PM

**To:** Bill Jones [REDACTED]; Adam Dolan [REDACTED]; Scott Persky [REDACTED]

**Cc:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Welsh, Jean <[jrjwelsh@fcps.edu](mailto:jrjwelsh@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>

**Subject:** RE: Blackboard Amendment

Hi Bill,

I think we are all set, although I had one last financial edit which I included in the attached. Once final, please feel free to send the signed copy to me and I'll countersign and return to you.

Thanks for all your help! It's been a fun ride!

Michelle Pratt  
Director  
Fairfax County Public Schools  
Office of Procurement Services

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**From:** Bill Jones [REDACTED] >

**Sent:** Saturday, April 11, 2020 4:58 PM

**To:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Adam Dolan [REDACTED]; Scott Persky [REDACTED]

**Cc:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Welsh, Jean <[jrjwelsh@fcps.edu](mailto:jrjwelsh@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>

**Subject:** RE: Blackboard Amendment

Hi Michelle,

I'm attaching a redlined copy with two changes on the main document for your review, and an execution copy that is ready for signature. The changes (i) add clarity around the final count of Authorized Users, and (ii) remove the Collaborate SLA that was in the Word document and replace it with the Learn SLA you desired referenced in its place.

Please let us know if you have any questions.

Regards,

Bill

Bill Jones  
Deputy General Counsel  
Blackboard Inc.

[REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]

[blackboard.com](http://blackboard.com)

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**From:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>

**Sent:** Saturday, April 11, 2020 12:10 PM

**To:** Adam Dolan [REDACTED]; Scott Persky [REDACTED]; Bill Jones [REDACTED]

**Cc:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Welsh, Jean <[jrjwelsh@fcps.edu](mailto:jrjwelsh@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>

**Subject:** RE: Blackboard Amendment

Good Afternoon,

Thank you for your work to get the additional approval and edits to us this weekend.

Attached are edits to simplify the price in a verifiable manner without changing the definition of an Authorized User. Also, I added additional clarification on the SLA and incorporated the FCPS amendment form. Both clean and redline edits are provided for your convenience.

Thanks,  
Michelle

Michelle Pratt  
Director  
Fairfax County Public Schools  
Office of Procurement Services

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**From:** Adam Dolan [REDACTED]  
**Sent:** Friday, April 10, 2020 7:50 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]; Bill Jones [REDACTED]  
**Subject:** RE: Blackboard Amendment

All,

Thank you for working with us over the past few days. Attached is a final draft (PDF) of our proposed amendments along with a word file showing the red line edits we made based on this afternoon's conference call. In answer to your question earlier today about how we would validate the number of Authorized Users-- for purposes of counting Authorized Users, the number of Guest Users will be reasonably estimated using the average active minutes per Integration User to compute the number of unique Guest Users from the recorded number of Guest log-in minutes.

Scott and I are available tonight and/or tomorrow morning should you have questions.

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



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**From:** "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>  
**Date:** Friday, April 10, 2020 at 2:07 PM  
**To:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>, Adam Dolan [REDACTED], "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** RE: Blackboard Amendment

Hi all,

Attached is the Memo of Negotiations from the original contract. Is the SLA part of Blackboard Master Terms (attachment 2).

I do not have access to the attachment- if someone has that document it may have the SLA, or perhaps in one of the other documents.

Thanks,

*Jean Welsh*  
*Fairfax County Public Schools*  
*Project Manager, Contract /E-rate*  
*IT Program Mgmt and Planning*  
*Office 703-503-7645*  
*Mobile 571-345-8864*

---

**From:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Sent:** Friday, April 10, 2020 2:01 PM  
**To:** Adam Dolan [REDACTED]; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** RE: Blackboard Amendment

Thanks for getting this to us in advance. Here are a few questions.

1. What order form is referenced? Could that be specified so we can review as there is not an order form attached to Amendment 16(most recent)
2. Will Blackboard consider 2 month period beginning April 13 to get us through mid-June(we would expect a significant decrease in traffic by then), rather than the 3 month period from April 13 to July 1 ?
3. How are authorized users measured? How can FCPS validate authorized users?
4. Can you clarify what SLA terms apply to "conditions remain unchanged" clause?
5. Change Amendment A. 3. "Online Campus has current classes as well as summer school classes using Collaborate Original.  
All FCPS users must all use Collaborate Ultra only, except for those summer-school classes already designed by FCPS using Collaborate Original."

To "except for those current and summer-school Online Campus classes already designed by FCPS using Collaborate Original."

Paul Downey Coordinator, Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

---

**From:** Adam Dolan [REDACTED]  
**Sent:** Friday, April 10, 2020 1:21 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** Re: Blackboard Amendment

Fairfax Team,

As promised, please see our proposed amendment based on this morning's call

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



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**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Thursday, April 9, 2020 at 6:57 PM  
**To:** "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, Adam Dolan [REDACTED] "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

I will set for 9 AM unless anyone objects

Paul Downey Coordinator, Application Support Fairfax County Public Schools

---

**From:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Sent:** Thursday, April 9, 2020 6:40 PM  
**To:** Adam Dolan [REDACTED]; Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Anytime will work for me, thanks.

Michelle

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**From:** Adam Dolan [REDACTED]  
**Sent:** Thursday, April 9, 2020 6:37 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Paul, Maribeth, and Michelle;

Thank you for your continued patience We received approval for the user-based model you requested a few minutes ago Can we jump on a quick call in the morning (anytime between 8:00am and 11am EST) to review and discuss specifics?

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



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**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Thursday, April 9, 2020 at 1:08 PM



**To:** Adam Dolan [redacted] "Luftglass, Maribeth" <meluftglass@fcps.edu>, "Pratt, Michelle" <mrpratt@fcps.edu>  
**Cc:** Scott Persky [redacted]  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Adam,

See below highlighted in Yellow. Let me know if there are further questions. 1 and 2 below are at best rough estimates since we are in uncharted territory and practice may be based on schools based decision-making.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

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**From:** Adam Dolan [redacted]  
**Sent:** Thursday, April 9, 2020 12:35 PM  
**To:** Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>  
**Cc:** Scott Persky [redacted]  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul We are aiming to get something back to you today As Scott and I seek approval for our lowest cost model, we need to be razor sharp on estimates and anticipated use instances Can you help us in answering the following...

1. We understand that schools are now conducting town hall meetings using Collab? Schools may conduct based on school decision Due to size limitations at 250, this will impact how many they can have especially at large schools
  - a. How long do you anticipate these meetings will continue and what is anticipated weekly frequency? (e.g. 2 townhalls at every school, each week, through 5/1/20 ) Best guess is this would continue through early June and I would guess that schools would do more than 1 or 2 until early June, similar to a PTA monthly meeting schedule
2. What is the anticipated hourly usage per week for "office hours" at the elementary, middle and high school levels? This is also a school-based decision, so best guess would be one hour per week
3. Can you please confirm your elementary, middle and high school enrollment numbers?  
ES – 95,232  
MS – 29,977  
HS – 59,788

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



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**From:** "Downey, Paul J." <pjdowney@fcps.edu>  
**Date:** Wednesday, April 8, 2020 at 7:38 PM  
**To:** Adam Dolan [redacted] , "Luftglass, Maribeth" <meluftglass@fcps.edu>, "Pratt, Michelle" <mrpratt@fcps.edu>  
**Cc:** Scott Persky [redacted]  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Adam,

Included the information requested in table below based on an outline from our Distance Learning plan.

Let me know if you have any questions.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

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**From:** Adam Dolan [redacted] >  
**Sent:** Wednesday, April 8, 2020 5:40 PM  
**To:** Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>  
**Cc:** Scott Persky [redacted]  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Fairfax Team,

Thank you for your time today We are continuing to adjust our models to deliver the lowest possible per user pricing We've reviewed been your distance learning documents on the website and checked a few individual schools in an attempt to identify possible usage differences/trends for your elementary, middle and high schools

Can you help us with your best estimates below?

|            | Hours of Collab Usage Per Week (Each Student) | Whole class instruction using Collab on which days of the week? |
|------------|---|---|
| Elementary | 4   | Tues-Fri  |

|        |     |              |
|--------|-----|--------------|
| Middle | 4-5 | Wed + Fri    |
| High   | 7   | Tues + Thurs |

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



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**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Wednesday, April 8, 2020 at 10:37 AM  
**To:** Adam Dolan <[REDACTED]>, Scott Persky <[REDACTED]>  
**Cc:** "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

I just sent the phone bridge.

Paul Downey Coordinator,Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

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**From:** Adam Dolan <[REDACTED]>  
**Sent:** Wednesday, April 8, 2020 11:34 AM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Scott Persky <[REDACTED]>  
**Cc:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Paul,

Scott Persky, Bill Jones and myself will be joining We are hoping to use Collab for this meeting and I've set up a session (link below) Will this work for you?

Meeting Link [REDACTED]

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Wednesday, April 8, 2020 at 10:15 AM  
**To:** Adam Dolan <[REDACTED]>, Scott Persky <[REDACTED]>  
**Cc:** "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

12-12:30 will work. Let me know whom should be included.

Paul Downey Coordinator,Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

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**From:** Adam Dolan <[REDACTED]>  
**Sent:** Wednesday, April 8, 2020 11:12 AM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Scott Persky <[REDACTED]>  
**Cc:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Hi Paul,

We are available at these times below, please let us know what works for you We will try and get the person who drafted the amendment to join us to answer any specific question you may have about the document

12 - 12:30pm EST  
2 - 3:30pm EST  
After 4pm EST

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Wednesday, April 8, 2020 at 9:35 AM  
**To:** Adam Dolan [redacted], Scott Persky [redacted]  
**Cc:** "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Adam and Scott,

FCPS would like to further discuss the quote with both of you and will need to do this afternoon. Let me know what time works and I will arrange the call.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

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**From:** Adam Dolan <[redacted]>  
**Sent:** Monday, April 6, 2020 6:58 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Jewell, Tracey D. <[TJjewell@fcps.edu](mailto:TJjewell@fcps.edu)>  
**Cc:** Scott Persky [redacted]  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

As promised, I have attached a revised version of our amendment Please review at your convenience and let me know when would be a good time to discuss

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



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**From:** Adam Dolan [redacted]  
**Date:** Monday, April 6, 2020 at 5:04 PM  
**To:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>, "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>, "Jewell, Tracey D." <[TJjewell@fcps.edu](mailto:TJjewell@fcps.edu)>  
**Cc:** Scott Persky [redacted]  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

I jumped the gun and sent over the amendment with some incorrect dates, please disregard My team is working to revise and I will be sending over a new version shortly I apologize for causing any confusion

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



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**From:** Adam Dolan [redacted]  
**Date:** Monday, April 6, 2020 at 4:51 PM  
**To:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>, "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>, "Jewell, Tracey D." <[TJjewell@fcps.edu](mailto:TJjewell@fcps.edu)>  
**Cc:** Scott Persky [redacted]

**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

Please see the attached amendment and let me know when would be a good time to discuss/review

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



---

**From:** Adam Dolan [redacted] >  
**Date:** Friday, April 3, 2020 at 4:35 PM  
**To:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Cc:** Scott Persky [redacted], "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>, "Jewell, Tracey D." <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul We will be get to work on a quote immediatly and are happy to jump on the phone over the weekend if necessary

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Friday, April 3, 2020 at 4:00 PM  
**To:** Adam Dolan [redacted]  
**Cc:** Scott Persky [redacted], "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>, "Jewell, Tracey D." <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Adam,

We appreciate your understanding. Would you be able to formalize this quote so we can better review, and if needed, we can get the appropriate parties together on each side to review any questions?

Paul Downey Coordinator,Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

---

**From:** Adam Dolan [redacted]  
**Sent:** Friday, April 3, 2020 3:01 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>  
**Cc:** Scott Persky [redacted]  
**Subject:** [External] RE: Blackboard Collaborate Pricing and Clarification  
**Importance:** High

Dear Paul and Jean,

Continuity of education is the critical priority for Blackboard in partnering with Fairfax County Public Schools Many of our employees' kids are students in the district and we want to do everything we can to work with you during these difficult and uncertain times, as we are with all our clients globally


We continue to think of ways we can provide support for this important cause We had an additional thought about handling the situation and have come up with a simple model as follows:


- [redacted]
- [redacted]
- [redacted]

[Redacted]

I hope it is clear from our thinking above that we are bending over backwards to support FCPS. The economics above are designed to cover our costs under a high utilization scenario only. As we have indicated previously, your stated interpretation of the "teacher/administrators" language in your contract is not reasonable, as it would simply read any limitation out of the contract. Obviously, under your interpretation a thousand admins could initiate hundreds or thousands of sessions each. This was never the intent of the either party nor is it a reasonable interpretation. That said, we have no desire to act on such a breach, and we are solely focused on coming up with a compromise that protects us against potentially enormous costs in a worst-case scenario while supporting FCPS under much more likely scenarios. Our Chief Legal Officer has volunteered to get on the phone with your counsel if helpful, at any time.

Best,  
Adam



Adam W. Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[Redacted]  
[Redacted]  


**From:** Adam Dolan [Redacted]  
**Date:** Tuesday, March 31, 2020 at 2:07 PM  
**To:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>, "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>  
**Subject:** Collab Ultra Pricing Quote

Paul and Jean,

Thank you for your time this afternoon. As promised, I am sending over the budgetary pricing we discussed and will be following up with a formal quote as soon as possible. Please give me a call this afternoon if you have any questions, otherwise let's talk first thing in the morning.


[Redacted]


[Redacted]

[Redacted]

*\*Please note this pricing only applies to Blackboard Collaborate Ultra*

Best,  
Adam



Adam W. Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[Redacted]  
[Redacted]  


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[]

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**From:** [Pratt, Michelle](#)  
**To:** [Bill Jones](#); [Adam Dolan](#); [Scott Persky](#)  
**Cc:** [Downey, Paul J.](#); [Welsh, Jean](#); [Luftglass, Maribeth](#)  
**Subject:** RE: Blackboard Amendment  
**Date:** Saturday, April 11, 2020 8:00:41 PM  
**Attachments:** [Amendment 17 Fully Executed.pdf](#)  
[image001.png](#)  
[image002.png](#)  
[image003.png](#)  
[image004.png](#)  
[image006.png](#)  
[image008.png](#)  
[image010.png](#)  
[image012.png](#)  
[image014.png](#)  
[image016.png](#)  
[image018.png](#)  
[image020.png](#)  
[image022.png](#)  
[image024.png](#)  
[image026.png](#)  
[image028.png](#)

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Bill,

Thanks again! Attached is countersigned Amendment 17.

Michelle

Michelle Pratt  
Director  
Fairfax County Public Schools  
Office of Procurement Services

---

**From:** Bill Jones [REDACTED]  
**Sent:** Saturday, April 11, 2020 7:33 PM  
**To:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Adam Dolan [REDACTED]; Scott Persky [REDACTED]  
**Cc:** Downey, Paul J. <[spjdowney@fcps.edu](mailto:spjdowney@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** RE: Blackboard Amendment

Hi Michelle,

The change looks good from our perspective. Please find attached the signed amendment for your countersignature. Thank you.

Regards,  
Bill

Bill Jones  
Deputy General Counsel  
Blackboard Inc.



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---

**From:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Sent:** Saturday, April 11, 2020 7:11 PM  
**To:** Bill Jones [REDACTED]; Adam Dolan [REDACTED]; Scott Persky [REDACTED]  
**Cc:** Downey, Paul J. <[spjdowney@fcps.edu](mailto:spjdowney@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** RE: Blackboard Amendment

Hi Bill,

I think we are all set, although I had one last financial edit which I included in the attached. Once final, please feel free to send the signed copy to me and I'll countersign and return to you.

Thanks for all your help! It's been a fun ride!

Michelle Pratt  
Director  
Fairfax County Public Schools  
Office of Procurement Services

---

**From:** Bill Jones [REDACTED]  
**Sent:** Saturday, April 11, 2020 4:58 PM  
**To:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Adam Dolan [REDACTED]; Scott Persky [REDACTED]  
**Cc:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** RE: Blackboard Amendment

Hi Michelle,

I'm attaching a redlined copy with two changes on the main document for your review, and an execution copy that is ready for signature. The changes (i) add clarity around the final count of Authorized Users, and (ii) remove the Collaborate SLA that was in the Word document and replace it with the Learn SLA you desired referenced in its place.

Please let us know if you have any questions.

Regards,

Bill

Bill Jones  
Deputy General Counsel  
Blackboard Inc.

[REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]

[blackboard.com](http://blackboard.com)

-



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---

**From:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Sent:** Saturday, April 11, 2020 12:10 PM  
**To:** Adam Dolan [REDACTED]; Scott Persky [REDACTED]; Bill Jones [REDACTED]  
**Cc:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** RE: Blackboard Amendment

Good Afternoon,

Thank you for your work to get the additional approval and edits to us this weekend.

Attached are edits to simplify the price in a verifiable manner without changing the definition of an Authorized User. Also, I added additional clarification on the SLA and incorporated the FCPS amendment form. Both clean and redline edits are provided for your convenience.

Thanks,  
Michelle

Michelle Pratt  
Director  
Fairfax County Public Schools  
Office of Procurement Services

---

**From:** Adam Dolan <[REDACTED]>  
**Sent:** Friday, April 10, 2020 7:50 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]; Bill Jones [REDACTED]  
**Subject:** RE: Blackboard Amendment

All,

Thank you for working with us over the past few days. Attached is a final draft (PDF) of our proposed amendments along with a word file showing the red line edits we made based on this afternoon's conference call. In answer to your question earlier today about how we would validate the number of Authorized Users-- for purposes of counting Authorized Users, the number of Guest Users will be reasonably estimated using the average active minutes per Integration User to compute the number of unique Guest Users from the recorded number of Guest log-in minutes.

Scott and I are available tonight and/or tomorrow morning should you have questions.



Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



---

**From:** "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>  
**Date:** Friday, April 10, 2020 at 2:07 PM  
**To:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>, Adam Dolan [REDACTED], "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** RE: Blackboard Amendment

Hi all,

Attached is the Memo of Negotiations from the original contract. Is the SLA part of Blackboard Master Terms (attachment 2).

I do not have access to the attachment- if someone has that document it may have the SLA, or perhaps in one of the other documents.

Thanks,

*Jean Welsh*  
*Fairfax County Public Schools*  
*Project Manager, Contract /E-rate*  
*IT Program Mgmt and Planning*  
*Office 703-503-7645*  
*Mobile 571-345-8864*

---

**From:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Sent:** Friday, April 10, 2020 2 01 PM  
**To:** Adam Dolan [REDACTED]; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** RE: Blackboard Amendment

Thanks for getting this to us in advance. Here are a few questions

1. What order form is referenced? Could that be specified so we can review as there is not an order form attached to Amendment 16(most recent)
2. Will Blackboard consider 2 month period beginning April 13 to get us through mid-June(we would expect a significant decrease in traffic by then), rather than the 3 month period from April 13 to July1 ?
3. How are authorized users measured? How can FCPS validate authorized users?
4. Can you clarify what SLA terms apply to "conditions remain unchanged" clause?
5. Change Amendment A. 3. "Online Campus has current classes as well as summer school classes using Collaborate Original.  
All FCPS users must all use Collaborate Ultra only, except for those summer-school classes already designed by FCPS using Collaborate Original."  
To "except for those current and summer-school Online Campus classes already designed by FCPS using Collaborate Original."

Paul Downey Coordinator,Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

---

**From:** Adam Dolan [REDACTED]  
**Sent:** Friday, April 10, 2020 1:21 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** Re: Blackboard Amendment

Fairfax Team,

As promised, please see our proposed amendment based on this morning's call

Best,  
Adam

Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Thursday, April 9, 2020 at 6:57 PM  
**To:** "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, Adam Dolan [REDACTED] "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

I will set for 9 AM unless anyone objects

Paul Downey Coordinator, Application Support Fairfax County Public Schools

---

**From:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Sent:** Thursday, April 9, 2020 6:40 PM  
**To:** Adam Dolan [REDACTED]; Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Anytime will work for me, thanks.

Michelle

---

**From:** Adam Dolan [REDACTED]  
**Sent:** Thursday, April 9, 2020 6:37 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Paul, Maribeth, and Michelle;

Thank you for your continued patience We received approval for the user-based model you requested a few minutes ago Can we jump on a quick call in the morning (anytime between 8:00am and 11am EST) to review and discuss specifics?

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12

---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Thursday, April 9, 2020 at 1:08 PM  
**To:** Adam Dolan [REDACTED], "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>, "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Adam,

See below highlighted in Yellow. Let me know if there are further questions. 1 and 2 below are at best rough estimates since we are in uncharted territory and practice may be based on schools based decision-making.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

---

**From:** Adam Dolan [REDACTED]  
**Sent:** Thursday, April 9, 2020 12:35 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul We are aiming to get something back to you today As Scott and I seek approval for our lowest cost model, we need to be razor sharp on estimates and

anticipated use instances Can you help us in answering the following...

1. We understand that schools are now conducting town hall meetings using Collab? Schools may conduct based on school decision Due to size limitations at 250, this will impact how many they can have especially at large schools
  - a. How long do you anticipate these meetings will continue and what is anticipated weekly frequency? (e.g. 2 townhalls at every school, each week, through 5/1/20 ) Best guess is this would continue through early June and I would guess that schools would do more than 1 or 2 until early June, similar to a PTA monthly meeting schedule
2. What is the anticipated hourly usage per week for "office hours" at the elementary, middle and high school levels? This is also a school-based decision, so best guess would be one hour per week
3. Can you please confirm your elementary, middle and high school enrollment numbers?
  - ES – 95,232
  - MS – 29,977
  - HS – 59,788

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12




---

**From:** "Downey, Paul J." <pjdowney@fcps.edu>  
**Date:** Wednesday, April 8, 2020 at 7:38 PM  
**To:** Adam Dolan [redacted] "Luftglass, Maribeth" <meluftglass@fcps.edu>, "Pratt, Michelle" <mrpratt@fcps.edu>  
**Cc:** Scott Persky [redacted] >  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Adam,

Included the information requested in table below based on an outline from our Distance Learning plan.

Let me know if you have any questions.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

---

**From:** Adam Dolan [redacted]  
**Sent:** Wednesday, April 8, 2020 5:40 PM  
**To:** Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>  
**Cc:** Scott Persky <[redacted]>  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Fairfax Team,

Thank you for your time today We are continuing to adjust our models to deliver the lowest possible per user pricing We've reviewed been your distance learning documents on the website and checked a few individual schools in an attempt to identify possible usage differences/trends for your elementary, middle and high schools

Can you help us with your best estimates below?

|            | Hours of Collab Usage Per Week (Each Student) | Whole class instruction using Collab on which days of the week? |
|------------|---|---|
| Elementary | 4   | Tues-Fri  |
| Middle     | 4-5   | Wed + Fri   |
| High       | 7   | Tues + Thurs  |

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12




---

**From:** "Downey, Paul J." <pjdowney@fcps.edu>  
**Date:** Wednesday, April 8, 2020 at 10:37 AM  
**To:** Adam Dolan [redacted] Scott Persky [redacted]

**Cc:** "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

I just sent the phone bridge.

Paul Downey Coordinator,Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

---

**From:** Adam Dolan [REDACTED]  
**Sent:** Wednesday, April 8, 2020 11:34 AM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Scott Persky [REDACTED]  
**Cc:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Paul,

Scott Persky, Bill Jones and myself will be joining We are hoping to use Collab for this meeting and I've set up a session (link below) Will this work for you?

Meeting Link [REDACTED]

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Wednesday, April 8, 2020 at 10:15 AM  
**To:** Adam Dolan [REDACTED], Scott Persky [REDACTED]  
**Cc:** "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

12-12:30 will work. Let me know whom should be included.

Paul Downey Coordinator,Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

---

**From:** Adam Dolan <[REDACTED]>  
**Sent:** Wednesday, April 8, 2020 11:12 AM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Scott Persky [REDACTED]  
**Cc:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Hi Paul,

We are available at these times below, please let us know what works for you We will try and get the person who drafted the amendment to join us to answer any specific question you may have about the document

12 - 12:30pm EST  
2 - 3:30pm EST  
After 4pm EST

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Wednesday, April 8, 2020 at 9:35 AM  
**To:** Adam Dolan [REDACTED], Scott Persky [REDACTED]  
**Cc:** "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Adam and Scott,

FCPS would like to further discuss the quote with both of you and will need to do this afternoon. Let me know what time works and I will arrange the call.

Paul Downey Coordinator,Application Support Fairfax County Public Schools

---

**From:** Adam Dolan [REDACTED]  
**Sent:** Monday, April 6, 2020 6:58 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Welsh, Jean <[jwelsh@fcps.edu](mailto:jwelsh@fcps.edu)>; Jewell, Tracey D. <[TJjewell@fcps.edu](mailto:TJjewell@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

As promised, I have attached a revised version of our amendment Please review at your convenience and let me know when would be a good time to discuss

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



---

**From:** Adam Dolan <[REDACTED]>  
**Date:** Monday, April 6, 2020 at 5:04 PM  
**To:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>, "Welsh, Jean" <[jwelsh@fcps.edu](mailto:jwelsh@fcps.edu)>, "Jewell, Tracey D." <[TJjewell@fcps.edu](mailto:TJjewell@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

I jumped the gun and sent over the amendment with some incorrect dates, please disregard My team is working to revise and I will be sending over a new version shortly I apologize for causing any confusion

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



---

**From:** Adam Dolan <[REDACTED]>  
**Date:** Monday, April 6, 2020 at 4:51 PM  
**To:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>, "Welsh, Jean" <[jwelsh@fcps.edu](mailto:jwelsh@fcps.edu)>, "Jewell, Tracey D." <[TJjewell@fcps.edu](mailto:TJjewell@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

Please see the attached amendment and let me know when would be a good time to discuss/review

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



---

**From:** Adam Dolan <[REDACTED]>

Date: Friday, April 3, 2020 at 4:35 PM

To: "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>

Cc: Scott Persky [REDACTED], "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>, "Jewell, Tracey D." <[TJewell@fcps.edu](mailto:TJewell@fcps.edu)>

Subject: Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul We will be get to work on a quote immediately and are happy to jump on the phone over the weekend if necessary

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



---

From: "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>

Date: Friday, April 3, 2020 at 4:00 PM

To: Adam Dolan <[adolan@fcps.edu](mailto:adolan@fcps.edu)>

Cc: Scott Persky [REDACTED], "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>, "Jewell, Tracey D." <[TJewell@fcps.edu](mailto:TJewell@fcps.edu)>

Subject: RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Adam,

We appreciate your understanding. Would you be able to formalize this quote so we can better review, and if needed, we can get the appropriate parties together on each side to review any questions?

Paul Downey Coordinator, Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

---

From: Adam Dolan <[adolan@fcps.edu](mailto:adolan@fcps.edu)>

Sent: Friday, April 3, 2020 3:01 PM

To: Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>

Cc: Scott Persky [REDACTED]

Subject: [External] RE: Blackboard Collaborate Pricing and Clarification

Importance: High

Dear Paul and Jean,

Continuity of education is the critical priority for Blackboard in partnering with Fairfax County Public Schools Many of our employees' kids are students in the district and we want to do everything we can to work with you during these difficult and uncertain times, as we are with all our clients globally

We continue to think of ways we can provide support for this important cause We had an additional thought about handling the situation and have come up with a simple model as follows:

- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

I hope it is clear from our thinking above that we are bending over backwards to support FCPS The economics above are designed to cover our costs under a high utilization scenario only As we have indicated previously, your stated interpretation of the "teacher/administrators" language in your contract is not reasonable, as it would simply read any limitation out of the contract Obviously, under your interpretation a thousand admins could initiate hundreds or thousands of sessions each This was never the intent of the either party nor is it a reasonable interpretation That said, we have no desire to act on such a breach, and we are solely focused on coming up with a compromise that protects us against potentially enormous costs in a worst-case scenario while supporting FCPS under much more likely scenarios Our Chief Legal Officer has volunteered to get on the phone with your counsel if helpful, at any time

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



**From:** Adam Dolan [REDACTED]  
**Date:** Tuesday, March 31, 2020 at 2:07 PM  
**To:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>, "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>  
**Subject:** Collab Ultra Pricing Quote

Paul and Jean,

Thank you for your time this afternoon. As promised, I am sending over the budgetary pricing we discussed and will be following up with a formal quote as soon as possible. Please give me a call this afternoon if you have any questions, otherwise let's talk first thing in the morning.

[REDACTED]

*\*Please note this pricing only applies to Blackboard Collaborate Ultra*

Best,  
Adam



Adam W. Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



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intended recipient, disclosure, copying, re-distribution or other use of any of this information is strictly prohibited. Please immediately notify the sender and delete this transmission if you received this email in error.



**From:** [Bill Jones](#)  
**To:** [Pratt, Michelle](#); [Adam Dolan](#); [Scott Persky](#)  
**Cc:** [Downey, Paul J.](#); [Welsh, Jean](#); [Luftglass, Maribeth](#)  
**Subject:** RE: Blackboard Amendment  
**Date:** Saturday, April 11, 2020 7:33:40 PM  
**Attachments:** [image001.png](#)  
[image002.png](#)  
[image003.png](#)  
[image004.png](#)  
[image006.png](#)  
[image008.png](#)  
[image010.png](#)  
[image012.png](#)  
[image014.png](#)  
[image016.png](#)  
[image018.png](#)  
[image020.png](#)  
[image022.png](#)  
[image024.png](#)  
[image026.png](#)  
[image028.png](#)  
[FCPS AMENDMENT 17 EXECUTION COPY W EXHIBIT FINAL Blackboard Executed.pdf](#)

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Hi Michelle,

The change looks good from our perspective. Please find attached the signed amendment for your countersignature. Thank you.

Regards,  
Bill

Bill Jones  
Deputy General Counsel  
Blackboard Inc.



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---

**From:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Sent:** Saturday, April 11, 2020 7:11 PM  
**To:** Bill Jones <[REDACTED]>; Adam Dolan <[REDACTED]>; Scott Persky <[REDACTED]>  
**Cc:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Welsh, Jean <[jrjwelsh@fcps.edu](mailto:jrjwelsh@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** RE: Blackboard Amendment

Hi Bill,

I think we are all set, although I had one last financial edit which I included in the attached. Once final, please feel free to send the signed copy to me and I'll countersign and return to you.

Thanks for all your help! It's been a fun ride!

Michelle Pratt  
Director  
Fairfax County Public Schools  
Office of Procurement Services

---

**From:** Bill Jones <[REDACTED]>  
**Sent:** Saturday, April 11, 2020 4:58 PM  
**To:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Adam Dolan <[REDACTED]>; Scott Persky <[REDACTED]>  
**Cc:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Welsh, Jean <[jrjwelsh@fcps.edu](mailto:jrjwelsh@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** RE: Blackboard Amendment

Hi Michelle,

I'm attaching a redlined copy with two changes on the main document for your review, and an execution copy that is ready for signature. The changes (i) add clarity around the final count of Authorized Users, and (ii) remove the Collaborate SLA that was in the Word document and replace it with the Learn SLA you desired referenced in its place.

Please let us know if you have any questions.

Regards,

Bill

Bill Jones

Deputy General Counsel  
Blackboard Inc.



[blackboard.com](http://blackboard.com)

-



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---

**From:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>

**Sent:** Saturday, April 11, 2020 12:10 PM

**To:** Adam Dolan <[REDACTED]>; Scott Persky <[REDACTED]>; Bill Jones <[REDACTED]>

**Cc:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>

**Subject:** RE: Blackboard Amendment

Good Afternoon,

Thank you for your work to get the additional approval and edits to us this weekend.

Attached are edits to simplify the price in a verifiable manner without changing the definition of an Authorized User. Also, I added additional clarification on the SLA and incorporated the FCPS amendment form. Both clean and redline edits are provided for your convenience.

Thanks,  
Michelle

Michelle Pratt  
Director  
Fairfax County Public Schools  
Office of Procurement Services

---

**From:** Adam Dolan <[REDACTED]>

**Sent:** Friday, April 10, 2020 7:50 PM

**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>

**Cc:** Scott Persky <[REDACTED]>; Bill Jones <[REDACTED]>

**Subject:** RE: Blackboard Amendment

All,

Thank you for working with us over the past few days. Attached is a final draft (PDF) of our proposed amendments along with a word file showing the red line edits we made based on this afternoon's conference call. In answer to your question earlier today about how we would validate the number of Authorized Users-- for purposes of counting Authorized Users, the number of Guest Users will be reasonably estimated using the average active minutes per Integration User to compute the number of unique Guest Users from the recorded number of Guest log-in minutes.

Scott and I are available tonight and/or tomorrow morning should you have questions.

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



---

**From:** "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>

**Date:** Friday, April 10, 2020 at 2:07 PM

**To:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>, Adam Dolan <[REDACTED]>, "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>

**Cc:** Scott Persky <[REDACTED]>

**Subject:** RE: Blackboard Amendment

Hi all,

Attached is the Memo of Negotiations from the original contract. Is the SLA part of Blackboard Master Terms (attachment 2).

I do not have access to the attachment- if someone has that document it may have the SLA, or perhaps in one of the other documents.

Thanks,

*Jean Welsh*  
*Fairfax County Public Schools*  
*Project Manager, Contract /E-rate*  
*IT Program Mgmt and Planning*  
*Office 703-503-7645*  
*Mobile 571-345-8864*

---

**From:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Sent:** Friday, April 10, 2020 2:01 PM  
**To:** Adam Dolan [REDACTED]; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** RE: Blackboard Amendment

Thanks for getting this to us in advance. Here are a few questions

1. What order form is referenced? Could that be specified so we can review as there is not an order form attached to Amendment 16 (most recent)
2. Will Blackboard consider 2 month period beginning April 13 to get us through mid-June (we would expect a significant decrease in traffic by then), rather than the 3 month period from April 13 to July 1?
3. How are authorized users measured? How can FCPS validate authorized users?
4. Can you clarify what SLA terms apply to "conditions remain unchanged" clause?
5. Change Amendment A. 3. "Online Campus has current classes as well as summer school classes using Collaborate Original.  
All FCPS users must all use Collaborate Ultra only, except for those summer-school classes already designed by FCPS using Collaborate Original."  
To "except for those current and summer-school Online Campus classes already designed by FCPS using Collaborate Original."

Paul Downey Coordinator, Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

---

**From:** Adam Dolan [REDACTED]  
**Sent:** Friday, April 10, 2020 1:21 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** Re: Blackboard Amendment

Fairfax Team,

As promised, please see our proposed amendment based on this morning's call

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Thursday, April 9, 2020 at 6:57 PM  
**To:** "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, Adam Dolan [REDACTED], "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

I will set for 9 AM unless anyone objects

Paul Downey Coordinator, Application Support Fairfax County Public Schools

---

**From:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Sent:** Thursday, April 9, 2020 6:40 PM  
**To:** Adam Dolan [REDACTED]; Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]

**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Anytime will work for me, thanks.

Michelle

---

**From:** Adam Dolan [REDACTED]  
**Sent:** Thursday, April 9, 2020 6:37 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Paul, Maribeth, and Michelle;

Thank you for your continued patience We received approval for the user-based model you requested a few minutes ago Can we jump on a quick call in the morning (anytime between 8:00am and 11am EST) to review and discuss specifics?

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Thursday, April 9, 2020 at 1:08 PM  
**To:** Adam Dolan [REDACTED], "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>, "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Adam,

See below highlighted in Yellow. Let me know if there are further questions. 1 and 2 below are at best rough estimates since we are in uncharted territory and practice may be based on schools based decision-making.

Paul Downey Coordinator,Application Support Fairfax County Public Schools

---

**From:** Adam Dolan [REDACTED]  
**Sent:** Thursday, April 9, 2020 12:35 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul We are aiming to get something back to you today As Scott and I seek approval for our lowest cost model, we need to be razor sharp on estimates and anticipated use instances Can you help us in answering the following...

1. We understand that schools are now conducting town hall meetings using Collab? **Schools may conduct based on school decision Due to size limitations at 250, this will impact how many they can have especially at large schools**
  - a. How long do you anticipate these meetings will continue and what is anticipated weekly frequency? (e g 2 townhalls at every school, each week, through 5/1/20 ) **Best guess is this would continue through early June and I would guess that schools would do more than 1 or 2 until early June, similar to a PTA monthly meeting schedule**
2. What is the anticipated hourly usage per week for "office hours" at the elementary, middle and high school levels? **This is also a school-based decision, so best guess would be one hour per week**
3. Can you please confirm your elementary, middle and high school enrollment numbers?

**ES – 95,232**  
**MS – 29,977**  
**HS – 59,788**

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Wednesday, April 8, 2020 at 7:38 PM  
**To:** Adam Dolan [REDACTED], "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>, "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Adam,

Included the information requested in table below based on an outline from our Distance Learning plan.

Let me know if you have any questions.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

---

**From:** Adam Dolan [REDACTED]  
**Sent:** Wednesday, April 8, 2020 5:40 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification


Fairfax Team,


Thank you for your time today We are continuing to adjust our models to deliver the lowest possible per user pricing We've reviewed been your distance learning documents on the website and checked a few individual schools in an attempt to identify possible usage differences/trends for your elementary, middle and high schools

Can you help us with your best estimates below?

|            | Hours of Collab Usage Per Week (Each Student) | Whole class instruction using Collab on which days of the week? |
|------------|---|---|
| Elementary | 4   | Tues-Fri  |
| Middle     | 4-5   | Wed + Fri   |
| High       | 7   | Tues + Thurs  |

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
[REDACTED]  


---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Wednesday, April 8, 2020 at 10:37 AM  
**To:** Adam Dolan [REDACTED], Scott Persky [REDACTED]  
**Cc:** "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

I just sent the phone bridge.

Paul Downey Coordinator, Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

---

**From:** Adam Dolan [REDACTED]  
**Sent:** Wednesday, April 8, 2020 11:34 AM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Scott Persky [REDACTED]  
**Cc:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Paul,

Scott Persky, Bill Jones and myself will be joining We are hoping to use Collab for this meeting and I've set up a session (link below) Will this work for you?

Meeting Link: [REDACTED]

Best,  
Adam

| Adam W Dolan, MA, MBA



Regional Vice President, Strategic Accounts  
Blackboard K12



---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Wednesday, April 8, 2020 at 10:15 AM  
**To:** Adam Dolan [redacted] Scott Persky [redacted]  
**Cc:** "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

12-12:30 will work. Let me know whom should be included.

Paul Downey Coordinator,Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

---

**From:** Adam Dolan [redacted]  
**Sent:** Wednesday, April 8, 2020 11:12 AM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Scott Persky [redacted]  
**Cc:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Hi Paul,

We are available at these times below. please let us know what works for you We will try and get the person who drafted the amendment to join us to answer any specific question you may have about the document

12 - 12:30pm EST  
2 - 3:30pm EST  
After 4pm EST

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Wednesday, April 8, 2020 at 9:35 AM  
**To:** Adam Dolan [redacted] Scott Persky [redacted]  
**Cc:** "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Adam and Scott,

FCPS would like to further discuss the quote with both of you and will need to do this afternoon. Let me know what time works and I will arrange the call.

Paul Downey Coordinator,Application Support Fairfax County Public Schools

---

**From:** Adam Dolan [redacted]  
**Sent:** Monday, April 6, 2020 6:58 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Welsh, Jean <[jjwelsh@fcps.edu](mailto:jjwelsh@fcps.edu)>; Jewell, Tracey D. <[TJjewell@fcps.edu](mailto:TJjewell@fcps.edu)>  
**Cc:** Scott Persky [redacted]  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

As promised, I have attached a revised version of our amendment Please review at your convenience and let me know when would be a good time to discuss

Best,  
Adam

Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts



Blackboard K12



---

**From:** Adam Dolan [REDACTED]  
**Date:** Monday, April 6, 2020 at 5:04 PM  
**To:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>, "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>, "Jewell, Tracey D." <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>  
**Cc:** Scott Persky [REDACTED] >  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

I jumped the gun and sent over the amendment with some incorrect dates, please disregard My team is working to revise and I will be sending over a new version shortly I apologize for causing any confusion

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



---

**From:** Adam Dolan [REDACTED]  
**Date:** Monday, April 6, 2020 at 4:51 PM  
**To:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>, "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>, "Jewell, Tracey D." <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

Please see the attached amendment and let me know when would be a good time to discuss/review

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



---

**From:** Adam Dolan [REDACTED]  
**Date:** Friday, April 3, 2020 at 4:35 PM  
**To:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Cc:** Scott Persky [REDACTED] "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>, "Jewell, Tracey D." <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul We will be get to work on a quote immediately and are happy to jump on the phone over the weekend if necessary

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



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**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>



**Date:** Friday, April 3, 2020 at 4:00 PM  
**To:** Adam Dolan [redacted]  
**Cc:** Scott Persky [redacted] "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Adam,

We appreciate your understanding. Would you be able to formalize this quote so we can better review, and if needed, we can get the appropriate parties together on each side to review any questions?

Paul Downey Coordinator,Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

---

**From:** Adam Dolan [redacted] >  
**Sent:** Friday, April 3, 2020 3:01 PM  
**To:** Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>  
**Cc:** Scott Persky [redacted]  
**Subject:** [External] RE: Blackboard Collaborate Pricing and Clarification  
**Importance:** High

Dear Paul and Jean,

Continuity of education is the critical priority for Blackboard in partnering with Fairfax County Public Schools Many of our employees' kids are students in the district and we want to do everything we can to work with you during these difficult and uncertain times, as we are with all our clients globally


We continue to think of ways we can provide support for this important cause We had an additional thought about handling the situation and have come up with a simple model as follows:

- [redacted]
- [redacted]
- [redacted]



[redacted]

I hope it is clear from our thinking above that we are bending over backwards to support FCPS The economics above are designed to cover our costs under a high utilization scenario only As we have indicated previously, your stated interpretation of the "teacher/administrators" language in your contract is not reasonable, as it would simply read any limitation out of the contract Obviously, under your interpretation a thousand admins could initiate hundreds or thousands of sessions each This was never the intent of the either party nor is it a reasonable interpretation That said, we have no desire to act on such a breach, and we are solely focused on coming up with a compromise that protects us against potentially enormous costs in a worst-case scenario while supporting FCPS under much more likely scenarios Our Chief Legal Officer has volunteered to get on the phone with your counsel if helpful, at any time

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



**From:** Adam Dolan <[redacted]>  
**Date:** Tuesday, March 31, 2020 at 2:07 PM  
**To:** "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>  
**Subject:** Collab Ultra Pricing Quote

Paul and Jean,

Thank you for your time this afternoon As promised, I am sending over the budgetary pricing we discussed and will be following up with a formal quote as soon as possible Please give me a call this afternoon if you have any questions, otherwise let's talk first thing in the morning

[redacted]

[redacted]





**From:** [Pratt, Michelle](#)  
**To:** [Bill Jones](#); [Adam Dolan](#); [Scott Persky](#)  
**Cc:** [Downey, Paul J.](#); [Welsh, Jean](#); [Luftglass, Maribeth](#)  
**Subject:** RE: Blackboard Amendment  
**Date:** Saturday, April 11, 2020 7:10:56 PM  
**Attachments:** [image001.png](#)  
[image002.png](#)  
[image003.png](#)  
[image004.png](#)  
[image006.png](#)  
[image008.png](#)  
[image010.png](#)  
[image012.png](#)  
[image014.png](#)  
[image016.png](#)  
[image018.png](#)  
[image020.png](#)  
[image022.png](#)  
[image024.png](#)  
[image026.png](#)  
[image028.png](#)  
[Amendment 17 2020 0411 FCPS redline v3.docx](#)

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Hi Bill,

I think we are all set, although I had one last financial edit which I included in the attached. Once final, please feel free to send the signed copy to me and I'll countersign and return to you.

Thanks for all your help! It's been a fun ride!

Michelle Pratt  
Director  
Fairfax County Public Schools  
Office of Procurement Services

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**From:** Bill Jones [REDACTED]  
**Sent:** Saturday, April 11, 2020 4:58 PM  
**To:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; [REDACTED]; Scott Persky <[REDACTED]>  
**Cc:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** RE: Blackboard Amendment

Hi Michelle,

I'm attaching a redlined copy with two changes on the main document for your review, and an execution copy that is ready for signature. The changes (i) add clarity around the final count of Authorized Users, and (ii) remove the Collaborate SLA that was in the Word document and replace it with the Learn SLA you desired referenced in its place.

Please let us know if you have any questions.

Regards,

Bill

Bill Jones  
Deputy General Counsel  
Blackboard Inc.

[REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]

[blackboard.com](http://blackboard.com)

-



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**From:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Sent:** Saturday, April 11, 2020 12:10 PM  
**To:** Adam Dolan [REDACTED]; Scott Persky [REDACTED]; Bill Jones [REDACTED]  
**Cc:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** RE: Blackboard Amendment

Good Afternoon,

Thank you for your work to get the additional approval and edits to us this weekend.

Attached are edits to simplify the price in a verifiable manner without changing the definition of an Authorized User. Also, I added additional clarification on the SLA and incorporated the FCPS amendment form. Both clean and redline edits are provided for your convenience.

Thanks,  
Michelle

Michelle Pratt  
Director  
Fairfax County Public Schools  
Office of Procurement Services

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**From:** Adam Dolan [REDACTED]  
**Sent:** Friday, April 10, 2020 7:50 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]; Bill Jones [REDACTED]  
**Subject:** RE: Blackboard Amendment

All,

Thank you for working with us over the past few days. Attached is a final draft (PDF) of our proposed amendments along with a word file showing the red line edits we made based on this afternoon's conference call. In answer to your question earlier today about how we would validate the number of Authorized Users-- for purposes of counting Authorized Users, the number of Guest Users will be reasonably estimated using the average active minutes per Integration User to compute the number of unique Guest Users from the recorded number of Guest log-in minutes.

Scott and I are available tonight and/or tomorrow morning should you have questions.

Best,  
Adam



Adam W. Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



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**From:** "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>  
**Date:** Friday, April 10, 2020 at 2:07 PM  
**To:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>, Adam Dolan [REDACTED], "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** RE: Blackboard Amendment

Hi all,

Attached is the Memo of Negotiations from the original contract. Is the SLA part of Blackboard Master Terms (attachment 2).

I do not have access to the attachment- if someone has that document it may have the SLA, or perhaps in one of the other documents.

Thanks,

*Jean Welsh*  
*Fairfax County Public Schools*  
*Project Manager, Contract /E-rate*  
*IT Program Mgmt and Planning*  
*Office 703-503-7645*  
*Mobile 571-345-8864*

---

**From:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Sent:** Friday, April 10, 2020 2:01 PM  
**To:** Adam Dolan [REDACTED]; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** RE: Blackboard Amendment

Thanks for getting this to us in advance. Here are a few questions

1. What order form is referenced? Could that be specified so we can review as there is not an order form attached to Amendment 16(most recent)
2. Will Blackboard consider 2 month period beginning April 13 to get us through mid-June(we would expect a significant decrease in traffic by then), rather than the 3 month period from April 13 to July1 ?
3. How are authorized users measured? How can FCPS validate authorized users?
4. Can you clarify what SLA terms apply to "conditions remain unchanged" clause?
5. Change Amendment A. 3. "Online Campus has current classes as well as summer school classes using Collaborate Original.  
All FCPS users must all use Collaborate Ultra only, except for those summer-school classes already designed by FCPS using Collaborate Original."  
To "except for those current and summer-school Online Campus classes already designed by FCPS using Collaborate Original."

Paul Downey Coordinator,Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

---

**From:** Adam Dolan [REDACTED]  
**Sent:** Friday, April 10, 2020 1:21 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** Re: Blackboard Amendment

Fairfax Team,

As promised, please see our proposed amendment based on this morning's call

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



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**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Thursday, April 9, 2020 at 6:57 PM  
**To:** "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, Adam Dolan [REDACTED] "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

I will set for 9 AM unless anyone objects

Paul Downey Coordinator, Application Support Fairfax County Public Schools

---

**From:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Sent:** Thursday, April 9, 2020 6:40 PM  
**To:** Adam Dolan [REDACTED]; Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Anytime will work for me, thanks.

Michelle

---

**From:** Adam Dolan [REDACTED]  
**Sent:** Thursday, April 9, 2020 6:37 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Paul, Maribeth, and Michelle;

Thank you for your continued patience We received approval for the user-based model you requested a few minutes ago Can we jump on a quick call in the morning (anytime between 8:00am and 11am EST) to review and discuss specifics?

Best,  
Adam

Adam W Dolan, MA, MBA



Regional Vice President, Strategic Accounts  
Blackboard K12



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**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Thursday, April 9, 2020 at 1:08 PM  
**To:** Adam Dolan <[REDACTED]>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>, "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Cc:** Scott Persky <[REDACTED]>  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Adam,

See below highlighted in Yellow. Let me know if there are further questions. 1 and 2 below are at best rough estimates since we are in uncharted territory and practice may be based on schools based decision-making.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

---

**From:** Adam Dolan <[REDACTED]>  
**Sent:** Thursday, April 9, 2020 12:35 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Cc:** Scott Persky <[REDACTED]>  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul We are aiming to get something back to you today As Scott and I seek approval for our lowest cost model, we need to be razor sharp on estimates and anticipated use instances Can you help us in answering the following...

1. We understand that schools are now conducting town hall meetings using Collab? **Schools may conduct based on school decision Due to size limitations at 250, this will impact how many they can have especially at large schools**
  - a. How long do you anticipate these meetings will continue and what is anticipated weekly frequency? (e.g. 2 townhalls at every school, each week, through 5/1/20 ) **Best guess is this would continue through early June and I would guess that schools would do more than 1 or 2 until early June, similar to a PTA monthly meeting schedule**
2. What is the anticipated hourly usage per week for "office hours" at the elementary, middle and high school levels? **This is also a school-based decision, so best guess would be one hour per week**
3. Can you please confirm your elementary, middle and high school enrollment numbers?  
**ES – 95,232**  
**MS – 29,977**  
**HS – 59,788**

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



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**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Wednesday, April 8, 2020 at 7:38 PM  
**To:** Adam Dolan <[REDACTED]>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>, "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Cc:** Scott Persky <[REDACTED]>  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Adam,

Included the information requested in table below based on an outline from our Distance Learning plan.

Let me know if you have any questions.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

---

**From:** Adam Dolan <[REDACTED]>  
**Sent:** Wednesday, April 8, 2020 5:40 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Cc:** Scott Persky <[REDACTED]>

**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification


Fairfax Team,

Thank you for your time today We are continuing to adjust our models to deliver the lowest possible per user pricing We've reviewed been your distance learning documents on the website and checked a few individual schools in an attempt to identify possible usage differences/trends for your elementary, middle and high schools



Can you help us with your best estimates below?

|            | Hours of Collab Usage Per Week (Each Student) | Whole class instruction using Collab on which days of the week? |
|------------|---|---|
| Elementary | 4   | Tues-Fri  |
| Middle     | 4-5   | Wed + Fri   |
| High       | 7   | Tues + Thurs  |

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Wednesday, April 8, 2020 at 10:37 AM  
**To:** Adam Dolan <[redacted]>, Scott Persky <[redacted]>  
**Cc:** "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

I just sent the phone bridge.

Paul Downey Coordinator,Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

---


**From:** Adam Dolan <[redacted]>  
**Sent:** Wednesday, April 8, 2020 11:34 AM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Scott Persky <[redacted]>  
**Cc:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Paul,



Scott Persky, Bill Jones and myself will be joining We are hoping to use Collab for this meeting and I've set up a session (link below) Will this work for you?

Meeting Link: [redacted]

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



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**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Wednesday, April 8, 2020 at 10:15 AM  
**To:** Adam Dolan <[redacted]>, Scott Persky <[redacted]>  
**Cc:** "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

12-12:30 will work. Let me know whom should be included.

Paul Downey Coordinator,Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

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**From:** Adam Dolan <[redacted]>

**Sent:** Wednesday, April 8, 2020 11:12 AM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Scott Persky <[REDACTED]>  
**Cc:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Hi Paul,

We are available at these times below, please let us know what works for you We will try and get the person who drafted the amendment to join us to answer any specific question you may have about the document

12 - 12:30pm EST  
2 - 3:30pm EST  
After 4pm EST

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Wednesday, April 8, 2020 at 9:35 AM  
**To:** Adam Dolan <[REDACTED]>, Scott Persky <[REDACTED]>  
**Cc:** "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Adam and Scott,

FCPS would like to further discuss the quote with both of you and will need to do this afternoon. Let me know what time works and I will arrange the call.

Paul Downey Coordinator,Application Support Fairfax County Public Schools

---

**From:** Adam Dolan <[REDACTED]>  
**Sent:** Monday, April 6, 2020 6:58 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Jewell, Tracey D. <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>  
**Cc:** Scott Persky <[REDACTED]>  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

As promised, I have attached a revised version of our amendment Please review at your convenience and let me know when would be a good time to discuss

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



---

**From:** Adam Dolan <[REDACTED]>  
**Date:** Monday, April 6, 2020 at 5:04 PM  
**To:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>, "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>, "Jewell, Tracey D." <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>  
**Cc:** Scott Persky <[REDACTED]>  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

I jumped the gun and sent over the amendment with some incorrect dates, please disregard My team is working to revise and I will be sending over a new version shortly I apologize for causing any confusion

Best,  
Adam

Adam W Dolan, MA, MBA



Regional Vice President, Strategic Accounts  
Blackboard K12



---

**From:** Adam Dolan [redacted]  
**Date:** Monday, April 6, 2020 at 4:51 PM  
**To:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>, "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>, "Jewell, Tracey D." <[TJewell@fcps.edu](mailto:TJewell@fcps.edu)>  
**Cc:** Scott Persky [redacted]  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

Please see the attached amendment and let me know when would be a good time to discuss/review

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



---

**From:** Adam Dolan [redacted]  
**Date:** Friday, April 3, 2020 at 4:35 PM  
**To:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Cc:** Scott Persky [redacted], "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>, "Jewell, Tracey D." <[TJewell@fcps.edu](mailto:TJewell@fcps.edu)>  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul We will be get to work on a quote immediately and are happy to jump on the phone over the weekend if necessary

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Friday, April 3, 2020 at 4:00 PM  
**To:** Adam Dolan [redacted]  
**Cc:** Scott Persky [redacted], "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>, "Jewell, Tracey D." <[TJewell@fcps.edu](mailto:TJewell@fcps.edu)>  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Adam,

We appreciate your understanding. Would you be able to formalize this quote so we can better review, and if needed, we can get the appropriate parties together on each side to review any questions?

Paul Downey Coordinator, Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

---

**From:** Adam Dolan [redacted]  
**Sent:** Friday, April 3, 2020 3:01 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>  
**Cc:** Scott Persky [redacted]  
**Subject:** [External] RE: Blackboard Collaborate Pricing and Clarification  
**Importance:** High

Dear Paul and Jean,

Continuity of education is the critical priority for Blackboard in partnering with Fairfax County Public Schools Many of our employees' kids are students in the



district and we want to do everything we can to work with you during these difficult and uncertain times, as we are with all our clients globally

We continue to think of ways we can provide support for this important cause. We had an additional thought about handling the situation and have come up with a simple model as follows:

- [Redacted]
- [Redacted]
- [Redacted]

[Redacted]

I hope it is clear from our thinking above that we are bending over backwards to support FCPS. The economics above are designed to cover our costs under a high utilization scenario only. As we have indicated previously, your stated interpretation of the "teacher/administrators" language in your contract is not reasonable, as it would simply read any limitation out of the contract. Obviously, under your interpretation a thousand admins could initiate hundreds or thousands of sessions each. This was never the intent of the either party nor is it a reasonable interpretation. That said, we have no desire to act on such a breach, and we are solely focused on coming up with a compromise that protects us against potentially enormous costs in a worst-case scenario while supporting FCPS under much more likely scenarios. Our Chief Legal Officer has volunteered to get on the phone with your counsel if helpful, at any time.

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



**From:** Adam Dolan [Redacted]  
**Date:** Tuesday, March 31, 2020 at 2:07 PM  
**To:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>, "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>  
**Subject:** Collab Ultra Pricing Quote

Paul and Jean,

Thank you for your time this afternoon. As promised, I am sending over the budgetary pricing we discussed and will be following up with a formal quote as soon as possible. Please give me a call this afternoon if you have any questions, otherwise let's talk first thing in the morning.

[Redacted]

*\*Please note this pricing only applies to Blackboard Collaborate Ultra*

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



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**From:** [Luftglass, Maribeth](#)  
**To:** [Pratt, Michelle](#); [Siegl, Jim F.](#); [Boyer, Rebecca R](#); [Kretzer, Sandy](#); [Pratt, Michelle](#); [Welsh, Jean](#); [Jewell, Tracey D.](#); [Downey, Paul J.](#); [Calderon, Allison H.](#)  
**Subject:** Fwd: Blackboard Amendment  
**Date:** Saturday, April 11, 2020 5:37:40 PM  
**Attachments:** [image025.png](#)  
[ATT00001.htm](#)  
[image026.png](#)  
[ATT00002.htm](#)  
[image027.png](#)  
[ATT00003.htm](#)  
[image028.png](#)  
[ATT00004.htm](#)  
[ATT00005.htm](#)  
[image030.png](#)  
[ATT00006.htm](#)  
[ATT00007.htm](#)  
[image032.png](#)  
[ATT00008.htm](#)  
[ATT00009.htm](#)  
[image034.png](#)  
[ATT00010.htm](#)  
[ATT00011.htm](#)  
[image036.png](#)  
[ATT00012.htm](#)  
[ATT00013.htm](#)  
[image038.png](#)  
[ATT00014.htm](#)  
[ATT00015.htm](#)  
[image040.png](#)  
[ATT00016.htm](#)  
[ATT00017.htm](#)  
[image042.png](#)  
[ATT00018.htm](#)  
[ATT00019.htm](#)  
[image044.png](#)  
[ATT00020.htm](#)  
[ATT00021.htm](#)  
[image046.png](#)  
[ATT00022.htm](#)  
[ATT00023.htm](#)  
[image048.png](#)  
[ATT00024.htm](#)  
[ATT00025.htm](#)  
[image050.png](#)  
[ATT00026.htm](#)  
[ATT00027.htm](#)  
[image052.png](#)  
[ATT00028.htm](#)  
[ATT00029.htm](#)  
[image052.png](#)  
[ATT00030.htm](#)  
[FCPS AMENDMENT EXECUTION COPY W EXHIBIT FINAL.pdf](#)  
[ATT00031.htm](#)  
[Amendment 17 2020 0411 FCPS redline v2.docx](#)  
[ATT00032.htm](#)

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Looks like he put back in the maximum authorized users. We don't have a way to track that as far as I know. Should we try to do a call?

Maribeth Luftglass  
Assistant Superintendent, Information Technology  
Fairfax County Public Schools

Begin forwarded message:

**From:** Bill Jones [REDACTED]

**Date:** April 11, 2020 at 4:58:23 PM EDT

**To:** "Pratt, Michelle" <mrpratt@fcps.edu>, Adam Dolan

[REDACTED], Scott Persky [REDACTED]

**Cc:** "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean"

<jrwelsh@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>

**Subject: RE: Blackboard Amendment**

Hi Michelle,

I'm attaching a redlined copy with two changes on the main document for your review, and an execution copy that is ready for signature. The changes (i) add clarity around the final count of Authorized Users, and (ii) remove the Collaborate SLA that was in the Word document and replace it with the Learn SLA you desired referenced in its place.

Please let us know if you have any questions.

Regards,

Bill

Bill Jones

Deputy General Counsel

Blackboard Inc.

[REDACTED]

[REDACTED]

[blackboard.com](http://blackboard.com)

-

**From:** [Luftglass, Maribeth](#)  
**To:** [Siegl, Jim E.](#); [Kretzer, Sandy](#); [Jewell, Tracey D.](#)  
**Subject:** Fwd: Blackboard Amendment  
**Date:** Saturday, April 11, 2020 5:28:05 PM  
**Attachments:** [image025.png](#)  
[ATT00001.htm](#)  
[image026.png](#)  
[ATT00002.htm](#)  
[image027.png](#)  
[ATT00003.htm](#)  
[image028.png](#)  
[ATT00004.htm](#)  
[ATT00005.htm](#)  
[image030.png](#)  
[ATT00006.htm](#)  
[ATT00007.htm](#)  
[image032.png](#)  
[ATT00008.htm](#)  
[ATT00009.htm](#)  
[image034.png](#)  
[ATT00010.htm](#)  
[ATT00011.htm](#)  
[image036.png](#)  
[ATT00012.htm](#)  
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[ATT00015.htm](#)  
[image040.png](#)  
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[ATT00019.htm](#)  
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[ATT00022.htm](#)  
[ATT00023.htm](#)  
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[ATT00026.htm](#)  
[ATT00027.htm](#)  
[image052.png](#)  
[ATT00028.htm](#)  
[ATT00029.htm](#)  
[image052.png](#)  
[ATT00030.htm](#)  
[FCPS AMENDMENT EXECUTION COPY W EXHIBIT FINAL.pdf](#)  
[ATT00031.htm](#)  
[Amendment 17 2020 0411 FCPS redline v2.docx](#)  
[ATT00032.htm](#)

---

Maribeth Luftglass  
Assistant Superintendent, Information Technology  
Fairfax County Public Schools

Begin forwarded message:

**From:** Bill Jones [REDACTED] >  
**Date:** April 11, 2020 at 4:58:23 PM EDT

**To:** "Pratt, Michelle" <mrpratt@fcps.edu>, Adam Dolan  
[REDACTED], Scott Persky [REDACTED]  
**Cc:** "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean"  
<jrwelsh@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>  
**Subject: RE: Blackboard Amendment**

Hi Michelle,

I'm attaching a redlined copy with two changes on the main document for your review, and an execution copy that is ready for signature. The changes (i) add clarity around the final count of Authorized Users, and (ii) remove the Collaborate SLA that was in the Word document and replace it with the Learn SLA you desired referenced in its place.

Please let us know if you have any questions.

Regards,

Bill

Bill Jones  
Deputy General Counsel  
Blackboard Inc.

[REDACTED]

[REDACTED]

[blackboard.com](http://blackboard.com)

-

**From:** [Bill Jones](#)  
**To:** [Pratt, Michelle](#); [Adam Dolan](#); [Scott Persky](#)  
**Cc:** [Downey, Paul J.](#); [Welsh, Jean](#); [Luftglass, Maribeth](#)  
**Subject:** RE: Blackboard Amendment  
**Date:** Saturday, April 11, 2020 4:58:24 PM  
**Attachments:** [image025.png](#)  
[image026.png](#)  
[image027.png](#)  
[image028.png](#)  
[image030.png](#)  
[image032.png](#)  
[image034.png](#)  
[image036.png](#)  
[image038.png](#)  
[image040.png](#)  
[image042.png](#)  
[image044.png](#)  
[image046.png](#)  
[image048.png](#)  
[image050.png](#)  
[image052.png](#)  
[FCPS AMENDMENT EXECUTION COPY W EXHIBIT FINAL.pdf](#)  
[Amendment 17 2020 0411 FCPS redline v2.docx](#)

---

Hi Michelle,

I'm attaching a redlined copy with two changes on the main document for your review, and an execution copy that is ready for signature. The changes (i) add clarity around the final count of Authorized Users, and (ii) remove the Collaborate SLA that was in the Word document and replace it with the Learn SLA you desired referenced in its place.

Please let us know if you have any questions.

Regards,

Bill

Bill Jones  
Deputy General Counsel  
Blackboard Inc.

[REDACTED]

[REDACTED]

[blackboard.com](http://blackboard.com)

-



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**From:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>

**Sent:** Saturday, April 11, 2020 12:10 PM

**To:** Adam Dolan [REDACTED]; Scott Persky [REDACTED]; Bill Jones [REDACTED]

**Cc:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>

**Subject:** RE: Blackboard Amendment

Good Afternoon,

Thank you for your work to get the additional approval and edits to us this weekend.

Attached are edits to simplify the price in a verifiable manner without changing the definition of an Authorized User. Also, I added additional clarification on the SLA and incorporated the FCPS amendment form. Both clean and redline edits are provided for your convenience.

Thanks,  
Michelle

Michelle Pratt  
Director  
Fairfax County Public Schools  
Office of Procurement Services

---

**From:** Adam Dolan [REDACTED] >

**Sent:** Friday, April 10, 2020 7:50 PM

**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>

**Cc:** Scott Persky [REDACTED]; Bill Jones [REDACTED]

**Subject:** RE: Blackboard Amendment

All,

Thank you for working with us over the past few days. Attached is a final draft (PDF) of our proposed amendments along with a word file showing the red line edits we made based on this afternoon's conference call. In answer to your question earlier today about how we would validate the number of Authorized Users-- for purposes of counting Authorized Users, the number of Guest Users will be reasonably estimated using the average active minutes per Integration User to compute the number of unique Guest Users from the recorded number of Guest log-in minutes.

Scott and I are available tonight and/or tomorrow morning should you have questions.

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



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**From:** "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>  
**Date:** Friday, April 10, 2020 at 2:07 PM  
**To:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>, Adam Dolan [REDACTED], "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Scott Persky <[REDACTED]>  
**Subject:** RE: Blackboard Amendment

Hi all,

Attached is the Memo of Negotiations from the original contract. Is the SLA part of Blackboard Master Terms (attachment 2).

I do not have access to the attachment- if someone has that document it may have the SLA, or perhaps in one of the other documents.

Thanks,

*Jean Welsh*  
*Fairfax County Public Schools*  
*Project Manager, Contract /E-rate*  
*IT Program Mgmt and Planning*  
*Office 703-503-7645*  
*Mobile 571-345-8864*

---

**From:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Sent:** Friday, April 10, 2020 2:01 PM  
**To:** Adam Dolan [REDACTED]; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>  
**Cc:** Scott Persky <[REDACTED]>  
**Subject:** RE: Blackboard Amendment

Thanks for getting this to us in advance. Here are a few questions

1. What order form is referenced? Could that be specified so we can review as there is not an order form attached to Amendment 16(most recent)
2. Will Blackboard consider 2 month period beginning April 13 to get us through mid-June(we would expect a significant decrease in traffic by then), rather than the 3 month period from April 13 to July1 ?
3. How are authorized users measured? How can FCPS validate authorized users?
4. Can you clarify what SLA terms apply to "conditions remain unchanged" clause?
5. Change Amendment A. 3. "Online Campus has current classes as well as summer school classes using Collaborate Original.  
All FCPS users must all use Collaborate Ultra only, except for those summer-school classes already designed by FCPS using Collaborate Original."  
To "except for those current and summer-school Online Campus classes already designed by FCPS using Collaborate Original."

Paul Downey Coordinator, Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

---

**From:** Adam Dolan [REDACTED] >  
**Sent:** Friday, April 10, 2020 1:21 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Scott Persky <[REDACTED]>  
**Subject:** Re: Blackboard Amendment

Fairfax Team,



As promised, please see our proposed amendment based on this morning's call

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Thursday, April 9, 2020 at 6:57 PM  
**To:** "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, Adam Dolan [REDACTED], "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

I will set for 9 AM unless anyone objects

Paul Downey Coordinator, Application Support Fairfax County Public Schools

---

**From:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Sent:** Thursday, April 9, 2020 6:40 PM  
**To:** Adam Dolan [REDACTED] Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Anytime will work for me, thanks.

Michelle

---

**From:** Adam Dolan [REDACTED]  
**Sent:** Thursday, April 9, 2020 6:37 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Paul, Maribeth, and Michelle;

Thank you for your continued patience We received approval for the user-based model you requested a few minutes ago Can we jump on a quick call in the morning (anytime between 8:00am and 11am EST) to review and discuss specifics?

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Thursday, April 9, 2020 at 1:08 PM  
**To:** Adam Dolan [REDACTED], "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>, "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Adam,

See below highlighted in Yellow. Let me know if there are further questions. 1 and 2 below are at best rough estimates since we are in uncharted territory and practice may be based on schools based decision-making.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

---

**From:** Adam Dolan [REDACTED]  
**Sent:** Thursday, April 9, 2020 12:35 PM

To: Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
Cc: Scott Persky [REDACTED]  
Subject: Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul We are aiming to get something back to you today As Scott and I seek approval for our lowest cost model, we need to be razor sharp on estimates and anticipated use instances Can you help us in answering the following...

1. We understand that schools are now conducting town hall meetings using Collab? **Schools may conduct based on school decision Due to size limitations at 250, this will impact how many they can have especially at large schools**
  - a. How long do you anticipate these meetings will continue and what is anticipated weekly frequency? (e.g. 2 townhalls at every school, each week, through 5/1/20 ) **Best guess is this would continue through early June and I would guess that schools would do more than 1 or 2 until early June, similar to a PTA monthly meeting schedule**
2. What is the anticipated hourly usage per week for "office hours" at the elementary, middle and high school levels? **This is also a school-based decision, so best guess would be one hour per week**
3. Can you please confirm your elementary, middle and high school enrollment numbers?  
**ES - 95,232**  
**MS - 29,977**  
**HS - 59,788**

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
m: 202 615 1698  
e: [adam.dolan@blackboard.com](mailto:adam.dolan@blackboard.com)



---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Wednesday, April 8, 2020 at 7:38 PM  
**To:** Adam Dolan [REDACTED], "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>, "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Adam,

Included the information requested in table below based on an outline from our Distance Learning plan.

Let me know if you have any questions.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

---

**From:** Adam Dolan [REDACTED]  
**Sent:** Wednesday, April 8, 2020 5:40 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Fairfax Team,

Thank you for your time today We are continuing to adjust our models to deliver the lowest possible per user pricing We've reviewed been your distance learning documents on the website and checked a few individual schools in an attempt to identify possible usage differences/trends for your elementary, middle and high schools

Can you help us with your best estimates below?

|            | Hours of Collab Usage Per Week (Each Student) | Whole class instruction using Collab on which days of the week? |
|------------|---|---|
| Elementary | 4   | Tues-Fri  |
| Middle     | 4-5   | Wed + Fri   |
| High       | 7   | Tues + Thurs  |

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Wednesday, April 8, 2020 at 10:37 AM  
**To:** Adam Dolan [REDACTED], Scott Persky [REDACTED]  
**Cc:** "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

I just sent the phone bridge.

Paul Downey Coordinator,Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

---

**From:** Adam Dolan [REDACTED]  
**Sent:** Wednesday, April 8, 2020 11:34 AM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Scott Persky [REDACTED]  
**Cc:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Paul,

Scott Persky, Bill Jones and myself will be joining We are hoping to use Collab for this meeting and I've set up a session (link below) Will this work for you?

Meeting Link: [REDACTED]

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Wednesday, April 8, 2020 at 10:15 AM  
**To:** Adam Dolan [REDACTED], Scott Persky [REDACTED]  
**Cc:** "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

12-12:30 will work. Let me know whom should be included.

Paul Downey Coordinator,Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

---

**From:** Adam Dolan [REDACTED]  
**Sent:** Wednesday, April 8, 2020 11:12 AM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Scott Persky [REDACTED]  
**Cc:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Hi Paul,

We are available at these times below, please let us know what works for you We will try and get the person who drafted the amendment to join us to answer any specific question you may have about the document

12 - 12:30pm EST  
2 - 3:30pm EST  
After 4pm EST

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>

**Date:** Wednesday, April 8, 2020 at 9:35 AM  
**To:** Adam Dolan [REDACTED], Scott Persky [REDACTED]  
**Cc:** "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Adam and Scott,

FCPS would like to further discuss the quote with both of you and will need to do this afternoon. Let me know what time works and I will arrange the call.

Paul Downey Coordinator,Application Support Fairfax County Public Schools

---

**From:** Adam Dolan [REDACTED]  
**Sent:** Monday, April 6, 2020 6:58 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>, Welsh, Jean <[jwelsh@fcps.edu](mailto:jwelsh@fcps.edu)>; Jewell, Tracey D. <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

As promised, I have attached a revised version of our amendment Please review at your convenience and let me know when would be a good time to discuss

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



---

**From:** Adam Dolan [REDACTED]  
**Date:** Monday, April 6, 2020 at 5:04 PM  
**To:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>, "Welsh, Jean" <[jwelsh@fcps.edu](mailto:jwelsh@fcps.edu)>, "Jewell, Tracey D." <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

I jumped the gun and sent over the amendment with some incorrect dates, please disregard My team is working to revise and I will be sending over a new version shortly I apologize for causing any confusion

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



---

**From:** Adam Dolan [REDACTED]  
**Date:** Monday, April 6, 2020 at 4:51 PM  
**To:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>, "Welsh, Jean" <[jwelsh@fcps.edu](mailto:jwelsh@fcps.edu)>, "Jewell, Tracey D." <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

Please see the attached amendment and let me know when would be a good time to discuss/review

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12





---

**From:** Adam Dolan [REDACTED]  
**Date:** Friday, April 3, 2020 at 4:35 PM  
**To:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Cc:** Scott Persky [REDACTED] "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>, "Jewell, Tracey D." <[TJewell@fcps.edu](mailto:TJewell@fcps.edu)>  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul We will be get to work on a quote immediately and are happy to jump on the phone over the weekend if necessary

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Friday, April 3, 2020 at 4:00 PM  
**To:** Adam Dolan [REDACTED]  
**Cc:** Scott Persky [REDACTED] "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>, "Jewell, Tracey D." <[TJewell@fcps.edu](mailto:TJewell@fcps.edu)>  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Adam,

We appreciate your understanding. Would you be able to formalize this quote so we can better review, and if needed, we can get the appropriate parties together on each side to review any questions?

Paul Downey Coordinator,Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

---

**From:** Adam Dolan [REDACTED]  
**Sent:** Friday, April 3, 2020 3:01 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** [External] RE: Blackboard Collaborate Pricing and Clarification  
**Importance:** High

Dear Paul and Jean,

Continuity of education is the critical priority for Blackboard in partnering with Fairfax County Public Schools Many of our employees' kids are students in the district and we want to do everything we can to work with you during these difficult and uncertain times, as we are with all our clients globally

We continue to think of ways we can provide support for this important cause We had an additional thought about handling the situation and have come up with a simple model as follows:

- [REDACTED]
- [REDACTED]
- [REDACTED]

I hope it is clear from our thinking above that we are bending over backwards to support FCPS The economics above are designed to cover our costs under a high utilization scenario only As we have indicated previously, your stated interpretation of the "teacher/administrators" language in your contract is not reasonable, as it would simply read any limitation out of the contract Obviously, under your interpretation a thousand admins could initiate hundreds or thousands of sessions each This was never the intent of the either party nor is it a reasonable interpretation That said, we have no desire to act on such a breach, and we are solely focused on coming up with a compromise that protects us against potentially enormous costs in a worst-case scenario while supporting FCPS under much more likely scenarios Our Chief Legal Officer has volunteered to get on the phone with your counsel if helpful, at any time

Best,  
Adam

Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts



Blackboard K12



From: Adam Dolan [redacted]  
Date: Tuesday, March 31, 2020 at 2:07 PM  
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>  
Subject: Collab Ultra Pricing Quote

Paul and Jean,

Thank you for your time this afternoon. As promised, I am sending over the budgetary pricing we discussed and will be following up with a formal quote as soon as possible. Please give me a call this afternoon if you have any questions, otherwise let's talk first thing in the morning.



*\*Please note this pricing only applies to Blackboard Collaborate Ultra*

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



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This email and any attachments may contain confidential and proprietary information of Blackboard that is for the sole use of the intended recipient. If you are not the intended recipient, disclosure, copying, re-distribution or other use of any of this information is strictly prohibited. Please immediately notify the sender and delete this transmission if you received this email in error.

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this transmission if you received this email in error.

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**From:** [Luftglass, Maribeth](#)  
**To:** [Pratt, Michelle](#)  
**Cc:** [Downey, Paul J.](#); [Welsh, Jean](#)  
**Subject:** Re: Blackboard Amendment  
**Date:** Saturday, April 11, 2020 3:04:59 PM  
**Attachments:** [image002.png](#)  
[image004.png](#)  
[image006.png](#)  
[image008.png](#)  
[image010.png](#)  
[image012.png](#)  
[image014.png](#)  
[image016.png](#)  
[image018.png](#)  
[image020.png](#)  
[image022.png](#)  
[image024.png](#)

---

Sounds good Thx

Maribeth Luftglass  
Assistant Superintendent, Information Technology  
Fairfax County Public Schools

On Apr 11, 2020, at 2:16 PM, Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)> wrote:

[REDACTED]

Michelle

---

**From:** Pratt, Michelle  
**Sent:** Saturday, April 11, 2020 12:10 PM  
**To:** Adam Dolan [REDACTED]; Scott Persky [REDACTED]; Bill Jones [REDACTED]  
**Cc:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** RE: Blackboard Amendment

Good Afternoon,

Thank you for your work to get the additional approval and edits to us this weekend.

Attached are edits to simplify the price in a verifiable manner without changing the definition of an Authorized User. Also, I added additional clarification on the SLA and incorporated the FCPS amendment form. Both clean and redline edits are provided for your convenience.

Thanks,  
Michelle

Michelle Pratt  
Director  
Fairfax County Public Schools  
Office of Procurement Services

---

**From:** Adam Dolan [REDACTED]  
**Sent:** Friday, April 10, 2020 7:50 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]; Bill Jones [REDACTED]  
**Subject:** RE: Blackboard Amendment

All,

Thank you for working with us over the past few days. Attached is a final draft (PDF) of our proposed amendments along with a word file showing the red line edits we made based on this afternoon's conference call. In answer to your question earlier today about how we would validate the number of Authorized Users-- for purposes of counting Authorized Users, the number of Guest Users will be reasonably estimated using the average active minutes per Integration User to compute the number of unique Guest Users from the recorded number of Guest log-in minutes.

Scott and I are available tonight and/or tomorrow morning should you have questions.

Best,  
Adam

<image001.jpg> | Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]



 [<image002.png>](#)

---

**From:** "Welsh, Jean" <[jjwelsh@fcps.edu](mailto:jjwelsh@fcps.edu)>  
**Date:** Friday, April 10, 2020 at 2:07 PM  
**To:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>, Adam Dolan , "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Scott Persky   
**Subject:** RE: Blackboard Amendment

Hi all,

Attached is the Memo of Negotiations from the original contract. Is the SLA part of Blackboard Master Terms (attachment 2).

I do not have access to the attachment- if someone has that document it may have the SLA, or perhaps in one of the other documents.

Thanks,

*Jean Welsh*  
*Fairfax County Public Schools*  
*Project Manager, Contract /E-rate*  
*IT Program Mgmt and Planning*  
*Office 703-503-7645*  
*Mobile 571-345-8864*

---

**From:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Sent:** Friday, April 10, 2020 2:01 PM  
**To:** Adam Dolan < >; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Welsh, Jean <[jjwelsh@fcps.edu](mailto:jjwelsh@fcps.edu)>  
**Cc:** Scott Persky   
**Subject:** RE: Blackboard Amendment

Thanks for getting this to us in advance. Here are a few questions

1. What order form is referenced? Could that be specified so we can review as there is not an order form attached to Amendment 16(most recent)
2. Will Blackboard consider 2 month period beginning April 13 to get us through mid-June(we would expect a significant decrease in traffic by then), rather than the 3 month period from April 13 to July1 ?
3. How are authorized users measured? How can FCPS validate authorized users?
4. Can you clarify what SLA terms apply to "conditions remain unchanged" clause?
5. Change Amendment A. 3. "Online Campus has current classes as well as summer school classes using Collaborate Original.  
All FCPS users must all use Collaborate Ultra only, except for those summer-school classes already designed by FCPS using Collaborate Original."  
To "except for those current and summer-school Online Campus classes already designed by FCPS using Collaborate Original."

Paul Downey Coordinator,Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

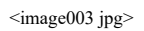


---

**From:** Adam Dolan < >  
**Sent:** Friday, April 10, 2020 1:21 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Scott Persky   
**Subject:** Re: Blackboard Amendment

Fairfax Team,

As promised, please see our proposed amendment based on this morning's call

Best,  
Adam

 Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
  
  
[<image004.png>](#)

---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Thursday, April 9, 2020 at 6:57 PM  
**To:** "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, Adam Dolan , "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>

**Cc:** Scott [REDACTED]  
**Subject:** RE: [External] RE: Blackboard Collaborate Pricing and Clarification

I will set for 9 AM unless anyone objects

Paul Downey Coordinator, Application Support Fairfax County Public Schools

---

**From:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Sent:** Thursday, April 9, 2020 6:40 PM  
**To:** Adam Dolan [REDACTED] Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Anytime will work for me, thanks.

Michelle

---

**From:** Adam Dolan [REDACTED]  
**Sent:** Thursday, April 9, 2020 6:37 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul, Maribeth, and Michelle;

Thank you for your continued patience We received approval for the user-based model you requested a few minutes ago Can we jump on a quick call in the morning (anytime between 8:00am and 11am EST) to review and discuss specifics?

Best,  
Adam

<image005.jpg> Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
[REDACTED]  
<[image006.png](#)>

---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Thursday, April 9, 2020 at 1:08 PM  
**To:** Adam Dolan [REDACTED], "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>, "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Adam,

See below highlighted in Yellow. Let me know if there are further questions. 1 and 2 below are at best rough estimates since we are in uncharted territory and practice may be based on schools based decision-making.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

---

**From:** Adam Dolan [REDACTED]  
**Sent:** Thursday, April 9, 2020 12:35 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul We are aiming to get something back to you today As Scott and I seek approval for our lowest cost model, we need to be razor sharp on estimates and anticipated use instances Can you help us in answering the following...

1. We understand that schools are now conducting town hall meetings using Collab? **Schools may conduct based on school decision Due to size limitations at 250, this will impact how many they can have especially at large schools**
  - a. How long do you anticipate these meetings will continue and what is anticipated weekly frequency? (e.g. 2 townhalls at every school, each week, through 5/1/20 ) **Best guess is this would continue through early June and I would guess that schools would do more than 1 or 2 until early June, similar to a PTA monthly meeting schedule**
2. What is the anticipated hourly usage per week for "office hours" at the elementary, middle and high school levels? **This is also a school-based decision, so best guess would be one hour per week**
3. Can you please confirm your elementary, middle and high school enrollment numbers?

**ES - 95,232**  
**MS - 29,977**  
**HS - 59,788**

Best,

Adam

<image007.jpg> Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[Redacted]  
[Redacted]  
<image008.png>

---

**From:** "Downey, Paul J." <pjdowney@fcps.edu>  
**Date:** Wednesday, April 8, 2020 at 7:38 PM  
**To:** Adam Dolan [Redacted], "Luftglass, Maribeth" <meluftglass@fcps.edu>, "Pratt, Michelle" <mrpratt@fcps.edu>  
**Cc:** Scott Persky [Redacted]  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Adam,

Included the information requested in table below based on an outline from our Distance Learning plan.

Let me know if you have any questions.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

---

**From:** Adam Dolan <[Redacted]>  
**Sent:** Wednesday, April 8, 2020 5:40 PM  
**To:** Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>  
**Cc:** Scott Persky [Redacted]  
**Subject:** Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Fairfax Team,

Thank you for your time today We are continuing to adjust our models to deliver the lowest possible per user pricing We've reviewed been your distance learning documents on the website and checked a few individual schools in an attempt to identify possible usage differences/trends for your elementary, middle and high schools

Can you help us with your best estimates below?

|            | Hours of Collab Usage Per Week (Each Student) | Whole class instruction using Collab on which days of the week? |
|------------|---|---|
| Elementary | 4   | Tues-Fri  |
| Middle     | 4-5   | Wed + Fri   |
| High       | 7   | Tues + Thurs  |

Best,  
Adam

<image009.jpg> Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[Redacted]  
[Redacted]  
<image010.png>

---

**From:** "Downey, Paul J." <pjdowney@fcps.edu>  
**Date:** Wednesday, April 8, 2020 at 10:37 AM  
**To:** Adam Dolan [Redacted], Scott Persky [Redacted]  
**Cc:** "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

I just sent the phone bridge.

Paul Downey Coordinator, Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

---

**From:** Adam Dolan <[Redacted]>  
**Sent:** Wednesday, April 8, 2020 11:34 AM  
**To:** Downey, Paul J. <pjdowney@fcps.edu>; Scott Persky <[Redacted]>  
**Cc:** Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>  
**Subject:** Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul,

Scott Persky, Bill Jones and myself will be joining We are hoping to use Collab for this meeting and I've set up a session (link below) Will this work for you?

Meeting Link [REDACTED]

Best,  
Adam

<image011.jpg> Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
[REDACTED]  
<image012.png>

---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Wednesday, April 8, 2020 at 10:15 AM  
**To:** Adam Dolan [REDACTED], Scott Persky [REDACTED]  
**Cc:** "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

12-12:30 will work. Let me know whom should be included.

Paul Downey Coordinator,Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

---

**From:** Adam Dolan [REDACTED]  
**Sent:** Wednesday, April 8, 2020 11:12 AM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Scott Persky [REDACTED]  
**Cc:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Hi Paul,

We are available at these times below, please let us know what works for you We will try and get the person who drafted the amendment to join us to answer any specific question you may have about the document

12 - 12:30pm EST  
2 - 3:30pm EST  
After 4pm EST

Best,  
Adam

<image013.jpg> Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
[REDACTED]  
<image014.png>

---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Wednesday, April 8, 2020 at 9:35 AM  
**To:** Adam Dolan [REDACTED], Scott Persky [REDACTED]  
**Cc:** "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Adam and Scott,

FCPS would like to further discuss the quote with both of you and will need to do this afternoon. Let me know what time works and I will arrange the call.

Paul Downey Coordinator,Application Support Fairfax County Public Schools

---

**From:** Adam Dolan [REDACTED]  
**Sent:** Monday, April 6, 2020 6:58 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Jewell, Tracey D. <[TJewell@fcps.edu](mailto:TJewell@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

As promised, I have attached a revised version of our amendment Please review at your convenience and let me know when would be a good time to discuss

Best,  
Adam

<image015.jpg> Adam W Dolan, MA, MBA

Regional Vice President, Strategic Accounts  
Blackboard K12



[<image016.png>](#)

---


**From:** Adam Dolan [REDACTED]  
**Date:** Monday, April 6, 2020 at 5:04 PM  
**To:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>, "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>, "Jewell, Tracey D." <[TJewell@fcps.edu](mailto:TJewell@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

I jumped the gun and sent over the amendment with some incorrect dates, please disregard My team is working to revise and I will be sending over a new version shortly I apologize for causing any confusion

Best,  
Adam

<image017.jpg> Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



[<image018.png>](#)

---


**From:** Adam Dolan [REDACTED]  
**Date:** Monday, April 6, 2020 at 4:51 PM  
**To:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>, "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>, "Jewell, Tracey D." <[TJewell@fcps.edu](mailto:TJewell@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

Please see the attached amendment and let me know when would be a good time to discuss/review

Best,  
Adam

<image019.jpg> Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



[<image020.png>](#)


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**From:** Adam Dolan [REDACTED]  
**Date:** Friday, April 3, 2020 at 4:35 PM  
**To:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Cc:** Scott Persky [REDACTED], "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>, "Jewell, Tracey D." <[TJewell@fcps.edu](mailto:TJewell@fcps.edu)>  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul We will be get to work on a quote immediately and are happy to jump on the phone over the weekend if necessary

Best,  
Adam

<image021.jpg> Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



[<image022.png>](#)

---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Friday, April 3, 2020 at 4:00 PM  
**To:** Adam Dolan [REDACTED]  
**Cc:** Scott Persky [REDACTED], "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>, "Jewell, Tracey D." <[TJewell@fcps.edu](mailto:TJewell@fcps.edu)>  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Adam,

We appreciate your understanding. Would you be able to formalize this quote so we can better review, and if needed, we can get the appropriate parties together on each side to review any questions?

Paul Downey Coordinator, Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pdowney@fcps.edu](mailto:pdowney@fcps.edu)

---

From: Adam Dolan [REDACTED]  
Sent: Friday, April 3, 2020 3:01 PM  
To: Downey, Paul J. <[pdowney@fcps.edu](mailto:pdowney@fcps.edu)>; Welsh, Jean <[jwelsh@fcps.edu](mailto:jwelsh@fcps.edu)>  
Cc: Scott Persky [REDACTED]  
Subject: [External] RE: Blackboard Collaborate Pricing and Clarification  
Importance: High

Dear Paul and Jean,

Continuity of education is the critical priority for Blackboard in partnering with Fairfax County Public Schools. Many of our employees' kids are students in the district and we want to do everything we can to work with you during these difficult and uncertain times, as we are with all our clients globally.

We continue to think of ways we can provide support for this important cause. We had an additional thought about handling the situation and have come up with a simple model as follows:

- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

I hope it is clear from our thinking above that we are bending over backwards to support FCPS. The economics above are designed to cover our costs under a high utilization scenario only. As we have indicated previously, your stated interpretation of the "teacher/administrators" language in your contract is not reasonable, as it would simply read any limitation out of the contract. Obviously, under your interpretation a thousand admins could initiate hundreds or thousands of sessions each. This was never the intent of the either party nor is it a reasonable interpretation. That said, we have no desire to act on such a breach, and we are solely focused on coming up with a compromise that protects us against potentially enormous costs in a worst-case scenario while supporting FCPS under much more likely scenarios. Our Chief Legal Officer has volunteered to get on the phone with your counsel if helpful, at any time.

Best,  
Adam

<image023.jpg> Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
[REDACTED]  
<image024.png>

---

From: Adam Dolan [REDACTED]  
Date: Tuesday, March 31, 2020 at 2:07 PM  
To: "Downey, Paul J." <[pdowney@fcps.edu](mailto:pdowney@fcps.edu)>, "Welsh, Jean" <[jwelsh@fcps.edu](mailto:jwelsh@fcps.edu)>  
Subject: Collab Ultra Pricing Quote

Paul and Jean,

Thank you for your time this afternoon. As promised, I am sending over the budgetary pricing we discussed and will be following up with a formal quote as soon as possible. Please give me a call this afternoon if you have any questions, otherwise let's talk first thing in the morning.

[REDACTED]

[REDACTED]

*\*Please note this pricing only applies to Blackboard Collaborate Ultra*

Best,  
Adam

<image023.jpg> Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts

Blackboard K12



[<image024.png>](#)

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This email and any attachments may contain confidential and proprietary information of Blackboard that is for the sole use of the intended recipient. If you are not the intended recipient, disclosure, copying, re-distribution or other use of any of this information is strictly prohibited. Please immediately notify the sender and delete this transmission if you received this email in error.

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This email and any attachments may contain confidential and proprietary information of Blackboard that is for the sole use of the intended recipient. If you are not the intended recipient, disclosure, copying, re-distribution or other use of any of this information is strictly prohibited. Please immediately notify the sender and delete this transmission if you received this email in error.

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This email and any attachments may contain confidential and proprietary information of Blackboard that is for the sole use of the intended recipient. If you are not the intended recipient, disclosure, copying, re-distribution or other use of any of this information is strictly prohibited. Please immediately notify the sender and delete this transmission if you received this email in error.

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This email and any attachments may contain confidential and proprietary information of Blackboard that is for the sole use of the intended recipient. If you are not the intended recipient, disclosure, copying, re-distribution or other use of any of this information is strictly prohibited. Please immediately notify the sender and delete this transmission if you received this email in error.

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This email and any attachments may contain confidential and proprietary information of Blackboard that is for the sole use of the intended recipient. If you are not the intended recipient, disclosure, copying, re-distribution or other use of any of this information is strictly prohibited. Please immediately notify the sender and delete this transmission if you received this email in error.

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This email and any attachments may contain confidential and proprietary information of Blackboard that is for the sole use of the intended recipient. If you are not the intended recipient, disclosure, copying, re-distribution or other use of any of this information is strictly prohibited. Please immediately notify the sender and delete this transmission if you received this email in error.

[]

This email and any attachments may contain confidential and proprietary information of Blackboard that is for the sole use of the intended recipient. If you are not the intended recipient, disclosure, copying, re-distribution or other use of any of this information is strictly prohibited. Please immediately notify the sender and delete this transmission if you received this email in error.

**From:** [Pratt, Michelle](#)  
**To:** [Downey, Paul J.](#); [Welsh, Jean](#); [Luftglass, Maribeth](#)  
**Subject:** RE: Blackboard Amendment  
**Date:** Saturday, April 11, 2020 2:16:11 PM  
**Attachments:** [image002.png](#)  
[image004.png](#)  
[image006.png](#)  
[image008.png](#)  
[image010.png](#)  
[image012.png](#)  
[image014.png](#)  
[image016.png](#)  
[image018.png](#)  
[image020.png](#)  
[image022.png](#)  
[image024.png](#)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

---

**From:** Pratt, Michelle  
**Sent:** Saturday, April 11, 2020 12:10 PM  
**To:** Adam Dolan [REDACTED]; Scott Persky [REDACTED]; Bill Jones [REDACTED]  
**Cc:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** RE: Blackboard Amendment

Good Afternoon,

Thank you for your work to get the additional approval and edits to us this weekend.

Attached are edits to simplify the price in a verifiable manner without changing the definition of an Authorized User. Also, I added additional clarification on the SLA and incorporated the FCPS amendment form. Both clean and redline edits are provided for your convenience.

Thanks,  
Michelle

Michelle Pratt  
Director  
Fairfax County Public Schools  
Office of Procurement Services

---




**From:** Adam Dolan [REDACTED]  
**Sent:** Friday, April 10, 2020 7:50 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]; Bill Jones <[REDACTED]>  
**Subject:** RE: Blackboard Amendment

All,

Thank you for working with us over the past few days. Attached is a final draft (PDF) of our proposed amendments along with a word file showing the red line edits we made based on this afternoon's conference call. In answer to your question earlier today about how we would validate the number of Authorized Users-- for purposes of counting Authorized Users, the number of Guest Users will be reasonably estimated using the average active minutes per Integration User to compute the number of unique Guest Users from the recorded number of Guest log-in minutes.

Scott and I are available tonight and/or tomorrow morning should you have questions.

Best,  
Adam

 Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
  


---

**From:** "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>  
**Date:** Friday, April 10, 2020 at 2:07 PM



To: "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>, Adam Dolan [REDACTED] "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>

Cc: Scott Persky [REDACTED]

Subject: RE: Blackboard Amendment

Hi all,

Attached is the Memo of Negotiations from the original contract. Is the SLA part of Blackboard Master Terms (attachment 2).

I do not have access to the attachment- if someone has that document it may have the SLA, or perhaps in one of the other documents.

Thanks,

*Jean Welsh*  
Fairfax County Public Schools  
Project Manager, Contract /E-rate  
IT Program Mgmt and Planning  
Office 703-503-7645  
Mobile 571-345-8864

---

From: Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>

Sent: Friday, April 10, 2020 2:01 PM

To: Adam Dolan [REDACTED] Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Welsh, Jean <[jwelsh@fcps.edu](mailto:jwelsh@fcps.edu)>

Cc: Scott Persky [REDACTED]

Subject: RE: Blackboard Amendment

Thanks for getting this to us in advance. Here are a few questions

1. What order form is referenced? Could that be specified so we can review as there is not an order form attached to Amendment 16(most recent)
2. Will Blackboard consider 2 month period beginning April 13 to get us through mid-June(we would expect a significant decrease in traffic by then), rather than the 3 month period from April 13 to July1 ?
3. How are authorized users measured? How can FCPS validate authorized users?
4. Can you clarify what SLA terms apply to "conditions remain unchanged" clause?
5. Change Amendment A. 3. "Online Campus has current classes as well as summer school classes using Collaborate Original.  
All FCPS users must all use Collaborate Ultra only, except for those summer-school classes already designed by FCPS using Collaborate Original."  
To "except for those current and summer-school Online Campus classes already designed by FCPS using Collaborate Original."

Paul Downey Coordinator,Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

---

From: Adam Dolan [REDACTED]

Sent: Friday, April 10, 2020 1:21 PM

To: Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>

Cc: Scott Persky [REDACTED]

Subject: Re: Blackboard Amendment

Fairfax Team,

As promised, please see our proposed amendment based on this morning's call

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



---

From: "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>

Date: Thursday, April 9, 2020 at 6:57 PM

To: "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, Adam Dolan [REDACTED] "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>

Cc: Scott Persky [REDACTED]

Subject: RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

I will set for 9 AM unless anyone objects

Paul Downey Coordinator, Application Support Fairfax County Public Schools

---

**From:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Sent:** Thursday, April 9, 2020 6:40 PM  
**To:** Adam Dolan [REDACTED] Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Anytime will work for me, thanks.

Michelle

---

**From:** Adam Dolan [REDACTED]  
**Sent:** Thursday, April 9, 2020 6:37 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Paul, Maribeth, and Michelle;

Thank you for your continued patience We received approval for the user-based model you requested a few minutes ago Can we jump on a quick call in the morning (anytime between 8:00am and 11am EST) to review and discuss specifics?

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Thursday, April 9, 2020 at 1:08 PM  
**To:** Adam Dolan [REDACTED], "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>, "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Adam,

See below highlighted in Yellow. Let me know if there are further questions. 1 and 2 below are at best rough estimates since we are in uncharted territory and practice may be based on schools based decision-making.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

---

**From:** Adam Dolan [REDACTED]  
**Sent:** Thursday, April 9, 2020 12:35 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul We are aiming to get something back to you today As Scott and I seek approval for our lowest cost model, we need to be razor sharp on estimates and anticipated use instances Can you help us in answering the following...

1. We understand that schools are now conducting town hall meetings using Collab? Schools may conduct based on school decision Due to size limitations at 250, this will impact how many they can have especially at large schools
  - a. How long do you anticipate these meetings will continue and what is anticipated weekly frequency? (e.g. 2 townhalls at every school, each week, through 5/1/20 ) Best guess is this would continue through early June and I would guess that schools would do more than 1 or 2 until early June, similar to a PTA monthly meeting schedule
2. What is the anticipated hourly usage per week for "office hours" at the elementary, middle and high school levels? This is also a school-based decision, so best guess would be one hour per week
3. Can you please confirm your elementary, middle and high school enrollment numbers?
  - ES – 95,232
  - MS – 29,977
  - HS – 59,788

Best,  
Adam

| Adam W Dolan, MA, MBA



Regional Vice President, Strategic Accounts  
Blackboard K12



**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Wednesday, April 8, 2020 at 7:38 PM  
**To:** Adam Dolan <[REDACTED]>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>, "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Cc:** Scott Persky <[REDACTED]>  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Adam,

Included the information requested in table below based on an outline from our Distance Learning plan.

Let me know if you have any questions.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

**From:** Adam Dolan <[REDACTED]>  
**Sent:** Wednesday, April 8, 2020 5:40 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Cc:** Scott Persky <[REDACTED]>  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Fairfax Team,

Thank you for your time today We are continuing to adjust our models to deliver the lowest possible per user pricing We've reviewed been your distance learning documents on the website and checked a few individual schools in an attempt to identify possible usage differences/trends for your elementary, middle and high schools

Can you help us with your best estimates below?

|            | Hours of Collab Usage Per Week (Each Student) | Whole class instruction using Collab on which days of the week? |
|------------|---|---|
| Elementary | 4   | Tues-Fri  |
| Middle     | 4-5   | Wed + Fri   |
| High       | 7   | Tues + Thurs  |

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Wednesday, April 8, 2020 at 10:37 AM  
**To:** Adam Dolan <[REDACTED]>, Scott Persky <[REDACTED]>  
**Cc:** "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

I just sent the phone bridge.

Paul Downey Coordinator, Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

**From:** Adam Dolan <[REDACTED]>  
**Sent:** Wednesday, April 8, 2020 11:34 AM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Scott Persky <[REDACTED]>  
**Cc:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Paul,

Scott Persky, Bill Jones and myself will be joining We are hoping to use Collab for this meeting and I've set up a session (link below) Will this work for you?

Meeting Link: [REDACTED]

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Wednesday, April 8, 2020 at 10:15 AM  
**To:** Adam Dolan [REDACTED], Scott Persky [REDACTED]  
**Cc:** "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

12-12:30 will work. Let me know whom should be included.

Paul Downey Coordinator, Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

---

**From:** Adam Dolan [REDACTED]  
**Sent:** Wednesday, April 8, 2020 11:12 AM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Scott Persky <[REDACTED]>  
**Cc:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Hi Paul,

We are available at these times below, please let us know what works for you We will try and get the person who drafted the amendment to join us to answer any specific question you may have about the document

12 - 12:30pm EST  
2 - 3:30pm EST  
After 4pm EST

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Wednesday, April 8, 2020 at 9:35 AM  
**To:** Adam Dolan [REDACTED], Scott Persky [REDACTED]  
**Cc:** "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Adam and Scott,

FCPS would like to further discuss the quote with both of you and will need to do this afternoon. Let me know what time works and I will arrange the call.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

---

**From:** Adam Dolan [REDACTED]  
**Sent:** Monday, April 6, 2020 6:58 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Jewell, Tracey D. <[TJjewell@fcps.edu](mailto:TJjewell@fcps.edu)>  
**Cc:** Scott Persky <[sco\[REDACTED\]@fcps.edu](mailto:sco[REDACTED]@fcps.edu)>  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

As promised, I have attached a revised version of our amendment Please review at your convenience and let me know when would be a good time to discuss

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



---

**From:** Adam Dolan [redacted]  
**Date:** Monday, April 6, 2020 at 5:04 PM  
**To:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>, "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>, "Jewell, Tracey D." <[TJjewell@fcps.edu](mailto:TJjewell@fcps.edu)>  
**Cc:** Scott Persky [redacted]  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

I jumped the gun and sent over the amendment with some incorrect dates, please disregard My team is working to revise and I will be sending over a new version shortly I apologize for causing any confusion

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



---

**From:** Adam Dolan [redacted] >  
**Date:** Monday, April 6, 2020 at 4:51 PM  
**To:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>, "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>, "Jewell, Tracey D." <[TJjewell@fcps.edu](mailto:TJjewell@fcps.edu)>  
**Cc:** Scott Persky [redacted]  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

Please see the attached amendment and let me know when would be a good time to discuss/review

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



---

**From:** Adam Dolan [redacted]  
**Date:** Friday, April 3, 2020 at 4:35 PM  
**To:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Cc:** Scott Persky [redacted] "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>, "Jewell, Tracey D." <[TJjewell@fcps.edu](mailto:TJjewell@fcps.edu)>  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul We will be get to work on a quote immediately and are happy to jump on the phone over the weekend if necessary

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Friday, April 3, 2020 at 4:00 PM  
**To:** Adam Dolan [REDACTED] <[REDACTED]>  
**Cc:** Scott Persky [REDACTED], "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>, "Jewell, Tracey D." <[TJjewell@fcps.edu](mailto:TJjewell@fcps.edu)>  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Adam,

We appreciate your understanding. Would you be able to formalize this quote so we can better review, and if needed, we can get the appropriate parties together on each side to review any questions?

Paul Downey Coordinator, Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

---

**From:** Adam Dolan [REDACTED]  
**Sent:** Friday, April 3, 2020 3:01 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** [External] RE: Blackboard Collaborate Pricing and Clarification  
**Importance:** High

Dear Paul and Jean,

Continuity of education is the critical priority for Blackboard in partnering with Fairfax County Public Schools Many of our employees' kids are students in the district and we want to do everything we can to work with you during these difficult and uncertain times, as we are with all our clients globally

We continue to think of ways we can provide support for this important cause We had an additional thought about handling the situation and have come up with a simple model as follows:

- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

I hope it is clear from our thinking above that we are bending over backwards to support FCPS The economics above are designed to cover our costs under a high utilization scenario only As we have indicated previously, your stated interpretation of the "teacher/administrators" language in your contract is not reasonable, as it would simply read any limitation out of the contract Obviously, under your interpretation a thousand admins could initiate hundreds or thousands of sessions each This was never the intent of the either party nor is it a reasonable interpretation That said, we have no desire to act on such a breach, and we are solely focused on coming up with a compromise that protects us against potentially enormous costs in a worst-case scenario while supporting FCPS under much more likely scenarios Our Chief Legal Officer has volunteered to get on the phone with your counsel if helpful, at any time

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



---

**From:** Adam Dolan [REDACTED]  
**Date:** Tuesday, March 31, 2020 at 2:07 PM  
**To:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>, "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>  
**Subject:** Collab Ultra Pricing Quote

Paul and Jean,

Thank you for your time this afternoon As promised, I am sending over the budgetary pricing we discussed and will be following up with a formal quote as soon as possible Please give me a call this afternoon if you have any questions, otherwise let's talk first thing in the morning

[REDACTED]

[REDACTED]



*\*Please note this pricing only applies to Blackboard Collaborate Ultra*

Best,  
Adam



Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12



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This email and any attachments may contain confidential and proprietary information of Blackboard that is for the sole use of the intended recipient. If you are not the intended recipient, disclosure, copying, re-distribution or other use of any of this information is strictly prohibited. Please immediately notify the sender and delete this transmission if you received this email in error.

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This email and any attachments may contain confidential and proprietary information of Blackboard that is for the sole use of the intended recipient. If you are not the intended recipient, disclosure, copying, re-distribution or other use of any of this information is strictly prohibited. Please immediately notify the sender and delete this transmission if you received this email in error.

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This email and any attachments may contain confidential and proprietary information of Blackboard that is for the sole use of the intended recipient. If you are not the intended recipient, disclosure, copying, re-distribution or other use of any of this information is strictly prohibited. Please immediately notify the sender and delete this transmission if you received this email in error.

**From:** Kretzer, Sandy  
**To:** Pratt, Michelle  
**Cc:** Luftglass, Maribeth; Siegl, Jim F.; Calderon, Allison H.; Jewell, Tracey D.; Boyer, Rebecca R; Welsh, Jean; Downey, Paul J.  
**Subject:** Re: Blackboard Amendment  
**Date:** Saturday, April 11, 2020 1:25:30 PM

---

Glad this is going forward! Seems good for both parties

Sandy

On Apr 11, 2020, at 11:24 AM, Pratt, Michelle <mrpratt@fcps.edu> wrote:

Let me know if this works

Thanks,  
Michelle

---

**From:** Luftglass, Maribeth <meluftglass@fcps.edu>  
**Sent:** Saturday, April 11, 2020 10 55 AM  
**To:** Siegl, Jim F <jfsiegl1@fcps.edu>  
**Cc:** Pratt, Michelle <mrpratt@fcps.edu>; Kretzer, Sandy <sakretzer@fcps.edu>; Calderon, Allison H <AHCalderson@fcps.edu>; Jewell, Tracey D <TDJewell@fcps.edu>; Boyer, Rebecca R <RRBoyer@fcps.edu>; Welsh, Jean <jrwwelsh@fcps.edu>; Downey, Paul J <pjdowney@fcps.edu>  
**Subject:** Re: Blackboard Amendment

Looks good to me. Thanks.

Maribeth Luftglass  
Assistant Superintendent, Information Technology  
Fairfax County Public Schools

On Apr 11, 2020, at 10:24 AM, Siegl, Jim F. <jfsiegl1@fcps.edu> wrote:

I've gone thru the contracts and their website and while SaaS LEARN has 99% uptime language [on their site](#) and SLA language in our contract (p 19, attachment 4 of <https://www.fairfaxcounty.gov/cregister/DownloadPDF.aspx?AttachmentID=00559c79-49f6-46ed-895f-d0a5fc21a4c9>), I do not see similar language for Collaborate in our contract or on their site

Behind the Blackboard has a service level document for Collaborate that defines severity levels (attached)  
We may want to consider how they define "uptime" and if it is limited to severity level 1 only, ask for partial (50%) credit for severity level 2 (unable to use major portions- e.g. telephony)

I suggest at least the following or similar (or ask them to identify existing language that applies to Collaborate if different)

**Service Level Agreement (SLA) and Credits:** Collaborate (Ultra and Original) will be provided under a 99.9% uptime Service Level Agreement (SLA) where all definitions and credits have the same meaning as the current language for LEARN in the FCPS contract and amendments

Jim

---

**From:** Luftglass, Maribeth <meluftglass@fcps.edu>  
**Sent:** Saturday, April 11, 2020 9:28 AM  
**To:** Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F <jfsiegl1@fcps.edu>; Kretzer, Sandy <sakretzer@fcps.edu>; Calderon, Allison H <AHCalderson@fcps.edu>; Jewell, Tracey D <TDJewell@fcps.edu>; Boyer, Rebecca R <RRBoyer@fcps.edu>; Welsh, Jean <jrwwelsh@fcps.edu>; Downey, Paul J <pjdowney@fcps.edu>  
**Subject:** RE: Blackboard Amendment  
**Importance:** High

Suggest we counter with:

4. FCPS's usage of Collaborate is limited by Authorized User. An "Authorized User" means any individual who is a student, teacher, parent/guardian of student, or employee of yours (including invited third-parties thereof); ~~however in no event shall the number of Authorized Users exceed the number set forth below~~. For purposes of counting Authorized Users, parents/guardians of a student and that student attending via the same Collaborate sign-in will count collectively as one Authorized User. ~~For purposes of this Amendment, the Authorized User limit is set at 212,165 per month.~~
5. The price is \$0.75 per Authorized User FTE per month, based on 188,000 students and 24,165 employees, for a total of 212,165 FTEs, resulting in a per month fee of \$159,124 per month for two (2) months. This price is inclusive of all telephone and video storage fees

Michelle,  
You mentioned using our standard contract template. Would it make sense for you to send our suggested language, using the standard format? I think it would be best coming from you, with your title

Thanks,  
Maribeth

---

**From:** Pratt, Michelle  
**Sent:** Friday, April 10, 2020 9:22 PM



**To:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Siegl, Jim F <[jfsiegl1@fcps.edu](mailto:jfsiegl1@fcps.edu)>; Kretzer, Sandy <[sakretzer@fcps.edu](mailto:sakretzer@fcps.edu)>; Calderon, Allison H <[AHCalderson@fcps.edu](mailto:AHCalderson@fcps.edu)>; Jewell, Tracey D <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>; Boyer, Rebecca R <[RRBoyer@fcps.edu](mailto:RRBoyer@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>  
**Subject:** RE: Blackboard Amendment

I'm also slightly concerned about this language: "in no event shall the number of Authorized Users exceed..." It's clear there is an imposed cap, but also just as clear there is no language (penalty) around what will happen if FCPS exceeds the Authorized User limit

And to Paul's point, the ability to track and measure users doesn't appear to be robust

Michelle

---

**From:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Sent:** Friday, April 10, 2020 8:55 PM  
**To:** Siegl, Jim F <[jfsiegl1@fcps.edu](mailto:jfsiegl1@fcps.edu)>; Kretzer, Sandy <[sakretzer@fcps.edu](mailto:sakretzer@fcps.edu)>; Calderon, Allison H <[AHCalderson@fcps.edu](mailto:AHCalderson@fcps.edu)>; Jewell, Tracey D <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>; Boyer, Rebecca R <[RRBoyer@fcps.edu](mailto:RRBoyer@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Subject:** FW: Blackboard Amendment

Agree. The authorized users seems challenging. Alan's email below is still referring to minutes. Do we want to propose alternative language?

---

**From:** Downey, Paul J <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Sent:** Friday, April 10, 2020 8:10 PM  
**To:** Siegl, Jim F <[jfsiegl1@fcps.edu](mailto:jfsiegl1@fcps.edu)>; Kretzer, Sandy <[sakretzer@fcps.edu](mailto:sakretzer@fcps.edu)>; Calderon, Allison H <[AHCalderson@fcps.edu](mailto:AHCalderson@fcps.edu)>; Jewell, Tracey D <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>; Boyer, Rebecca R <[RRBoyer@fcps.edu](mailto:RRBoyer@fcps.edu)>  
**Cc:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>  
**Subject:** FW: Blackboard Amendment

Latest version based from 2:30 call. Do we need follow up with them?

The authorized user is still cloudy with me and not sure they can track and manage that

Paul Downey | Coordinator, Application Support | Fairfax County Public Schools

---

**From:** Adam Dolan <[REDACTED]>  
**Sent:** Friday, April 10, 2020 7:50 PM  
**To:** Downey, Paul J <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Scott Persky <[REDACTED]>; Bill Jones <[REDACTED]>  
**Subject:** RE: Blackboard Amendment

All,

Thank you for working with us over the past few days. Attached is a final draft (PDF) of our proposed amendments along with a word file showing the red line edits we made based on this afternoon's conference call. In answer to your question earlier today about how we would validate the number of Authorized Users--for purposes of counting Authorized Users, the number of Guest Users will be reasonably estimated using the average active minutes per Integration User to compute the number of unique Guest Users from the recorded number of Guest log-in minutes.

Scott and I are available tonight and/or tomorrow morning should you have questions.

Best,  
Adam

<image001.jpg> | Adam W. Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
[REDACTED]  
<image002.png>

---

**From:** "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>  
**Date:** Friday, April 10, 2020 at 2:07 PM  
**To:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>, Adam Dolan <[REDACTED]>, "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Scott Persky <[REDACTED]>  
**Subject:** RE: Blackboard Amendment

Hi all,

Attached is the Memo of Negotiations from the original contract. Is the SLA part of Blackboard Master Terms (attachment 2)?

I do not have access to the attachment- if someone has that document it may have the SLA, or perhaps in one of the other documents.

Thanks,

*Jean Welsh*  
Fairfax County Public Schools

*Project Manager, Contract /E-rate  
IT Program Mgmt and Planning  
Office 703-503-7645  
Mobile 571-345-8864*

---

**From:** Downey, Paul J <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Sent:** Friday, April 10, 2020 2:01 PM  
**To:** Adam Dolan [REDACTED]; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Welsh, Jean <[jwelsh@fcps.edu](mailto:jwelsh@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** RE: Blackboard Amendment

Thanks for getting this to us in advance. Here are a few questions.

1. What order form is referenced? Could that be specified so we can review as there is not an order form attached to Amendment 16 (most recent)?
2. Will Blackboard consider a 2-month period beginning April 13 to get us through mid-June (we would expect a significant decrease in traffic by then), rather than the 3-month period from April 13 to July 1?
3. How are authorized users measured? How can FCPS validate authorized users?
4. Can you clarify what SLA terms apply to "conditions remain unchanged" clause?
5. Change Amendment A 3 "Online Campus has current classes as well as summer school classes using Collaborate Original. All FCPS users must all use Collaborate Ultra only, except for those summer-school classes already designed by FCPS using Collaborate Original."  
To "except for those current and summer-school Online Campus classes already designed by FCPS using Collaborate Original."

Paul Downey | Coordinator, Application Support | Fairfax County Public Schools  
Office: 703-503-6040 | Mobile: 703-909-8787 | [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

---

**From:** Adam Dolan [REDACTED]  
**Sent:** Friday, April 10, 2020 1:21 PM  
**To:** Downey, Paul J <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** Re: Blackboard Amendment

Fairfax Team,

As promised, please see our proposed amendment based on this morning's call.

Best,  
Adam

<image003.jpg> | Adam W. Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
[REDACTED]  
<image004.png>

---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Thursday, April 9, 2020 at 6:57 PM  
**To:** "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, Adam Dolan [REDACTED], "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** RE: [External] RE: Blackboard Collaborate Pricing and Clarification

I will set for 9 AM unless anyone objects.

Paul Downey | Coordinator, Application Support | Fairfax County Public Schools

---

**From:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Sent:** Thursday, April 9, 2020 6:40 PM  
**To:** Adam Dolan [REDACTED]; Downey, Paul J <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Anytime will work for me, thanks.

Michelle

---

**From:** Adam Dolan [REDACTED]  
**Sent:** Thursday, April 9, 2020 6:37 PM  
**To:** Downey, Paul J <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul, Maribeth, and Michelle;

Thank you for your continued patience We received approval for the user-based model you requested a few minutes ago Can we jump on a quick call in the morning (anytime between 8:00am and 11am EST) to review and discuss specifics?

Best,  
Adam

<image005.jpg> Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
[REDACTED]  
<image006.png>

---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Thursday, April 9, 2020 at 1:08 PM  
**To:** Adam Dolan [REDACTED] "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>, "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** RE: [External ] RE: Blackboard Collaborate Pricing and Clarification

Adam,

See below highlighted in Yellow Let me know if there are further questions 1 and 2 below are at best rough estimates since we are in uncharted territory and practice may be based on schools based decision-making

Paul Downey Coordinator, Application Support Fairfax County Public Schools

---

**From:** Adam Dolan [REDACTED]  
**Sent:** Thursday, April 9, 2020 12:35 PM  
**To:** Downey, Paul J <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul We are aiming to get something back to you today As Scott and I seek approval for our lowest cost model, we need to be razor sharp on estimates and anticipated use instances Can you help us in answering the following

1. We understand that schools are now conducting town hall meetings using Collab? **Schools may conduct based on school decision Due to size limitations at 250, this will impact how many they can have especially at large schools**
  - a. How long do you anticipate these meetings will continue and what is anticipated weekly frequency? (e.g 2 townhalls at every school, each week, through 5/1/20 ) **Best guess is this would continue through early June and I would guess that schools would do more than 1 or 2 until early June, similar to a PTA monthly meeting schedule**
2. What is the anticipated hourly usage per week for "office hours" at the elementary, middle and high school levels? **This is also a school-based decision, so best guess would be one hour per week**
3. Can you please confirm your elementary, middle and high school enrollment numbers?  
**ES – 95,232**  
**MS – 29,977**  
**HS – 59,788**

Best,  
Adam

<image007.jpg> Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
[REDACTED]  
<image008.png>

---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Wednesday, April 8, 2020 at 7:38 PM  
**To:** Adam Dolan [REDACTED] "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>, "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** RE: [External ] RE: Blackboard Collaborate Pricing and Clarification

Adam,

Included the information requested in table below based on an outline from our Distance Learning plan

Let me know if you have any questions

Paul Downey Coordinator, Application Support Fairfax County Public Schools

---

**From:** Adam Dolan [REDACTED] >  
**Sent:** Wednesday, April 8, 2020 5:40 PM  
**To:** Downey, Paul J <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>

**Cc:** Scott Persky [REDACTED]  
**Subject:** Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Fairfax Team,

Thank you for your time today. We are continuing to adjust our models to deliver the lowest possible per user pricing. We've reviewed your distance learning documents on the website and checked a few individual schools in an attempt to identify possible usage differences/trends for your elementary, middle and high schools.

Can you help us with your best estimates below?

|            | Hours of Collab Usage Per Week (Each Student) | Whole class instruction using Collab on which days of the week? |
|------------|---|---|
| Elementary | 4   | Tues-Fri  |
| Middle     | 4-5   | Wed + Fri   |
| High       | 7   | Tues + Thurs  |

Best,  
Adam

<image009.jpg> Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
[REDACTED]  
<image010.png>

---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Wednesday, April 8, 2020 at 10:37 AM  
**To:** Adam Dolan [REDACTED], Scott Persky [REDACTED]  
**Cc:** "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** RE: [External] RE: Blackboard Collaborate Pricing and Clarification

I just sent the phone bridge

Paul Downey, Coordinator, Application Support, Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

---

**From:** Adam Dolan [REDACTED]  
**Sent:** Wednesday, April 8, 2020 11:34 AM  
**To:** Downey, Paul J <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Scott Persky [REDACTED]  
**Cc:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul,

Scott Persky, Bill Jones and myself will be joining. We are hoping to use Collab for this meeting and I've set up a session (link below). Will this work for you?

Meeting Link: [REDACTED]

Best,  
Adam

<image011.jpg> Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
m: 202 615 1698  
e: [adam.dolan@blackboard.com](mailto:adam.dolan@blackboard.com)  
<image012.png>

---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Wednesday, April 8, 2020 at 10:15 AM  
**To:** Adam Dolan [REDACTED], Scott Persky [REDACTED]  
**Cc:** "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** RE: [External] RE: Blackboard Collaborate Pricing and Clarification

12-12:30 will work. Let me know whom should be included.

Paul Downey, Coordinator, Application Support, Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

---

**From:** Adam Dolan [REDACTED]  
**Sent:** Wednesday, April 8, 2020 11:12 AM  
**To:** Downey, Paul J <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Scott Persky [REDACTED]  
**Cc:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Hi Paul,

We are available at these times below, please let us know what works for you We will try and get the person who drafted the amendment to join us to answer any specific question you may have about the document

12 - 12:30pm EST  
2 - 3:30pm EST  
After 4pm EST

Best,  
Adam

<image013.jpg> Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[Redacted]  
[Redacted]  
<image014.png>

---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Wednesday, April 8, 2020 at 9:35 AM  
**To:** Adam Dolan [Redacted], Scott Persky [Redacted]  
**Cc:** "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Adam and Scott,

FCPS would like to further discuss the quote with both of you and will need to do this afternoon Let me know what time works and I will arrange the call

Paul Downey Coordinator,Application Support Fairfax County Public Schools

---

**From:** Adam Dolan [Redacted]  
**Sent:** Monday, April 6, 2020 6:58 PM  
**To:** Downey, Paul J <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Jewell, Tracey D <[TJewell@fcps.edu](mailto:TJewell@fcps.edu)>  
**Cc:** Scott Persky [Redacted]  
**Subject:** Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

As promised, I have attached a revised version of our amendment Please review at your convenience and let me know when would be a good time to discuss

Best,  
Adam

<image015.jpg> Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[Redacted]  
[Redacted]  
<image016.png>

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**From:** Adam Dolan [Redacted]  
**Date:** Monday, April 6, 2020 at 5 04 PM  
**To:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>, "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>, "Jewell, Tracey D." <[TJewell@fcps.edu](mailto:TJewell@fcps.edu)>  
**Cc:** Scott Persky [Redacted]  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

I jumped the gun and sent over the amendment with some incorrect dates, please disregard My team is working to revise and I will be sending over a new version shortly I apologize for causing any confusion

Best,  
Adam

<image017.jpg> Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[Redacted]  
[Redacted]  
<image018.png>

---

**From:** Adam Dolan <[adam.dolan@blackboard.com](mailto:adam.dolan@blackboard.com)>

Date: Monday, April 6, 2020 at 4:51 PM  
To: "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>, "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>, "Jewell, Tracey D." <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>  
Cc: Scott Persky [REDACTED]  
Subject: Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

Please see the attached amendment and let me know when would be a good time to discuss/review

Best,  
Adam

<image019.jpg> Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
<image020.png>

---

From: Adam Dolan [REDACTED]  
Date: Friday, April 3, 2020 at 4:35 PM  
To: "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
Cc: Scott Persky [REDACTED], "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>, "Jewell, Tracey D." <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>  
Subject: Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul We will be get to work on a quote immediately and are happy to jump on the phone over the weekend if necessary

Best,  
Adam

<image021.jpg> Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
<image022.png>

---

From: "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
Date: Friday, April 3, 2020 at 4:00 PM  
To: Adam Dolan [REDACTED]  
Cc: Scott Persky [REDACTED], "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>, "Jewell, Tracey D." <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>  
Subject: RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Adam,

We appreciate your understanding Would you be able to formalize this quote so we can better review, and if needed, we can get the appropriate parties together on each side to review any questions?

Paul Downey Coordinator,Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

---

From: Adam Dolan [REDACTED]  
Sent: Friday, April 3, 2020 3:01 PM  
To: Downey, Paul J <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>  
Cc: Scott Persky [REDACTED]  
Subject: [External] RE: Blackboard Collaborate Pricing and Clarification  
Importance: High

Dear Paul and Jean,

Continuity of education is the critical priority for Blackboard in partnering with Fairfax County Public Schools Many of our employees' kids are students in the district and we want to do everything we can to work with you during these difficult and uncertain times, as we are with all our clients globally

We continue to think of ways we can provide support for this important cause We had an additional thought about handling the situation and have come up with a simple model as follows:

- [REDACTED]
- [REDACTED]
- [REDACTED]

I hope it is clear from our thinking above that we are bending over backwards to support FCPS. The economics above are designed to cover our costs under a high utilization scenario only. As we have indicated previously, your stated interpretation of the "teacher/administrators" language in your contract is not reasonable, as it would simply read any limitation out of the contract. Obviously, under your interpretation a thousand admins could initiate hundreds or thousands of sessions each. This was never the intent of the either party nor is it a reasonable interpretation. That said, we have no desire to act on such a breach, and we are solely focused on coming up with a compromise that protects us against potentially enormous costs in a worst-case scenario while supporting FCPS under much more likely scenarios. Our Chief Legal Officer has volunteered to get on the phone with your counsel if helpful, at any time.

Best,  
Adam

<image023.jpg> Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[Redacted]  
[Redacted]  
<image024.png>

**From:** Adam Dolan [Redacted]  
**Date:** Tuesday, March 31, 2020 at 2:07 PM  
**To:** "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>  
**Subject:** Collab Ultra Pricing Quote

Paul and Jean,

Thank you for your time this afternoon. As promised, I am sending over the budgetary pricing we discussed and will be following up with a formal quote as soon as possible. Please give me a call this afternoon if you have any questions, otherwise let's talk first thing in the morning.

[Redacted]  
[Redacted]

*\*Please note this pricing only applies to Blackboard Collaborate Ultra*

Best,  
Adam

<image023.jpg> Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[Redacted]  
[Redacted]  
<image024.png>

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[]

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[]

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[]

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<Blackboard\_Collaborate\_Support\_Services\_Guide.pdf>

<Amendment 17 2020 0411 FCPS redline.docx>



**From:** [Welsh, Jean](#)  
**To:** [Pratt, Michelle](#); [Luftglass, Maribeth](#); [Siegl, Jim F.](#)  
**Cc:** [Kretzer, Sandy](#); [Calderon, Allison H.](#); [Jewell, Tracey D.](#); [Boyer, Rebecca R](#); [Downey, Paul J.](#)  
**Subject:** RE: Blackboard Amendment  
**Date:** Saturday, April 11, 2020 12:33:29 PM

---

Michelle,

Looks good to me- thanks for getting this to Bboard today.

*Jean Welsh*  
*Fairfax County Public Schools*  
*Project Manager, Contract /E-rate*  
*IT Program Mgmt and Planning*  
*Office 703-503-7645*  
*Mobile 571-345-8864*

---

**From:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Sent:** Saturday, April 11, 2020 11:24 AM  
**To:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Siegl, Jim F. <[jfsiegl1@fcps.edu](mailto:jfsiegl1@fcps.edu)>  
**Cc:** Kretzer, Sandy <[sakretzer@fcps.edu](mailto:sakretzer@fcps.edu)>; Calderon, Allison H. <[AHCalderon@fcps.edu](mailto:AHCalderon@fcps.edu)>; Jewell, Tracey D. <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>; Boyer, Rebecca R <[RRBoyer@fcps.edu](mailto:RRBoyer@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Subject:** RE: Blackboard Amendment

Let me know if this works.

Thanks,  
Michelle

---

**From:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Sent:** Saturday, April 11, 2020 10:55 AM  
**To:** Siegl, Jim F. <[jfsiegl1@fcps.edu](mailto:jfsiegl1@fcps.edu)>  
**Cc:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Kretzer, Sandy <[sakretzer@fcps.edu](mailto:sakretzer@fcps.edu)>; Calderon, Allison H. <[AHCalderon@fcps.edu](mailto:AHCalderon@fcps.edu)>; Jewell, Tracey D. <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>; Boyer, Rebecca R <[RRBoyer@fcps.edu](mailto:RRBoyer@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Subject:** Re: Blackboard Amendment

Looks good to me. Thanks.

Maribeth Luftglass  
Assistant Superintendent, Information Technology  
Fairfax County Public Schools

On Apr 11, 2020, at 10:24 AM, Siegl, Jim F. <[jfsiegl1@fcps.edu](mailto:jfsiegl1@fcps.edu)> wrote:

I've gone thru the contracts and their website and while SaaS LEARN has 99% uptime language [on their site](#) and SLA language in our contract(p 19, attachment 4 of <https://www.fairfaxcounty.gov/cregister/DownloadPDF.aspx?AttachmentID=00559c79-49f6-46ed-895f-d0a5fc21a4c9>), I do not see similar language for Collaborate in our contract or on their site.

Behind the Blackboard has a service level document for Collaborate that defines severity levels (attached)  
We may want to consider how they define "uptime" and if it is limited to severity level 1 only, ask for partial (50%) credit for severity level 2 (unable to use major portions- e.g. telephony)

I suggest at least the following or similar (or ask them to identify existing language that applies to Collaborate if different)

**Service Level Agreement (SLA) and Credits:** Collaborate (Ultra and Original) will be provided under a 99.9% uptime Service Level Agreement (SLA) where all definitions and credits have the same meaning as the current language for LEARN in the FCPS contract and amendments.

Jim

---

**From:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Sent:** Saturday, April 11, 2020 9:28 AM  
**To:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Siegl, Jim F. <[jfsiegl1@fcps.edu](mailto:jfsiegl1@fcps.edu)>; Kretzer, Sandy <[sakretzer@fcps.edu](mailto:sakretzer@fcps.edu)>; Calderon, Allison H. <[AHCalderon@fcps.edu](mailto:AHCalderon@fcps.edu)>; Jewell, Tracey D. <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>; Boyer, Rebecca R <[RRBoyer@fcps.edu](mailto:RRBoyer@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Subject:** RE: Blackboard Amendment  
**Importance:** High

Suggest we counter with:

- FCPS's usage of Collaborate is limited by Authorized User. An "Authorized User" means any individual who is a student, teacher, parent, **guardian** of student, or employee of yours (including invited third-parties thereof), ~~however in no event shall the number of Authorized Users exceed the number set forth below~~. For purposes of counting Authorized Users, parents/**guardians** of a student and that student attending via the same Collaborate sign-in will count collectively as one Authorized User. ~~For purposes of this Amendment, the Authorized User limit is set at 212,165 per month.~~
- The price is **\$0.75 per Authorized User FTE per month, based on 188,000 students and 24,165 employees, for a total of 212,165 FTEs**, resulting in a per month fee of **\$159,124 per month for two (2) months**. This price is inclusive of all telephone and video storage fees.

Michelle,

You mentioned using our standard contract template. Would it make sense for you to send our suggested language, using the standard format? I think it would be best coming from you, with your title.

Thanks,  
Maribeth

---

**From:** Pratt, Michelle  
**Sent:** Friday, April 10, 2020 9:22 PM  
**To:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Siegl, Jim F. <[jfsiegl1@fcps.edu](mailto:jfsiegl1@fcps.edu)>; Kretzer, Sandy <[sakretzer@fcps.edu](mailto:sakretzer@fcps.edu)>; Calderon, Allison H. <[AHCalderon@fcps.edu](mailto:AHCalderon@fcps.edu)>; Jewell, Tracey D. <[TJewell@fcps.edu](mailto:TJewell@fcps.edu)>; Boyer, Rebecca R <[RRBoyer@fcps.edu](mailto:RRBoyer@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>  
**Subject:** RE: Blackboard Amendment

I'm also slightly concerned about this language: "in no event shall the number of Authorized Users exceed...." It's clear there is an imposed cap, but also just as clear there is no language (penalty) around what will happen if FCPS exceeds the Authorized User limit.

And to Paul's point, the ability to track and measure users doesn't appear to be robust.

Michelle

---

**From:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Sent:** Friday, April 10, 2020 8:55 PM  
**To:** Siegl, Jim F. <[jfsiegl1@fcps.edu](mailto:jfsiegl1@fcps.edu)>; Kretzer, Sandy <[sakretzer@fcps.edu](mailto:sakretzer@fcps.edu)>; Calderon, Allison H. <[AHCalderon@fcps.edu](mailto:AHCalderon@fcps.edu)>; Jewell, Tracey D. <[TJewell@fcps.edu](mailto:TJewell@fcps.edu)>; Boyer, Rebecca R <[RRBoyer@fcps.edu](mailto:RRBoyer@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Subject:** FW: Blackboard Amendment

Agree. The authorized users seems challenging. Alan's email below is still referring to minutes. Do we want to propose alternative language?

---

**From:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Sent:** Friday, April 10, 2020 8:10 PM  
**To:** Siegl, Jim F. <[jfsiegl1@fcps.edu](mailto:jfsiegl1@fcps.edu)>; Kretzer, Sandy <[sakretzer@fcps.edu](mailto:sakretzer@fcps.edu)>; Calderon, Allison H. <[AHCalderon@fcps.edu](mailto:AHCalderon@fcps.edu)>; Jewell, Tracey D. <[TJewell@fcps.edu](mailto:TJewell@fcps.edu)>; Boyer, Rebecca R <[RRBoyer@fcps.edu](mailto:RRBoyer@fcps.edu)>  
**Cc:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>  
**Subject:** FW: Blackboard Amendment

Latest version based from 2:30 call. Do we need follow up with them?

The authorized user is still cloudy with me and not sure they can track and manage that.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

---

**From:** Adam Dolan [REDACTED]  
**Sent:** Friday, April 10, 2020 7:50 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Scott Persky [REDACTED] Bill Jones [REDACTED]  
**Subject:** RE: Blackboard Amendment

All,

Thank you for working with us over the past few days Attached is a final draft (PDF) of our proposed amendments along with a word file showing the red line edits we made based on this afternoon's conference call In answer to your question earlier today about how we would validate the number of Authorized Users-- for purposes of counting Authorized Users, the number of Guest Users will be reasonably estimated using the average active minutes per Integration User to compute the number of unique Guest Users from the recorded number of Guest log-in minutes

Scott and I are available tonight and/or tomorrow morning should you have questions

Best,  
Adam

<image001.jpg> Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
[REDACTED]  
<image002.png>

---

**From:** "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>  
**Date:** Friday, April 10, 2020 at 2:07 PM  
**To:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>, Adam Dolan [REDACTED] "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]

**Subject:** RE: Blackboard Amendment

Hi all,

Attached is the Memo of Negotiations from the original contract. Is the SLA part of Blackboard Master Terms (attachment 2).

I do not have access to the attachment- if someone has that document it may have the SLA, or perhaps in one of the other documents.

Thanks,

*Jean Welsh*  
Fairfax County Public Schools  
Project Manager, Contract /E-rate  
IT Program Mgmt and Planning  
Office 703-503-7645  
Mobile 571-345-8864

---

**From:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Sent:** Friday, April 10, 2020 2:01 PM  
**To:** Adam Dolan [REDACTED]; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** RE: Blackboard Amendment

Thanks for getting this to us in advance. Here are a few questions

1. What order form is referenced? Could that be specified so we can review as there is not an order form attached to Amendment 16(most recent)
2. Will Blackboard consider 2 month period beginning April 13 to get us through mid-June(we would expect a significant decrease in traffic by then), rather than the 3 month period from April 13 to July1 ?
3. How are authorized users measured? How can FCPS validate authorized users?
4. Can you clarify what SLA terms apply to "conditions remain unchanged" clause?
5. Change Amendment A. 3. "Online Campus has current classes as well as summer school classes using Collaborate Original.  
All FCPS users must all use Collaborate Ultra only, except for those summer-school classes already designed by FCPS using Collaborate Original."  
To "except for those current and summer-school Online Campus classes already designed by FCPS using Collaborate Original."

Paul Downey Coordinator,Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

---

**From:** Adam Dolan [REDACTED]  
**Sent:** Friday, April 10, 2020 1:21 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** Re: Blackboard Amendment

Fairfax Team,

As promised, please see our proposed amendment based on this morning's call

Best,  
Adam

<image003.jpg> Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
[REDACTED]  
<image004.png>

---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Thursday, April 9, 2020 at 6:57 PM  
**To:** "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, Adam Dolan [REDACTED] "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Scott Persky <[REDACTED]>  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

I will set for 9 AM unless anyone objects

Paul Downey Coordinator, Application Support Fairfax County Public Schools

---

**From:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Sent:** Thursday, April 9, 2020 6:40 PM  
**To:** Adam Dolan <[REDACTED]>; Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>

**Cc:** Scott Persky [REDACTED]  
**Subject:** RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Anytime will work for me, thanks.

Michelle

---

**From:** Adam Dolan [REDACTED]  
**Sent:** Thursday, April 9, 2020 6:37 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul, Maribeth, and Michelle;

Thank you for your continued patience We received approval for the user-based model you requested a few minutes ago Can we jump on a quick call in the morning (anytime between 8:00am and 11am EST) to review and discuss specifics?

Best,  
Adam

<image005.jpg> Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
[REDACTED]  
<image006.png>

---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Thursday, April 9, 2020 at 1:08 PM  
**To:** Adam Dolan <[REDACTED]>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>, "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** RE: [External ] RE: Blackboard Collaborate Pricing and Clarification

Adam,

See below highlighted in Yellow. Let me know if there are further questions. 1 and 2 below are at best rough estimates since we are in uncharted territory and practice may be based on schools based decision-making.

Paul Downey Coordinator,Application Support Fairfax County Public Schools

---

**From:** Adam Dolan [REDACTED]  
**Sent:** Thursday, April 9, 2020 12:35 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul We are aiming to get something back to you today As Scott and I seek approval for our lowest cost model, we need to be razor sharp on estimates and anticipated use instances Can you help us in answering the following...

1. We understand that schools are now conducting town hall meetings using Collab? **Schools may conduct based on school decision Due to size limitations at 250, this will impact how many they can have especially at large schools**
  - a. How long do you anticipate these meetings will continue and what is anticipated weekly frequency? (e.g. 2 townhalls at every school, each week, through 5/1/20 ) **Best guess is this would continue through early June and I would guess that schools would do more than 1 or 2 until early June, similar to a PTA monthly meeting schedule**
2. What is the anticipated hourly usage per week for "office hours" at the elementary, middle and high school levels? **This is also a school-based decision, so best guess would be one hour per week**
3. Can you please confirm your elementary, middle and high school enrollment numbers?  
**ES – 95,232**  
**MS – 29,977**  
**HS – 59,788**

Best,  
Adam

<image007.jpg> Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
[REDACTED]  
<image008.png>

---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Wednesday, April 8, 2020 at 7:38 PM  
**To:** Adam Dolan [REDACTED], "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>, "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Adam,

Included the information requested in table below based on an outline from our Distance Learning plan.

Let me know if you have any questions.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

---

**From:** Adam Dolan [REDACTED]  
**Sent:** Wednesday, April 8, 2020 5:40 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Fairfax Team,

Thank you for your time today We are continuing to adjust our models to deliver the lowest possible per user pricing We've reviewed been your distance learning documents on the website and checked a few individual schools in an attempt to identify possible usage differences/trends for your elementary, middle and high schools

Can you help us with your best estimates below?

|            | Hours of Collab Usage Per Week (Each Student) | Whole class instruction using Collab on which days of the week? |
|------------|---|---|
| Elementary | 4   | Tues-Fri  |
| Middle     | 4-5   | Wed + Fri   |
| High       | 7   | Tues + Thurs  |

Best,  
Adam

<image009.jpg> Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
[REDACTED]  
<image010.png>

---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Wednesday, April 8, 2020 at 10:37 AM  
**To:** Adam Dolan [REDACTED] Scott Persky [REDACTED]  
**Cc:** "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

I just sent the phone bridge.

Paul Downey Coordinator, Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

---

**From:** Adam Dolan [REDACTED]  
**Sent:** Wednesday, April 8, 2020 11:34 AM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Scott Persky [REDACTED]  
**Cc:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** Re: [External] RE: Blackboard Collaborate Pricing and Clarification

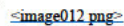
Paul,

Scott Persky, Bill Jones and myself will be joining We are hoping to use Collab for this meeting and I've set up a session (link below) Will this work for you?

Meeting Link [REDACTED]

Best,  
Adam

<image011.jpg> Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
[REDACTED]



---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Wednesday, April 8, 2020 at 10:15 AM  
**To:** Adam Dolan [REDACTED], Scott Persky [REDACTED]  
**Cc:** "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

12-12:30 will work. Let me know whom should be included.

Paul Downey Coordinator,Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

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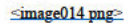
**From:** Adam Dolan [REDACTED]  
**Sent:** Wednesday, April 8, 2020 11:12 AM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Scott Persky [REDACTED]  
**Cc:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Hi Paul,

We are available at these times below, please let us know what works for you We will try and get the person who drafted the amendment to join us to answer any specific question you may have about the document

12 - 12:30pm EST  
2 - 3:30pm EST  
After 4pm EST

Best,  
Adam

 Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
[REDACTED]  


---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Wednesday, April 8, 2020 at 9:35 AM  
**To:** Adam Dolan [REDACTED] Scott Persky [REDACTED]  
**Cc:** "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Adam and Scott,

FCPS would like to further discuss the quote with both of you and will need to do this afternoon. Let me know what time works and I will arrange the call.

Paul Downey Coordinator,Application Support Fairfax County Public Schools



---

**From:** Adam Dolan [REDACTED]  
**Sent:** Monday, April 6, 2020 6:58 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Jewell, Tracey D. <[TJjewell@fcps.edu](mailto:TJjewell@fcps.edu)>  
**Cc:** Scott Persky [REDACTED]  
**Subject:** Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

As promised, I have attached a revised version of our amendment Please review at your convenience and let me know when would be a good time to discuss

Best,  
Adam

 Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
[REDACTED]  


---

**From:** Adam Dolan [REDACTED]

**Date:** Monday, April 6, 2020 at 5:04 PM

**To:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>, "Welsh, Jean" <[jwelsh@fcps.edu](mailto:jwelsh@fcps.edu)>, "Jewell, Tracey D." <[TJewell@fcps.edu](mailto:TJewell@fcps.edu)>

**Cc:** Scott Persky [REDACTED]

**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

I jumped the gun and sent over the amendment with some incorrect dates, please disregard My team is working to revise and I will be sending over a new version shortly I apologize for causing any confusion

Best,  
Adam

<image017.jpg> Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
[REDACTED]  
<image018.png>

---

**From:** Adam Dolan [REDACTED]

**Date:** Monday, April 6, 2020 at 4:51 PM

**To:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>, "Welsh, Jean" <[jwelsh@fcps.edu](mailto:jwelsh@fcps.edu)>, "Jewell, Tracey D." <[TJewell@fcps.edu](mailto:TJewell@fcps.edu)>

**Cc:** Scott Persky [REDACTED]

**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

Please see the attached amendment and let me know when would be a good time to discuss/review

Best,  
Adam

<image019.jpg> Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
[REDACTED]  
<image020.png>

---

**From:** Adam Dolan [REDACTED]

**Date:** Friday, April 3, 2020 at 4:35 PM

**To:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>

**Cc:** Scott Persky [REDACTED] "Welsh, Jean" <[jwelsh@fcps.edu](mailto:jwelsh@fcps.edu)>, "Jewell, Tracey D." <[TJewell@fcps.edu](mailto:TJewell@fcps.edu)>

**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul We will be get to work on a quote immediately and are happy to jump on the phone over the weekend if necessary

Best,  
Adam

<image021.jpg> Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
[REDACTED]  
<image022.png>

---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>

**Date:** Friday, April 3, 2020 at 4:00 PM

**To:** Adam Dolan [REDACTED]

**Cc:** Scott Persky [REDACTED] "Welsh, Jean" <[jwelsh@fcps.edu](mailto:jwelsh@fcps.edu)>, "Jewell, Tracey D." <[TJewell@fcps.edu](mailto:TJewell@fcps.edu)>

**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Adam,

We appreciate your understanding. Would you be able to formalize this quote so we can better review, and if needed, we can get the appropriate parties together on each side to review any questions?

Paul Downey Coordinator, Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

**From:** Adam Dolan [REDACTED]  
**Sent:** Friday, April 3, 2020 3:01 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>  
**Cc:** Scott Persky [REDACTED] >  
**Subject:** [External] RE: Blackboard Collaborate Pricing and Clarification  
**Importance:** High

Dear Paul and Jean,

Continuity of education is the critical priority for Blackboard in partnering with Fairfax County Public Schools. Many of our employees' kids are students in the district and we want to do everything we can to work with you during these difficult and uncertain times, as we are with all our clients globally.

We continue to think of ways we can provide support for this important cause. We had an additional thought about handling the situation and have come up with a simple model as follows:

- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

I hope it is clear from our thinking above that we are bending over backwards to support FCPS. The economics above are designed to cover our costs under a high utilization scenario only. As we have indicated previously, your stated interpretation of the "teacher/administrators" language in your contract is not reasonable, as it would simply read any limitation out of the contract. Obviously, under your interpretation a thousand admins could initiate hundreds or thousands of sessions each. This was never the intent of the either party nor is it a reasonable interpretation. That said, we have no desire to act on such a breach, and we are solely focused on coming up with a compromise that protects us against potentially enormous costs in a worst-case scenario while supporting FCPS under much more likely scenarios. Our Chief Legal Officer has volunteered to get on the phone with your counsel if helpful, at any time.

Best,  
Adam

<image023.jpg> Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
[REDACTED]  
<image024.png>

**From:** Adam Dolan <[REDACTED]>  
**Date:** Tuesday, March 31, 2020 at 2:07 PM  
**To:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>, "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>  
**Subject:** Collab Ultra Pricing Quote

Paul and Jean,

Thank you for your time this afternoon. As promised, I am sending over the budgetary pricing we discussed and will be following up with a formal quote as soon as possible. Please give me a call this afternoon if you have any questions, otherwise let's talk first thing in the morning.

[REDACTED]

[REDACTED]

*\*Please note this pricing only applies to Blackboard Collaborate Ultra*

Best,  
Adam

<image023.jpg> Adam W Dolan, MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
m: 202 615 1698  
e: [adam.dolan@blackboard.com](mailto:adam.dolan@blackboard.com)  
<image024.png>

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<Blackboard\_Collaborate\_Support\_Services\_Guide.pdf>

**From:** [Siegl, Jim F.](mailto:Siegl, Jim F.)  
**To:** [Luftglass, Maribeth](mailto:Luftglass, Maribeth); [Pratt, Michelle](mailto:Pratt, Michelle)  
**Cc:** [Kretzer, Sandy](mailto:Kretzer, Sandy); [Calderon, Allison H.](mailto:Calderon, Allison H.); [Jewell, Tracey D.](mailto:Jewell, Tracey D.); [Boyer, Rebecca R.](mailto:Boyer, Rebecca R.); [Welsh, Jean](mailto:Welsh, Jean); [Downey, Paul J.](mailto:Downey, Paul J.)  
**Subject:** RE: Blackboard Amendment  
**Date:** Saturday, April 11, 2020 12:24:22 PM

---

The online documentation uses the term Original or Original Experience  
<https://help.blackboard.com/Collaborate/v12>

---

**From:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Sent:** Saturday, April 11, 2020 11:48 AM  
**To:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Siegl, Jim F. <[jfsiegl1@fcps.edu](mailto:jfsiegl1@fcps.edu)>  
**Cc:** Kretzer, Sandy <[sakretzer@fcps.edu](mailto:sakretzer@fcps.edu)>; Calderon, Allison H. <[AHCalderon@fcps.edu](mailto:AHCalderon@fcps.edu)>; Jewell, Tracey D. <[TJewell@fcps.edu](mailto:TJewell@fcps.edu)>; Boyer, Rebecca R <[RRBoyer@fcps.edu](mailto:RRBoyer@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Subject:** RE: Blackboard Amendment

Looks good. I don't think they are going to be able to guarantee the uptime for Collaborate Original/Classic, but it doesn't hurt to try. Speaking of which, is it called Original or Classic?  
Thanks,  
Maribeth

---

**From:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Sent:** Saturday, April 11, 2020 11:24 AM  
**To:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Siegl, Jim F. <[jfsiegl1@fcps.edu](mailto:jfsiegl1@fcps.edu)>  
**Cc:** Kretzer, Sandy <[sakretzer@fcps.edu](mailto:sakretzer@fcps.edu)>; Calderon, Allison H. <[AHCalderon@fcps.edu](mailto:AHCalderon@fcps.edu)>; Jewell, Tracey D. <[TJewell@fcps.edu](mailto:TJewell@fcps.edu)>; Boyer, Rebecca R <[RRBoyer@fcps.edu](mailto:RRBoyer@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Subject:** RE: Blackboard Amendment

Let me know if this works.

Thanks,  
Michelle

---

**From:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Sent:** Saturday, April 11, 2020 10:55 AM  
**To:** Siegl, Jim F. <[jfsiegl1@fcps.edu](mailto:jfsiegl1@fcps.edu)>  
**Cc:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Kretzer, Sandy <[sakretzer@fcps.edu](mailto:sakretzer@fcps.edu)>; Calderon, Allison H. <[AHCalderon@fcps.edu](mailto:AHCalderon@fcps.edu)>; Jewell, Tracey D. <[TJewell@fcps.edu](mailto:TJewell@fcps.edu)>; Boyer, Rebecca R <[RRBoyer@fcps.edu](mailto:RRBoyer@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Subject:** Re: Blackboard Amendment

Looks good to me. Thanks.

Maribeth Luftglass  
Assistant Superintendent, Information Technology  
Fairfax County Public Schools

On Apr 11, 2020, at 10:24 AM, Siegl, Jim F. <[jfsiegl1@fcps.edu](mailto:jfsiegl1@fcps.edu)> wrote:

I've gone thru the contracts and their website and while SaaS LEARN has 99% uptime language [on their site](#) and SLA language in our contract (p 19, attachment 4 of <https://www.fairfaxcounty.gov/cregister/DownloadPDF.aspx?AttachmentID=00559c79-49f6-46ed-895f-d0a5fc21a4c9>), I do not see similar language for Collaborate in our contract or on their site.

Behind the Blackboard has a service level document for Collaborate that defines severity levels (attached)  
We may want to consider how they define "uptime" and if it is limited to severity level 1 only, ask for partial (50%) credit for severity level 2 (unable to use major portions- e.g. telephony)

I suggest at least the following or similar (or ask them to identify existing language that applies to Collaborate if different)

**Service Level Agreement (SLA) and Credits:** Collaborate (Ultra and Original) will be provided under a 99.9% uptime Service Level Agreement (SLA) where all definitions and credits have the same meaning as the current language for LEARN in the FCPS contract and amendments.

Jim

---

**From:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Sent:** Saturday, April 11, 2020 9:28 AM  
**To:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Siegl, Jim F. <[jfsiegl1@fcps.edu](mailto:jfsiegl1@fcps.edu)>; Kretzer, Sandy <[sakretzer@fcps.edu](mailto:sakretzer@fcps.edu)>; Calderon, Allison H. <[AHCalderon@fcps.edu](mailto:AHCalderon@fcps.edu)>; Jewell, Tracey D. <[TJewell@fcps.edu](mailto:TJewell@fcps.edu)>; Boyer, Rebecca R <[RRBoyer@fcps.edu](mailto:RRBoyer@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Subject:** RE: Blackboard Amendment  
**Importance:** High

Suggest we counter with:

- FCPS's usage of Collaborate is limited by Authorized User. An "Authorized User" means any individual who is a student, teacher, parent/**guardian** of student, or employee of yours (including invited third-parties thereof), ~~however in no event shall the number of Authorized Users exceed the number set forth below~~. For purposes of counting Authorized Users, parents/**guardians** of a student and that student attending via the same Collaborate sign-in will

- count collectively as one Authorized User ~~For purposes of this Amendment, the Authorized User limit is set at 212,165 per month-~~
5. The price is \$0.75 per ~~Authorized User~~ **FTE per month, based on 188,000 students and 24,165 employees, for a total of 212,165 FTEs**, resulting in a per month fee of \$159,124 per month for two (2) months This price is inclusive of all telephone and video storage fees

Michelle,  
You mentioned using our standard contract template. Would it make sense for you to send our suggested language, using the standard format? I think it would be best coming from you, with your title.

Thanks,  
Maribeth

---

**From:** Pratt, Michelle  
**Sent:** Friday, April 10, 2020 9:22 PM  
**To:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Siegl, Jim F. <[jfsiegl1@fcps.edu](mailto:jfsiegl1@fcps.edu)>; Kretzer, Sandy <[sakretzer@fcps.edu](mailto:sakretzer@fcps.edu)>; Calderon, Allison H. <[AHCalderon@fcps.edu](mailto:AHCalderon@fcps.edu)>; Jewell, Tracey D. <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>; Boyer, Rebecca R <[RRBoyer@fcps.edu](mailto:RRBoyer@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>  
**Subject:** RE: Blackboard Amendment

I'm also slightly concerned about this language: "in no event shall the number of Authorized Users exceed...." It's clear there is an imposed cap, but also just as clear there is no language (penalty) around what will happen if FCPS exceeds the Authorized User limit.

And to Paul's point, the ability to track and measure users doesn't appear to be robust.

Michelle

---

**From:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Sent:** Friday, April 10, 2020 8:55 PM  
**To:** Siegl, Jim F. <[jfsiegl1@fcps.edu](mailto:jfsiegl1@fcps.edu)>; Kretzer, Sandy <[sakretzer@fcps.edu](mailto:sakretzer@fcps.edu)>; Calderon, Allison H. <[AHCalderon@fcps.edu](mailto:AHCalderon@fcps.edu)>; Jewell, Tracey D. <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>; Boyer, Rebecca R <[RRBoyer@fcps.edu](mailto:RRBoyer@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Subject:** FW: Blackboard Amendment

Agree. The authorized users seems challenging. Alan's email below is still referring to minutes. Do we want to propose alternative language?

---

**From:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Sent:** Friday, April 10, 2020 8:10 PM  
**To:** Siegl, Jim F. <[jfsiegl1@fcps.edu](mailto:jfsiegl1@fcps.edu)>; Kretzer, Sandy <[sakretzer@fcps.edu](mailto:sakretzer@fcps.edu)>; Calderon, Allison H. <[AHCalderon@fcps.edu](mailto:AHCalderon@fcps.edu)>; Jewell, Tracey D. <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>; Boyer, Rebecca R <[RRBoyer@fcps.edu](mailto:RRBoyer@fcps.edu)>  
**Cc:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>  
**Subject:** FW: Blackboard Amendment

Latest version based from 2:30 call. Do we need follow up with them?

The authorized user is still cloudy with me and not sure they can track and manage that.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

---

**From:** Adam [REDACTED] <[REDACTED]>  
**Sent:** Friday, April 10, 2020 7:50 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Scott [REDACTED] <[REDACTED]>; Bil [REDACTED] <[REDACTED]>  
**Subject:** RE: Blackboard Amendment

All,

Thank you for working with us over the past few days Attached is a final draft (PDF) of our proposed amendments along with a word file showing the red line edits we made based on this afternoon's conference call In answer to your question earlier today about how we would validate the number of Authorized Users-- for purposes of counting Authorized Users, the number of Guest Users will be reasonably estimated using the average active minutes per Integration User to compute the number of unique Guest Users from the recorded number of Guest log-in minutes

Scott and I are available tonight and/or tomorrow morning should you have questions

Best,  
Adam

<image001.jpg> Adam W [REDACTED]  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
<image002.png>

---

**From:** "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>  
**Date:** Friday, April 10, 2020 at 2:07 PM

To: "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>, Adam [REDACTED] [REDACTED] "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
Cc: Scott [REDACTED] [REDACTED]  
Subject: RE: Blackboard Amendment

Hi all,

Attached is the Memo of Negotiations from the original contract. Is the SLA part of Blackboard Master Terms (attachment 2).

I do not have access to the attachment- if someone has that document it may have the SLA, or perhaps in one of the other documents.

Thanks,

*Jean Welsh*  
Fairfax County Public Schools  
Project Manager, Contract /E-rate  
IT Program Mgmt and Planning  
Office 703-503-7645  
Mobile 571-345-8864

---

From: Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
Sent: Friday, April 10, 2020 2:01 PM  
To: Adam [REDACTED] [REDACTED] Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Welsh, Jean <[jwels@fcps.edu](mailto:jwels@fcps.edu)>  
Cc: Scott [REDACTED] [REDACTED]  
Subject: RE: Blackboard Amendment

Thanks for getting this to us in advance. Here are a few questions

1. What order form is referenced? Could that be specified so we can review as there is not an order form attached to Amendment 16(most recent)
2. Will Blackboard consider 2 month period beginning April 13 to get us through mid-June(we would expect a significant decrease in traffic by then), rather than the 3 month period from April 13 to July1 ?
3. How are authorized users measured? How can FCPS validate authorized users?
4. Can you clarify what SLA terms apply to "conditions remain unchanged" clause?
5. Change Amendment A. 3. "Online Campus has current classes as well as summer school classes using Collaborate Original.  
All FCPS users must all use Collaborate Ultra only, except for those summer-school classes already designed by FCPS using Collaborate Original."  
To "except for those current and summer-school Online Campus classes already designed by FCPS using Collaborate Original."

Paul Downey Coordinator, Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

---

From: Adam [REDACTED] [REDACTED]  
Sent: Friday, April 10, 2020 1:21 PM  
To: Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
Cc: Scott [REDACTED] [REDACTED]  
Subject: Re: Blackboard Amendment

Fairfax Team,

As promised, please see our proposed amendment based on this morning's call

Best,  
Adam

<image003.jpg> Adam W [REDACTED] [REDACTED]  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
[REDACTED]  
<image004.png>

---

From: "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
Date: Thursday, April 9, 2020 at 6:57 PM  
To: "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, Adam [REDACTED] [REDACTED] "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
Cc: Scott [REDACTED] [REDACTED]  
Subject: RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

I will set for 9 AM unless anyone objects

Paul Downey Coordinator, Application Support Fairfax County Public Schools

---

From: Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
Sent: Thursday, April 9, 2020 6:40 PM  
To: Adam [REDACTED]; Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
Cc: Scott [REDACTED]  
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Anytime will work for me, thanks.

Michelle

---

From: Adam [REDACTED]  
Sent: Thursday, April 9, 2020 6:37 PM  
To: Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
Cc: Scott [REDACTED]  
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul, Maribeth, and Michelle;

Thank you for your continued patience. We received approval for the user-based model you requested a few minutes ago. Can we jump on a quick call in the morning (anytime between 8:00am and 11am EST) to review and discuss specifics?

Best,  
Adam

<image005.jpg> Adam W [REDACTED]  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
<image006.png>

---

From: "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
Date: Thursday, April 9, 2020 at 1:08 PM  
To: Adam [REDACTED]; "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
Cc: Scott [REDACTED]  
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Adam,

See below highlighted in Yellow. Let me know if there are further questions. 1 and 2 below are at best rough estimates since we are in uncharted territory and practice may be based on schools based decision-making.

Paul Downey, Coordinator, Application Support, Fairfax County Public Schools

---

From: Adam [REDACTED]  
Sent: Thursday, April 9, 2020 12:35 PM  
To: Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
Cc: Scott [REDACTED]  
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul. We are aiming to get something back to you today. As Scott and I seek approval for our lowest cost model, we need to be razor sharp on estimates and anticipated use instances. Can you help us in answering the following...

- 1) We understand that schools are now conducting town hall meetings using Collab? Schools may conduct based on school decision. Due to size limitations at 250, this will impact how many they can have especially at large schools.
  - a. How long do you anticipate these meetings will continue and what is anticipated weekly frequency? (e.g. 2 townhalls at every school, each week, through 5/1/20) Best guess is this would continue through early June and I would guess that schools would do more than 1 or 2 until early June, similar to a PTA monthly meeting schedule.
- 2) What is the anticipated hourly usage per week for "office hours" at the elementary, middle and high school levels? This is also a school-based decision, so best guess would be one hour per week.
- 3) Can you please confirm your elementary, middle and high school enrollment numbers?  
ES – 95,232  
MS – 29,977  
HS – 59,788

Best,  
Adam

<image007.jpg> Adam W [REDACTED]  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
<image008.png>



**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Wednesday, April 8, 2020 at 7:38 PM  
**To:** Adam [REDACTED] <[REDACTED]> "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>, "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Cc:** Scott [REDACTED] <[REDACTED]>  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Adam,

Included the information requested in table below based on an outline from our Distance Learning plan.

Let me know if you have any questions.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

---

**From:** Adam [REDACTED] <[REDACTED]>  
**Sent:** Wednesday, April 8, 2020 5:40 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Cc:** Scott [REDACTED] <[REDACTED]>  
**Subject:** Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Fairfax Team,

Thank you for your time today We are continuing to adjust our models to deliver the lowest possible per user pricing We've reviewed been your distance learning documents on the website and checked a few individual schools in an attempt to identify possible usage differences/trends for your elementary, middle and high schools

Can you help us with your best estimates below?

|            | Hours of Collab Usage Per Week (Each Student) | Whole class instruction using Collab on which days of the week? |
|------------|---|---|
| Elementary | 4   | Tues-Fri  |
| Middle     | 4-5   | Wed + Fri   |
| High       | 7   | Tues + Thurs  |

Best,  
Adam

<image009.jpg> Adam W [REDACTED]  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
<image010.png>

---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Wednesday, April 8, 2020 at 10:37 AM  
**To:** Adam [REDACTED] <[REDACTED]> Scott [REDACTED] <[REDACTED]>  
**Cc:** "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

I just sent the phone bridge.

Paul Downey Coordinator, Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

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**From:** Adam [REDACTED] <[REDACTED]>  
**Sent:** Wednesday, April 8, 2020 11:34 AM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Scott [REDACTED] <[REDACTED]>  
**Cc:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** Re: [External] RE: Blackboard Collaborate Pricing and Clarification


Paul,

Scott [REDACTED] Bill [REDACTED] and myself will be joining We are hoping to use Collab for this meeting and I've set up a session (link below) Will this work for you?

Meeting Link: <https://bit.ly/39ZGRq8>

Best,  
Adam

<image011.jpg> Adam W [REDACTED]  
Regional Vice President, Strategic Accounts  
Blackboard K12

  
<image012.png>

---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Wednesday, April 8, 2020 at 10:15 AM  
**To:** Adam <[REDACTED]> Scott <[REDACTED]>  
**Cc:** "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

12-12:30 will work. Let me know whom should be included.

Paul Downey Coordinator,Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

---


**From:** Adam <[REDACTED]>  
**Sent:** Wednesday, April 8, 2020 11:12 AM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Scott <[REDACTED]>  
**Cc:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Hi Paul,

We are available at these times below, please let us know what works for you We will try and get the person who drafted the amendment to join us to answer any specific question you may have about the document

12 - 12:30pm EST  
2 - 3:30pm EST  
After 4pm EST

Best,  
Adam

<image013.jpg> Adam W <[REDACTED]>  
Regional Vice President, Strategic Accounts  
Blackboard K12  
  
<image014.png>

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**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Wednesday, April 8, 2020 at 9:35 AM  
**To:** Adam <[REDACTED]> Scott <[REDACTED]>  
**Cc:** "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Adam and Scott,

FCPS would like to further discuss the quote with both of you and will need to do this afternoon. Let me know what time works and I will arrange the call.

Paul Downey Coordinator,Application Support Fairfax County Public Schools


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**From:** Adam <[REDACTED]>  
**Sent:** Monday, April 6, 2020 6:58 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Welsh, Jean <[jrjwelsh@fcps.edu](mailto:jrjwelsh@fcps.edu)>; Jewell, Tracey D. <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>  
**Cc:** Scott <[REDACTED]>  
**Subject:** Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

As promised, I have attached a revised version of our amendment Please review at your convenience and let me know when would be a good time to discuss

Best,  
Adam

<image015.jpg> Adam W <[REDACTED]>  
Regional Vice President, Strategic Accounts  
Blackboard K12  
  
<image016.png>

---

From: Adam [REDACTED] <[REDACTED]>  
Date: Monday, April 6, 2020 at 5:04 PM  
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>  
Cc: Scott [REDACTED] <[REDACTED]>  
Subject: Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

I jumped the gun and sent over the amendment with some incorrect dates, please disregard My team is working to revise and I will be sending over a new version shortly I apologize for causing any confusion

Best,  
Adam

<image017.jpg> Adam W [REDACTED]  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
[REDACTED]  
<image018.png>

---

From: Adam [REDACTED] <[REDACTED]>  
Date: Monday, April 6, 2020 at 4:51 PM  
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>  
Cc: Scott [REDACTED] <[REDACTED]>  
Subject: Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

Please see the attached amendment and let me know when would be a good time to discuss/review

Best,  
Adam

<image019.jpg> Adam W [REDACTED]  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
[REDACTED]  
<image020.png>

---

From: Adam [REDACTED] <[REDACTED]>  
Date: Friday, April 3, 2020 at 4:35 PM  
To: "Downey, Paul J." <pjdowney@fcps.edu>  
Cc: Scott [REDACTED] <[REDACTED]>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>  
Subject: Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul We will be get to work on a quote immediately and are happy to jump on the phone over the weekend if necessary

Best,  
Adam

<image021.jpg> Adam W [REDACTED]  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
[REDACTED]  
<image022.png>

---

From: "Downey, Paul J." <pjdowney@fcps.edu>  
Date: Friday, April 3, 2020 at 4:00 PM  
To: Adam [REDACTED] <[REDACTED]>  
Cc: Scott [REDACTED] <[REDACTED]>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>  
Subject: RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Adam,

We appreciate your understanding. Would you be able to formalize this quote so we can better review, and if needed, we can get the appropriate parties together on each side to review any questions?



---

From: Adam [REDACTED]  
Sent: Friday, April 3, 2020 3:01 PM  
To: Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>  
Cc: Scott [REDACTED]  
Subject: [External] RE: Blackboard Collaborate Pricing and Clarification  
Importance: High

Dear Paul and Jean,

Continuity of education is the critical priority for Blackboard in partnering with Fairfax County Public Schools. Many of our employees' kids are students in the district and we want to do everything we can to work with you during these difficult and uncertain times, as we are with all our clients globally.

We continue to think of ways we can provide support for this important cause. We had an additional thought about handling the situation and have come up with a simple model as follows:

- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

I hope it is clear from our thinking above that we are bending over backwards to support FCPS. The economics above are designed to cover our costs under a high utilization scenario only. As we have indicated previously, your stated interpretation of the "teacher/administrators" language in your contract is not reasonable, as it would simply read any limitation out of the contract. Obviously, under your interpretation a thousand admins could initiate hundreds or thousands of sessions each. This was never the intent of the either party nor is it a reasonable interpretation. That said, we have no desire to act on such a breach, and we are solely focused on coming up with a compromise that protects us against potentially enormous costs in a worst-case scenario while supporting FCPS under much more likely scenarios. Our Chief Legal Officer has volunteered to get on the phone with your counsel if helpful, at any time.

Best,  
Adam

<image023.jpg> | Adam W. [REDACTED]  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
<image024.png>

---

From: Adam [REDACTED]  
Date: Tuesday, March 31, 2020 at 2:07 PM  
To: "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>, "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>  
Subject: Collab Ultra Pricing Quote

Paul and Jean,

Thank you for your time this afternoon. As promised, I am sending over the budgetary pricing we discussed and will be following up with a formal quote as soon as possible. Please give me a call this afternoon if you have any questions, otherwise let's talk first thing in the morning.

[REDACTED]

*\*Please note this pricing only applies to Blackboard Collaborate Ultra*

Best,  
Adam

<image023.jpg> | Adam W. [REDACTED]  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
<image024.png>

This email and any attachments may contain confidential and proprietary information of Blackboard that is for the sole use of the intended recipient. If you are not the intended recipient, disclosure, copying, re-distribution or other use of any of this information is strictly prohibited. Please immediately notify the sender and delete this transmission if you received this email in error.

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[]

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<Blackboard\_Collaborate\_Support\_Services\_Guide.pdf>

**From:** Luftglass, Maribeth  
**To:** Pratt, Michelle  
**Subject:** RE: Blackboard Amendment  
**Date:** Saturday, April 11, 2020 12:20:00 PM  
**Attachments:** [image002.png](#)  
[image004.png](#)  
[image006.png](#)  
[image008.png](#)  
[image010.png](#)  
[image012.png](#)  
[image014.png](#)  
[image016.png](#)  
[image018.png](#)  
[image020.png](#)  
[image022.png](#)  
[image024.png](#)

---

Thanks, Michelle! Appreciate your hard work and quick turnaround on this amendment!  
Maribeth

---

**From:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Sent:** Saturday, April 11, 2020 12:10 PM  
**To:** Adam [REDACTED], Scott [REDACTED], Bil [REDACTED]  
**Cc:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** RE: Blackboard Amendment

Good Afternoon,

Thank you for your work to get the additional approval and edits to us this weekend.

Attached are edits to simplify the price in a verifiable manner without changing the definition of an Authorized User. Also, I added additional clarification on the SLA and incorporated the FCPS amendment form. Both clean and redline edits are provided for your convenience.

Thanks,  
Michelle

Michelle Pratt  
Director  
Fairfax County Public Schools  
Office of Procurement Services

---

**From:** Adam [REDACTED]  
**Sent:** Friday, April 10, 2020 7:50 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Scott [REDACTED], Bil [REDACTED]  
**Subject:** RE: Blackboard Amendment

All,

Thank you for working with us over the past few days. Attached is a final draft (PDF) of our proposed amendments along with a word file showing the red line edits we made based on this afternoon's conference call. In answer to your question earlier today about how we would validate the number of Authorized Users-- for purposes of counting Authorized Users, the number of Guest Users will be reasonably estimated using the average active minutes per Integration User to compute the number of unique Guest Users from the recorded number of Guest log-in minutes.

Scott and I are available tonight and/or tomorrow morning should you have questions.

Best,  
Adam



Adam W. [REDACTED]  
Regional Vice President, Strategic Accounts  
Blackboard K12



---

**From:** "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>  
**Date:** Friday, April 10, 2020 at 2:07 PM  
**To:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>, Adam [REDACTED], "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Scott [REDACTED]  
**Subject:** RE: Blackboard Amendment

Hi all,

Attached is the Memo of Negotiations from the original contract. Is the SLA part of Blackboard Master Terms (attachment 2).

I do not have access to the attachment- if someone has that document it may have the SLA, or perhaps in one of the other documents.

Thanks,

*Jean Welsh*  
*Fairfax County Public Schools*  
*Project Manager, Contract /E-rate*  
*IT Program Mgmt and Planning*  
*Office 703-503-7645*  
*Mobile 571-345-8864*

---

**From:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Sent:** Friday, April 10, 2020 2:01 PM  
**To:** Adam [REDACTED]; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>  
**Cc:** Scott [REDACTED]  
**Subject:** RE: Blackboard Amendment

Thanks for getting this to us in advance. Here are a few questions

1. What order form is referenced? Could that be specified so we can review as there is not an order form attached to Amendment 16(most recent)
2. Will Blackboard consider 2 month period beginning April 13 to get us through mid-June(we would expect a significant decrease in traffic by then), rather than the 3 month period from April 13 to July1 ?
3. How are authorized users measured? How can FCPS validate authorized users?
4. Can you clarify what SLA terms apply to "conditions remain unchanged" clause?
5. Change Amendment A. 3. "Online Campus has current classes as well as summer school classes using Collaborate Original.  
All FCPS users must all use Collaborate Ultra only, except for those summer-school classes already designed by FCPS using Collaborate Original."  
To "except for those current and summer-school Online Campus classes already designed by FCPS using Collaborate Original."

Paul Downey Coordinator, Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

---

**From:** Adam [REDACTED]  
**Sent:** Friday, April 10, 2020 1:21 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Scott [REDACTED]  
**Subject:** Re: Blackboard Amendment

Fairfax Team,

As promised, please see our proposed amendment based on this morning's call

Best,  
Adam



Adam W [REDACTED]  
Regional Vice President, Strategic Accounts  
Blackboard K12



---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Thursday, April 9, 2020 at 6:57 PM  
**To:** "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, Adam [REDACTED] <[REDACTED]> "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Scott [REDACTED] <[REDACTED]>  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

I will set for 9 AM unless anyone objects

Paul Downey Coordinator, Application Support Fairfax County Public Schools

---

**From:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Sent:** Thursday, April 9, 2020 6:40 PM  
**To:** Adam [REDACTED]; Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Scott [REDACTED]  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Anytime will work for me, thanks.

Michelle

---

**From:** Adam [REDACTED]  
**Sent:** Thursday, April 9, 2020 6:37 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Cc:** Scott [REDACTED]  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Paul, Maribeth, and Michelle;

Thank you for your continued patience We received approval for the user-based model you requested a few minutes ago Can we jump on a quick call in the morning (anytime between 8:00am and 11am EST) to review and discuss specifics?

Best,  
Adam



Adam W [REDACTED]  
Regional Vice President, Strategic Accounts  
Blackboard K12



---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Thursday, April 9, 2020 at 1:08 PM  
**To:** Adam [REDACTED] <[REDACTED]> "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>, "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Cc:** Scott [REDACTED] <[REDACTED]>  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Adam,

See below highlighted in Yellow. Let me know if there are further questions. 1 and 2 below are at best rough estimates since we are in uncharted territory and practice may be based on schools based decision-making.

Paul Downey Coordinator,Application Support Fairfax County Public Schools

---

**From:** Adam [REDACTED]  
**Sent:** Thursday, April 9, 2020 12:35 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Cc:** Scott [REDACTED]  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul We are aiming to get something back to you today As Scott and I seek approval for our lowest cost model, we need to be razor sharp on estimates and anticipated use instances Can you help us in answering the following...

1. We understand that schools are now conducting town hall meetings using Collab? **Schools may conduct based on school decision Due to size limitations at 250, this will impact how many they can have especially at large schools**
  - a. How long do you anticipate these meetings will continue and what is anticipated weekly frequency? (e g 2 townhalls at every school, each week, through 5/1/20 ) **Best guess is this would continue through early June and I would guess that schools would do more than 1 or 2 until early June, similar to a PTA monthly meeting schedule**
2. What is the anticipated hourly usage per week for "office hours" at the elementary, middle and high school levels? **This is also a school-based decision, so best guess would be one hour per week**
3. Can you please confirm your elementary, middle and high school enrollment numbers?

ES – 95,232  
MS – 29,977  
HS – 59,788

Best,  
Adam



Adam W [REDACTED]  
Regional Vice President, Strategic Accounts  
Blackboard K12



---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>



Date: Wednesday, April 8, 2020 at 7:38 PM

To: Adam [redacted] <[redacted]> "Luftglass, Maribeth" <meluftglass@fcps.edu>, "Pratt, Michelle" <mrpratt@fcps.edu>

Cc: Scott [redacted] <[redacted]>

Subject: RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Adam,

Included the information requested in table below based on an outline from our Distance Learning plan.

Let me know if you have any questions.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: Adam [redacted] <[redacted]>

Sent: Wednesday, April 8, 2020 5:40 PM

To: Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>

Cc: Scott [redacted] <[redacted]>

Subject: Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Fairfax Team,

Thank you for your time today We are continuing to adjust our models to deliver the lowest possible per user pricing We've reviewed been your distance learning documents on the website and checked a few individual schools in an attempt to identify possible usage differences/trends for your elementary, middle and high schools

Can you help us with your best estimates below?

|            | Hours of Collab Usage Per Week (Each Student) | Whole class instruction using Collab on which days of the week? |
|------------|---|---|
| Elementary | 4   | Tues-Fri  |
| Middle     | 4-5   | Wed + Fri   |
| High       | 7   | Tues + Thurs  |

Best,  
Adam



Adam W [redacted]  
Regional Vice President, Strategic Accounts  
Blackboard K12



From: "Downey, Paul J." <pjdowney@fcps.edu>

Date: Wednesday, April 8, 2020 at 10:37 AM

To: Adam [redacted] <[redacted]> Scott [redacted] <[redacted]>

Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>

Subject: RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

I just sent the phone bridge.

Paul Downey Coordinator, Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

From: Adam [redacted] <[redacted]>

Sent: Wednesday, April 8, 2020 11:34 AM

To: Downey, Paul J. <pjdowney@fcps.edu>; Scott [redacted] <[redacted]>

Cc: Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>

Subject: Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Paul,

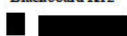
Scott [redacted] Bill [redacted] and myself will be joining We are hoping to use Collab for this meeting and I've set up a session (link below) Will this work for you?

Meeting Link: <https://bit.ly/39ZGRq8>

Best,  
Adam



Adam W [redacted]  
Regional Vice President, Strategic Accounts  
Blackboard K12





---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Wednesday, April 8, 2020 at 10:15 AM  
**To:** Adam [REDACTED] <[REDACTED]> Scott [REDACTED] <[REDACTED]>  
**Cc:** "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

12-12:30 will work. Let me know whom should be included.

Paul Downey Coordinator,Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

---

**From:** Adam [REDACTED] <[REDACTED]>  
**Sent:** Wednesday, April 8, 2020 11:12 AM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Scott [REDACTED] <[REDACTED]>  
**Cc:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Hi Paul,

We are available at these times below, please let us know what works for you We will try and get the person who drafted the amendment to join us to answer any specific question you may have about the document

12 - 12:30pm EST  
2 - 3:30pm EST  
After 4pm EST

Best,  
Adam



Adam W [REDACTED]  
Regional Vice President, Strategic Accounts  
Blackboard K12



---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Wednesday, April 8, 2020 at 9:35 AM  
**To:** Adam [REDACTED] <[REDACTED]> Scott [REDACTED] <[REDACTED]>  
**Cc:** "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Adam and Scott,

FCPS would like to further discuss the quote with both of you and will need to do this afternoon. Let me know what time works and I will arrange the call.

Paul Downey Coordinator,Application Support Fairfax County Public Schools

---

**From:** Adam [REDACTED] <[REDACTED]>  
**Sent:** Monday, April 6, 2020 6:58 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Welsh, Jean <[jwelsh@fcps.edu](mailto:jwelsh@fcps.edu)>; Jewell, Tracey D. <[TJewell@fcps.edu](mailto:TJewell@fcps.edu)>  
**Cc:** Scott [REDACTED] <[REDACTED]>  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

As promised, I have attached a revised version of our amendment Please review at your convenience and let me know when would be a good time to discuss

Best,  
Adam



Adam W [REDACTED]  
Regional Vice President, Strategic Accounts  
Blackboard K12




---


**From:** Adam [REDACTED] <[REDACTED]>  
**Date:** Monday, April 6, 2020 at 5:04 PM  
**To:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>, "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>, "Jewell, Tracey D." <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>  
**Cc:** Scott [REDACTED] <[REDACTED]>  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

I jumped the gun and sent over the amendment with some incorrect dates, please disregard. My team is working to revise and I will be sending over a new version shortly. I apologize for causing any confusion.

Best,  
Adam



Adam W [REDACTED]  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
[REDACTED]  



---


**From:** Adam [REDACTED] <[REDACTED]>  
**Date:** Monday, April 6, 2020 at 4:51 PM  
**To:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>, "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>, "Jewell, Tracey D." <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>  
**Cc:** Scott [REDACTED] <[REDACTED]>  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

Please see the attached amendment and let me know when would be a good time to discuss/review.

Best,  
Adam




Adam W [REDACTED]  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
[REDACTED]  



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**From:** Adam [REDACTED] <[REDACTED]>  
**Date:** Friday, April 3, 2020 at 4:35 PM  
**To:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Cc:** Scott [REDACTED] <[REDACTED]>, "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>, "Jewell, Tracey D." <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul. We will be get to work on a quote immediately and are happy to jump on the phone over the weekend if necessary.

Best,  
Adam



Adam W [REDACTED]  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
[REDACTED]  


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**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Friday, April 3, 2020 at 4:00 PM  
**To:** Adam [REDACTED] <[REDACTED]>  
**Cc:** Scott [REDACTED] <[REDACTED]>, "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>, "Jewell, Tracey D." <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Adam,



We appreciate your understanding. Would you be able to formalize this quote so we can better review, and if needed, we can get the appropriate parties together on each side to review any questions?

Paul Downey Coordinator, Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

---

**From:** Adam [REDACTED]  
**Sent:** Friday, April 3, 2020 3:01 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>  
**Cc:** Scott [REDACTED]  
**Subject:** [External] RE: Blackboard Collaborate Pricing and Clarification  
**Importance:** High

Dear Paul and Jean,

Continuity of education is the critical priority for Blackboard in partnering with Fairfax County Public Schools. Many of our employees' kids are students in the district and we want to do everything we can to work with you during these difficult and uncertain times, as we are with all our clients globally.

We continue to think of ways we can provide support for this important cause. We had an additional thought about handling the situation and have come up with a simple model as follows:

- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

I hope it is clear from our thinking above that we are bending over backwards to support FCPS. The economics above are designed to cover our costs under a high utilization scenario only. As we have indicated previously, your stated interpretation of the "teacher/administrators" language in your contract is not reasonable, as it would simply read any limitation out of the contract. Obviously, under your interpretation a thousand admins could initiate hundreds or thousands of sessions each. This was never the intent of the either party nor is it a reasonable interpretation. That said, we have no desire to act on such a breach, and we are solely focused on coming up with a compromise that protects us against potentially enormous costs in a worst-case scenario while supporting FCPS under much more likely scenarios. Our Chief Legal Officer has volunteered to get on the phone with your counsel if helpful, at any time.

Best,  
Adam



Adam W [REDACTED]  
Regional Vice President, Strategic Accounts  
Blackboard K12



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**From:** Adam [REDACTED]  
**Date:** Tuesday, March 31, 2020 at 2:07 PM  
**To:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>, "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>  
**Subject:** Collab Ultra Pricing Quote

Paul and Jean,

Thank you for your time this afternoon. As promised, I am sending over the budgetary pricing we discussed and will be following up with a formal quote as soon as possible. Please give me a call this afternoon if you have any questions, otherwise let's talk first thing in the morning.

[REDACTED]

*\*Please note this pricing only applies to Blackboard Collaborate Ultra*

Best,  
Adam

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Adam W [REDACTED]  
Regional Vice President, Strategic Accounts



AMENDMENT NO. 17

**CONTRACT TITLE:** Learning Content Management Systems & Related Services & Support

| <b><u>CONTRACTOR</u></b>  | <b><u>SUPPLIER ID</u></b> | <b><u>CONTRACT NO.</u></b> |
|---|---------------------------|----------------------------|
| Blackboard, Inc.<br>1111 19 <sup>th</sup> St. N.W.<br>Washington, D.C 20006 | 1000011844                | 4400001675                 |

By mutual agreement, Contract 4400001675 is amended to incorporate the attachment for FCPS use of Blackboard Collaborate as described in the attachment.

All other prices terms and conditions remain unchanged.

**ACCEPTANCE:**

BY: \_\_\_\_\_  
Signature Title

\_\_\_\_\_

Printed Name Date

\_\_\_\_\_  
Michelle R. Pratt  
Director

/MRP

**DISTRIBUTION:**  
Contractor  
FCPS - IT – Jean Welsh

### Blackboard Collaborate Amendment

This amendment (“Amendment”) amends Amendment 16 dated May 22, 2019 (the “Order Form”) between Blackboard Inc. (“Blackboard”) and Fairfax County Public Schools (“FCPS”, together with Blackboard, the “Parties”). The Parties agree to amend the pricing in the Order Form with the following terms effective April 13, 2020 (the “Effective Date”).

In consideration of the promises set forth herein, and other good and valuable consideration, the receipt of which are hereby acknowledged, the parties hereby agree as follows:

#### A. Product and Pricing Summary

1. The following terms are in addition to, and not in lieu of, the current price and terms of the Order Form.
2. This Amendment is intended to address FCPS’s use of Collaborate for the two (2) month period starting on April 13, 2020, after which time, use of Collaborate pursuant to these terms shall expire (except with respect to the payment obligations set forth below), the Amendment 16 (and use of Collaborate thereunder) shall still be in full force and effect, and the Parties will cooperate in good faith to reassess and review the terms of this Amendment to determine whether an additional amendment is necessary.
3. All FCPS users must all use Collaborate Ultra only, except for those current and summer-school classes already designed by FCPS using Collaborate Original.
4. FCPS’s usage of Collaborate is limited by Authorized User. An “Authorized User” means any individual who is a student, teacher, parent/guardian of student, or employee of yours (including invited third-parties thereof). For purposes of counting Authorized Users, parents/guardians of a student and that student attending via the same Collaborate sign-in will count collectively as one Authorized User.
5. The total price is **\$0.75 per student and full-time employee which is 188,000 students and 24,165 employees for a total of 212,165**, resulting in a per month fee of **\$159,124 per month for two (2) months**. This price is inclusive of all telephone and video storage fees.
6. The attached Service Level Agreement (SLA) is incorporated as Exhibit A and applies to Blackboard Collaborate Original and Ultra and will provide under a 99.9% uptime SLA where all definitions and credits have the same meaning as LEARN in the FCPS contract and amendments

#### B. Term

1. The Term of this Amendment shall begin on the Effective Date and expire upon the expiration of the current term of the Order Form, unless extended by the Parties’ via a subsequent amendment.

#### C. Payment Terms

1. All initial and subsequent payments shall be invoiced monthly and be due Net 30. Alternatively, FCPS may elect upon written notice to Blackboard to pay the entire amount due hereunder of **\$318,248.00** in one payment to Blackboard at any time but due no later than the due date of the next monthly payment. All pricing above is in United States currency.

#### D. Special Provisions

1. All other terms between the Parties shall remain the same.

Agreed:

**BLACKBOARD**

**FCPS:**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

**BILL [REDACTED] DEPUTY GENERAL COUNSEL**  
\_\_\_\_\_  
Name and Title (printed)

**Michelle Pratt, Director Office of Procurement Services**  
\_\_\_\_\_  
Name and Title (printed)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

## EXHIBIT A

### Blackboard Collaborate Service Level Commitment For Collaborate Ultra

#### 1. Scope

The scope of Blackboard Collaborate Ultra's Service Level Commitment ("SLC") for our platform (web conferencing, voice authoring) includes Blackboard Collaborate's ASP/Hosting Service and Technical Support. It does not include any portion of the public Internet or the customer's network and hardware.

#### 2. Definitions

For the purpose of defining the meaning of key terms used in this SLC, the following definitions are provided.

**Availability:** The ability to login to the website. If a login fails for reasons other than user error or omission or public network issues, then the system is deemed unavailable.

**Hardware:** All physical equipment making up a system, including computer servers, storage arrays, disks, network cards, peripheral cards, cables, power supplies, and any additional components required to provide the Blackboard Collaborate service.

**Infrastructure:** The network, including network software, hardware, operating system, and web-server tiers of a system. Our infrastructure is such that we have all our servers collocated externally with 3rd party industry leading providers that guarantee network and power high-availability and confirm to Blackboard Collaborate on an annual basis that they are in compliance with security safeguards and requirements.

**Network:** Blackboard Collaborate's network starts and ends with the demarcation point at which Collaborate's network traffic is handed off to our upstream transit vendor. All public networks (Internet) and your internal networks are not included in this SLC.

#### 3. Blackboard Collaborate Hosted Services Availability

ASP/Hosting Service: Available 24x7x365 (except for scheduled and unscheduled outages)

Blackboard Collaborate monitors its production servers and connectivity to them through internal and external monitoring applications. Key staff members are on call 24x7x365. An outage automatically triggers a call to our staff. Our staff will take the appropriate action to resolve the problem. Key staff has 24x7 access to the physical site as well as remote access to our servers residing there. As part of our SLC, we:

Provide 24x7x365 response and/or corrective action to service outages affecting any part of the Blackboard Collaborate infrastructure

Provide real-time server monitoring

Manage repair procedures to Blackboard Collaborate's infrastructure

Prepare a "Root Cause Analysis" for all service interruptions relating to Blackboard Collaborate's infrastructure

Blackboard shall use commercially reasonable efforts to make the Blackboard Collaborate Network "Available" for a minimum of 99.7% on a calendar quarterly basis. The Network shall be considered "Available" unless and to the extent an Authorized End User cannot reasonably access the Network other than as a result of (a) scheduled maintenance, (b) issues outside the reasonable control of Blackboard, (c) Force Majeure Events, or (d) third-party software integrations requested or deployed by Customer.

The regularly scheduled maintenance windows for customers are as follows:

North American data centers (US-SAS and CA-SAS): Thursday from 2:00am – 6:00am US Eastern and Saturday from 10:00pm to Sunday 6:00am US Eastern.

Europe data center (EU-SAS): Thursday from 2:00am – 6:00am Central European and Saturday from 10:00pm to Sunday 6:00am Central European.

Australia data center (AU-SAS): Thursday from 2:00am – 6:00am Australian Eastern and Saturday from 10:00pm to Sunday 6:00am Australian Eastern.

Note: maintenance windows are subject to change and communicated via a support bulletin. New maintenance hours will be shared in advance of changes.

During maintenance periods the system may be unavailable. Maintenance periods are only used as required. Maintenance updates of significant duration or introducing major functionality updates will be communicated one week in advance to allow for proper coordination of client updates and training.

Other planned service interruptions will be communicated to clients at least two business days in advance.

Our failure to satisfy a service level shall not be a breach of any Agreement. Service credits for Blackboard's failure to meet the Availability service level of 99.7% per calendar month are as follows:

Length of Unavailability (per calendar month) SaaS Software Service Credit

>0 to 4 aggregate hours below 99.7% Availability 1 day of service fees (i.e., 1/30 monthly fees)

4 to 48 aggregate hours below 99.7% Availability 2 days of service fees (i.e., 1/15 monthly fees)

48 to 96 aggregate hours below 99.7% Availability 5 days of service fees (i.e., 1/6 monthly fees)

\*Each block of 96 hours below 99.7% Availability thereafter shall be credited 5 days of service fees.

Upon Customer's request within seven (7) days from the end of the applicable calendar month, Blackboard will provide a report showing service level performance for the preceding month. Customer must notify Blackboard of its request for any earned service credits within seven (7) days from receipt of the report for the applicable calendar month or the credits are forfeited. In order to be eligible, Customer must be in compliance with the Agreement, including all contracted limitations, including but not limited to, FTE, Active User Capacity and storage quota, and be operating in the current version of the product. Our failure to satisfy a service level shall not be a breach of any Agreement and your sole and exclusive remedy in such event shall be these service credits. The aggregate maximum number of service credits to be issued by Blackboard to Customer for any and all such failures during any given calendar month shall not exceed the fees for one month of service. All service credits shall be applied to the next period's fees.

#### **4. Technical Support**

End-User / Tier 1 Technical Support

End-user technical support is available 24x7. Tier 1 technical issues include:

Software installation and configuration

Product features and functionality

Hardware requirements

## Session access information

### Tier 2 Technical Support

Tier 2 support is available Monday through Friday, 8:00am – 8:00pm US Eastern Time. Limited Tier 2 support is available to Europe/Middle East and Australia/Asia Pacific via our Amsterdam and Sydney support staff during their local business hours.

Tier 2 support is provided to the organization's primary technical contacts. Tier 2 issues are generally those that are beyond the scope of Tier 1 and require further escalation and research.

### Resources

Several resources are available from our Behind the Blackboard support portal at

<https://behind.blackboard.com>, including:

Access to an online searchable Knowledge Base which provides users the ability to search for solutions and information based on keywords, and includes product documentation, release notes, technical bulletins, known issues, best practices and product downloads.

The Technical Support team publishes service availability and service interruptions of our hosted products in Behind the Blackboard. Administrators and key staff may subscribe to this free service in the support portal.

### Technical Support Severities

Severity Code 1: product is down and not functioning, the system is disabled or non-responsive. Blackboard Collaborate's production system is not operational or a substantial number of customers are experiencing severe operational impact threatening business productivity. No alternative is available. For example, the application is inaccessible and users cannot enter or retrieve data.

Severity Code 2: product is functioning but major components are unavailable or unusable. The application is running but you may be unable to use significant portions of the software. Alternate methods may be available however a feature is not working as designed.

Severity Code 3: product is operating close to normal; however minor components are functioning abnormally. Severity Code 3 errors include non-critical software errors, errors may be fixed in future software releases, including major releases, and patch releases.

Severity Code 4: product is operating normally but you may be in need of instructional assistance or you are requesting functionality that is not currently included in the product.

### Technical Support Response Times

Severity Code 1 issues will be responded to within one (1) hour when submitted during business hours.

Severity Code 2 issues will be responded to within four (4) hour when submitted during business hours.

Severity Code 3 issues will be responded to within one (1) business day.

Severity Code 4 requests will be responded to within one (1) business day.

## 5. SLC Review and Escalation Process

Blackboard Collaborate reviews our SLC annually. Any Severity 1 issues that are not resolved adequately will be escalated to support management. Customer escalation procedures can be found in the Blackboard Collaborate Escalations Procedures document on Behind the Blackboard.



AMENDMENT NO. 17

**CONTRACT TITLE:** Learning Content Management Systems & Related Services & Support

| <b><u>CONTRACTOR</u></b>  | <b><u>SUPPLIER ID</u></b> | <b><u>CONTRACT NO.</u></b> |
|---|---------------------------|----------------------------|
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**ACCEPTANCE:**

BY: \_\_\_\_\_  
Signature Title

\_\_\_\_\_

Printed Name Date

\_\_\_\_\_  
Michelle R. Pratt  
Director

/MRP

**DISTRIBUTION:**  
Contractor  
FCPS - IT – Jean Welsh

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5. The total price is **\$0.75 per student and full time employee which is 188,000 students and 24,165 employees for a total of 212,165**, resulting in a per month fee of **\$159,124 per month for two (2) months**. This price is inclusive of all telephone and video storage fees.
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Agreed:

**BLACKBOARD**

**FCPS:**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

**BILL [REDACTED] DEPUTY GENERAL COUNSEL**  
\_\_\_\_\_  
Name and Title (printed)

\_\_\_\_\_  
Name and Title (printed)

---

Date

---

Date

## EXHIBIT A

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Blackboard Collaborate reviews our SLC annually. Any Severity 1 issues that are not resolved adequately will be escalated to support management. Customer escalation procedures can be found in the Blackboard Collaborate Escalations Procedures document on Behind the Blackboard.

**From:** [Siegl, Jim F.](#)  
**To:** [Pratt, Michelle](#); [Luftglass, Maribeth](#)  
**Cc:** [Kretzer, Sandy](#); [Calderon, Allison H.](#); [Jewell, Tracey D.](#); [Boyer, Rebecca R](#); [Welsh, Jean](#); [Downey, Paul J.](#)  
**Subject:** RE: Blackboard Amendment  
**Date:** Saturday, April 11, 2020 11:35:11 AM

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Reviewed, looks good, no additional comments  
Jim

---

**From:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Sent:** Saturday, April 11, 2020 11:24 AM  
**To:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Siegl, Jim F. <[jfsiegl1@fcps.edu](mailto:jfsiegl1@fcps.edu)>  
**Cc:** Kretzer, Sandy <[sakretzer@fcps.edu](mailto:sakretzer@fcps.edu)>; Calderon, Allison H. <[AHCalderon@fcps.edu](mailto:AHCalderon@fcps.edu)>; Jewell, Tracey D. <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>; Boyer, Rebecca R <[RRBoyer@fcps.edu](mailto:RRBoyer@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Subject:** RE: Blackboard Amendment

Let me know if this works.

Thanks,  
Michelle

---

**From:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Sent:** Saturday, April 11, 2020 10:55 AM  
**To:** Siegl, Jim F. <[jfsiegl1@fcps.edu](mailto:jfsiegl1@fcps.edu)>  
**Cc:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Kretzer, Sandy <[sakretzer@fcps.edu](mailto:sakretzer@fcps.edu)>; Calderon, Allison H. <[AHCalderon@fcps.edu](mailto:AHCalderon@fcps.edu)>; Jewell, Tracey D. <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>; Boyer, Rebecca R <[RRBoyer@fcps.edu](mailto:RRBoyer@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Subject:** Re: Blackboard Amendment

Looks good to me. Thanks.

Maribeth Luftglass  
Assistant Superintendent, Information Technology  
Fairfax County Public Schools

On Apr 11, 2020, at 10:24 AM, Siegl, Jim F. <[jfsiegl1@fcps.edu](mailto:jfsiegl1@fcps.edu)> wrote:

I've gone thru the contracts and their website and while SaaS LEARN has 99% uptime language [on their site](#) and SLA language in our contract (p 19, attachment 4 of <https://www.fairfaxcounty.gov/cregister/DownloadPDF.aspx?AttachmentID=00559c79-49f6-46ed-895f-d0a5fc21a4c9>), I do not see similar language for Collaborate in our contract or on their site.

Behind the Blackboard has a service level document for Collaborate that defines severity levels (attached)  
We may want to consider how they define "uptime" and if it is limited to severity level 1 only, ask for partial (50%) credit for severity level 2 (unable to use major portions-e.g. telephony)

I suggest at least the following or similar (or ask them to identify existing language that applies to Collaborate if different)

**Service Level Agreement (SLA) and Credits:** Collaborate (Ultra and Original) will be provided under a 99.9% uptime Service Level Agreement (SLA) where all definitions and credits have the same meaning as the current language for LEARN in the FCPS contract and amendments.

Jim

---

**From:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Sent:** Saturday, April 11, 2020 9:28 AM  
**To:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Siegl, Jim F. <[jfsiegl1@fcps.edu](mailto:jfsiegl1@fcps.edu)>; Kretzer, Sandy <[sakretzer@fcps.edu](mailto:sakretzer@fcps.edu)>; Calderon, Allison H. <[AHCalderon@fcps.edu](mailto:AHCalderon@fcps.edu)>; Jewell, Tracey D. <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>; Boyer, Rebecca R <[RRBoyer@fcps.edu](mailto:RRBoyer@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Subject:** RE: Blackboard Amendment  
**Importance:** High

Suggest we counter with:

- FCPS's usage of Collaborate is limited by Authorized User. An "Authorized User" means any individual who is a student, teacher, parent/guardian of student, or employee of yours (including invited third-parties thereof); ~~however in no event shall the number of Authorized Users exceed the number set forth below.~~ For purposes of counting Authorized Users, parents/guardians of a student and that student attending via the same Collaborate sign-in will count collectively as one Authorized User. ~~For purposes of this Amendment, the Authorized User limit is set at 212,165 per month.~~
- The price is **\$0.75 per Authorized User FTE per month, based on 188,000 students and 24,165 employees, for a total of 212,165 FTEs**, resulting in a per month fee of **\$159,124 per month for two (2) months**. This price is inclusive of all telephone and video storage fees.

Michelle,  
You mentioned using our standard contract template. Would it make sense for you to send our suggested language, using the standard format? I think it would be best coming from you, with your title.

Thanks,  
Maribeth

---



From: Pratt, Michelle  
Sent: Friday, April 10, 2020 9:22 PM  
To: Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Siegl, Jim F. <[jfsiegl1@fcps.edu](mailto:jfsiegl1@fcps.edu)>; Kretzer, Sandy <[sakretzer@fcps.edu](mailto:sakretzer@fcps.edu)>; Calderon, Allison H. <[AHCalderon@fcps.edu](mailto:AHCalderon@fcps.edu)>; Jewell, Tracey D. <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>; Boyer, Rebecca R <[RRBoyer@fcps.edu](mailto:RRBoyer@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>  
Subject: RE: Blackboard Amendment

I'm also slightly concerned about this language: "in no event shall the number of Authorized Users exceed...." It's clear there is an imposed cap, but also just as clear there is no language (penalty) around what will happen if FCPS exceeds the Authorized User limit.

And to Paul's point, the ability to track and measure users doesn't appear to be robust.

Michelle

---

From: Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
Sent: Friday, April 10, 2020 8:55 PM  
To: Siegl, Jim F. <[jfsiegl1@fcps.edu](mailto:jfsiegl1@fcps.edu)>; Kretzer, Sandy <[sakretzer@fcps.edu](mailto:sakretzer@fcps.edu)>; Calderon, Allison H. <[AHCalderon@fcps.edu](mailto:AHCalderon@fcps.edu)>; Jewell, Tracey D. <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>; Boyer, Rebecca R <[RRBoyer@fcps.edu](mailto:RRBoyer@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
Subject: FW: Blackboard Amendment

Agree. The authorized users seems challenging. Alan's email below is still referring to minutes. Do we want to propose alternative language?

---

From: Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
Sent: Friday, April 10, 2020 8:10 PM  
To: Siegl, Jim F. <[jfsiegl1@fcps.edu](mailto:jfsiegl1@fcps.edu)>; Kretzer, Sandy <[sakretzer@fcps.edu](mailto:sakretzer@fcps.edu)>; Calderon, Allison H. <[AHCalderon@fcps.edu](mailto:AHCalderon@fcps.edu)>; Jewell, Tracey D. <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>; Boyer, Rebecca R <[RRBoyer@fcps.edu](mailto:RRBoyer@fcps.edu)>  
Cc: Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>  
Subject: FW: Blackboard Amendment

Latest version based from 2:30 call. Do we need follow up with them?

The authorized user is still cloudy with me and not sure they can track and manage that.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

---

From: Adam [REDACTED] <[REDACTED]>  
Sent: Friday, April 10, 2020 7:50 PM  
To: Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
Cc: Scott [REDACTED] <[REDACTED]>; Bil [REDACTED] <[REDACTED]>  
Subject: RE: Blackboard Amendment

All,

Thank you for working with us over the past few days Attached is a final draft (PDF) of our proposed amendments along with a word file showing the red line edits we made based on this afternoon's conference call In answer to your question earlier today about how we would validate the number of Authorized Users-- for purposes of counting Authorized Users, the number of Guest Users will be reasonably estimated using the average active minutes per Integration User to compute the number of unique Guest Users from the recorded number of Guest log-in minutes

Scott and I are available tonight and/or tomorrow morning should you have questions

Best,  
Adam

<image001.jpg> Adam W [REDACTED] MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
e: [REDACTED]  
<image002.png>

---

From: "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>  
Date: Friday, April 10, 2020 at 2:07 PM  
To: "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>, Adam [REDACTED] <[REDACTED]>, "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
Cc: Scott [REDACTED] <[REDACTED]>  
Subject: RE: Blackboard Amendment

Hi all,

Attached is the Memo of Negotiations from the original contract. Is the SLA part of Blackboard Master Terms (attachment 2).

I do not have access to the attachment- if someone has that document it may have the SLA, or perhaps in one of the other documents.

Thanks,

Jean Welsh  
Fairfax County Public Schools  
Project Manager, Contract /E-rate  
IT Program Mgmt and Planning  
Office 703-503-7645  
Mobile 571-345-8864

---

From: Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
Sent: Friday, April 10, 2020 2:01 PM  
To: Adam [REDACTED]; [REDACTED] Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Welsh, Jean <[jrwlsh@fcps.edu](mailto:jrwlsh@fcps.edu)>  
Cc: Scott [REDACTED]  
Subject: RE: Blackboard Amendment

Thanks for getting this to us in advance. Here are a few questions

1. What order form is referenced? Could that be specified so we can review as there is not an order form attached to Amendment 16(most recent)
2. Will Blackboard consider 2 month period beginning April 13 to get us through mid-June(we would expect a significant decrease in traffic by then), rather than the 3 month period from April 13 to July1 ?
3. How are authorized users measured? How can FCPS validate authorized users?
4. Can you clarify what SLA terms apply to "conditions remain unchanged" clause?
5. Change Amendment A. 3. "Online Campus has current classes as well as summer school classes using Collaborate Original.  
All FCPS users must all use Collaborate Ultra only, except for those summer-school classes already designed by FCPS using Collaborate Original."  
To "except for those current and summer-school Online Campus classes already designed by FCPS using Collaborate Original."

Paul Downey Coordinator, Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

---

From: Adam [REDACTED]  
Sent: Friday, April 10, 2020 1:21 PM  
To: Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
Cc: Scott [REDACTED]  
Subject: Re: Blackboard Amendment

Fairfax Team,

As promised, please see our proposed amendment based on this morning's call

Best,  
Adam

<image003.jpg> Adam W [REDACTED] MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
e: [REDACTED]  
<image004.png>

---

From: "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
Date: Thursday, April 9, 2020 at 6:57 PM  
To: "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, Adam [REDACTED] <[REDACTED]> "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
Cc: Scott [REDACTED] <[REDACTED]>  
Subject: RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

I will set for 9 AM unless anyone objects

Paul Downey Coordinator, Application Support Fairfax County Public Schools

---

From: Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
Sent: Thursday, April 9, 2020 6:40 PM  
To: Adam [REDACTED]; [REDACTED] Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
Cc: Scott [REDACTED]  
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Anytime will work for me, thanks.

Michelle

---

From: Adam [REDACTED]  
Sent: Thursday, April 9, 2020 6:37 PM  
To: Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
Cc: Scott [REDACTED]  
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul, Maribeth, and Michelle;

Thank you for your continued patience. We received approval for the user-based model you requested a few minutes ago. Can we jump on a quick call in the morning (anytime between 8:00am and 11am EST) to review and discuss specifics?

Best,  
Adam

<image005.jpg> Adam W [REDACTED] MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
e: [REDACTED]  
<image006.png>

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From: "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
Date: Thursday, April 9, 2020 at 1:08 PM  
To: Adam [REDACTED] <[REDACTED]> "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>, "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
Cc: Scott [REDACTED] <[REDACTED]>  
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Adam,

See below highlighted in yellow. Let me know if there are further questions. 1 and 2 below are at best rough estimates since we are in uncharted territory and practice may be based on schools based decision-making.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

---

From: Adam [REDACTED]  
Sent: Thursday, April 9, 2020 12:35 PM  
To: Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
Cc: Scott [REDACTED]  
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul. We are aiming to get something back to you today. As Scott and I seek approval for our lowest cost model, we need to be razor sharp on estimates and anticipated use instances. Can you help us in answering the following...

- 1) We understand that schools are now conducting town hall meetings using Collab? Schools may conduct based on school decision. Due to size limitations at 250, this will impact how many they can have especially at large schools.
  - a. How long do you anticipate these meetings will continue and what is anticipated weekly frequency? (e.g. 2 townhalls at every school, each week, through 5/1/20) Best guess is this would continue through early June and I would guess that schools would do more than 1 or 2 until early June, similar to a PTA monthly meeting schedule.
- 2) What is the anticipated hourly usage per week for "office hours" at the elementary, middle and high school levels? This is also a school-based decision, so best guess would be one hour per week.
- 3) Can you please confirm your elementary, middle and high school enrollment numbers?  
ES – 95,232  
MS – 29,977  
HS – 59,788

Best,  
Adam

<image007.jpg> Adam W [REDACTED] MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
e: [REDACTED]  
<image008.png>

---

From: "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
Date: Wednesday, April 8, 2020 at 7:38 PM  
To: Adam [REDACTED] <[REDACTED]> "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>, "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
Cc: Scott [REDACTED] <[REDACTED]>  
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Adam,

Included the information requested in table below based on an outline from our Distance Learning plan.

Let me know if you have any questions.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

---

From: Adam [REDACTED] <[REDACTED]>  
Sent: Wednesday, April 8, 2020 5:40 PM  
To: Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>  
Cc: Scott [REDACTED] <[REDACTED]>  
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Fairfax Team,

Thank you for your time today We are continuing to adjust our models to deliver the lowest possible per user pricing We've reviewed been your distance learning documents on the website and checked a few individual schools in an attempt to identify possible usage differences/trends for your elementary, middle and high schools

Can you help us with your best estimates below?

|            | Hours of Collab Usage Per Week (Each Student) | Whole class instruction using Collab on which days of the week? |
|------------|---|---|
| Elementary | 4   | Tues-Fri  |
| Middle     | 4-5   | Wed + Fri   |
| High       | 7   | Tues + Thurs  |

Best,  
Adam

<image009.jpg> Adam W [REDACTED] MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
e: [REDACTED]  
<image010.png>

---

From: "Downey, Paul J." <pjdowney@fcps.edu>  
Date: Wednesday, April 8, 2020 at 10:37 AM  
To: Adam [REDACTED] <[REDACTED]>, Scott [REDACTED] <[REDACTED]>  
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>  
Subject: RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

I just sent the phone bridge.

Paul Downey Coordinator, Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

---

From: Adam [REDACTED] <[REDACTED]>  
Sent: Wednesday, April 8, 2020 11:34 AM  
To: Downey, Paul J. <pjdowney@fcps.edu>; Scott [REDACTED] <[REDACTED]>  
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>  
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul,

Scott [REDACTED] Bill [REDACTED] and myself will be joining We are hoping to use Collab for this meeting and I've set up a session (link below) Will this work for you?

Meeting Link: <https://bit.ly/39ZGRq8>

Best,  
Adam

<image011.jpg> Adam W [REDACTED] MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
e: [REDACTED]  
<image012.png>

---

From: "Downey, Paul J." <pjdowney@fcps.edu>  
Date: Wednesday, April 8, 2020 at 10:15 AM  
To: Adam [REDACTED] <[REDACTED]>, Scott [REDACTED] <[REDACTED]>  
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>  
Subject: RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification



12-12:30 will work. Let me know whom should be included.

Paul Downey Coordinator,Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

---

From: Adam [REDACTED] <[REDACTED]>  
Sent: Wednesday, April 8, 2020 11:12 AM  
To: Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Scott [REDACTED] <[REDACTED]>  
Cc: Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Hi Paul,

We are available at these times below, please let us know what works for you We will try and get the person who drafted the amendment to join us to answer any specific question you may have about the document

12 - 12:30pm EST  
2 - 3:30pm EST  
After 4pm EST

Best,  
Adam

<image013.jpg> Adam W [REDACTED] MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
m: 202 615 1698  
e: [REDACTED]  
<image014.png>

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From: "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
Date: Wednesday, April 8, 2020 at 9:35 AM  
To: Adam [REDACTED] <[REDACTED]> Scott [REDACTED] <[REDACTED]>  
Cc: "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
Subject: RE: [External ] RE: Blackboard Collaborate Pricing and Clarification

Adam and Scott,

FCPS would like to further discuss the quote with both of you and will need to do this afternoon. Let me know what time works and I will arrange the call.

Paul Downey Coordinator,Application Support Fairfax County Public Schools

---

From: Adam [REDACTED] <[REDACTED]>  
Sent: Monday, April 6, 2020 6:58 PM  
To: Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Jewell, Tracey D. <[TJewell@fcps.edu](mailto:TJewell@fcps.edu)>  
Cc: Scott [REDACTED] <[REDACTED]>  
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

As promised, I have attached a revised version of our amendment Please review at your convenience and let me know when would be a good time to discuss

Best,  
Adam

<image015.jpg> Adam W [REDACTED] MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
e: [REDACTED]  
<image016.png>

---

From: Adam [REDACTED] <[REDACTED]>  
Date: Monday, April 6, 2020 at 5:04 PM  
To: "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>, "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>, "Jewell, Tracey D." <[TJewell@fcps.edu](mailto:TJewell@fcps.edu)>  
Cc: Scott [REDACTED] <[REDACTED]>  
Subject: Re: [External ] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

I jumped the gun and sent over the amendment with some incorrect dates, please disregard My team is working to revise and I will be sending over a new version shortly I apologize for causing any confusion

Best,  
Adam

<image017.jpg> Adam W [REDACTED] MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
e: [REDACTED]  
<image018.png>

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From: Adam [REDACTED] <[REDACTED]>  
Date: Monday, April 6, 2020 at 4:51 PM  
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>  
Cc: Scott [REDACTED] <[REDACTED]>  
Subject: Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

Please see the attached amendment and let me know when would be a good time to discuss/review

Best,  
Adam

<image019.jpg> Adam W [REDACTED] MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
m: 202 615 1698  
e: [REDACTED]  
<image020.png>

---

From: Adam [REDACTED] <[REDACTED]>  
Date: Friday, April 3, 2020 at 4:35 PM  
To: "Downey, Paul J." <pjdowney@fcps.edu>  
Cc: Scott [REDACTED] <[REDACTED]>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>  
Subject: Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul We will be get to work on a quote immediately and are happy to jump on the phone over the weekend if necessary

Best,  
Adam

<image021.jpg> Adam W [REDACTED] MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
e: [REDACTED]  
<image022.png>

---

From: "Downey, Paul J." <pjdowney@fcps.edu>  
Date: Friday, April 3, 2020 at 4:00 PM  
To: Adam [REDACTED] <[REDACTED]>  
Cc: Scott [REDACTED] <[REDACTED]>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>  
Subject: RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Adam,

We appreciate your understanding. Would you be able to formalize this quote so we can better review, and if needed, we can get the appropriate parties together on each side to review any questions?

Paul Downey Coordinator, Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

---

From: Adam [REDACTED] <[REDACTED]>  
Sent: Friday, April 3, 2020 3:01 PM  
To: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>  
Cc: Scott [REDACTED] <[REDACTED]>  
Subject: [External] RE: Blackboard Collaborate Pricing and Clarification  
Importance: High

Dear Paul and Jean,

Continuity of education is the critical priority for Blackboard in partnering with Fairfax County Public Schools. Many of our employees' kids are students in the district and we want to do everything we can to work with you during these difficult and uncertain times, as we are with all our clients globally.

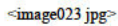
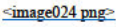
We continue to think of ways we can provide support for this important cause. We had an additional thought about handling the situation and have come up with a simple model as follows:

- [Redacted]
- [Redacted]
- [Redacted]

[Redacted]

I hope it is clear from our thinking above that we are bending over backwards to support FCPS. The economics above are designed to cover our costs under a high utilization scenario only. As we have indicated previously, your stated interpretation of the "teacher/administrators" language in your contract is not reasonable, as it would simply read any limitation out of the contract. Obviously, under your interpretation a thousand admins could initiate hundreds or thousands of sessions each. This was never the intent of the either party nor is it a reasonable interpretation. That said, we have no desire to act on such a breach, and we are solely focused on coming up with a compromise that protects us against potentially enormous costs in a worst-case scenario while supporting FCPS under much more likely scenarios. Our Chief Legal Officer has volunteered to get on the phone with your counsel if helpful, at any time.

Best,  
Adam


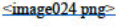
 Adam W. [Redacted] MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[Redacted]  
e: [Redacted]  


From: Adam [Redacted] <[Redacted]>  
Date: Tuesday, March 31, 2020 at 2:07 PM  
To: "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>, "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>  
Subject: Collab Ultra Pricing Quote

Paul and Jean,

Thank you for your time this afternoon. As promised, I am sending over the budgetary pricing we discussed and will be following up with a formal quote as soon as possible. Please give me a call this afternoon if you have any questions, otherwise let's talk first thing in the morning.

[Redacted]

 Adam W. [Redacted] MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[Redacted]  
e: [Redacted]  


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□  
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and delete this transmission if you received this email in error.

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[]

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<Blackboard\_Collaborate\_Support\_Services\_Guide.pdf>



**From:** [Pratt, Michelle](#)  
**To:** [Luftglass, Maribeth](#); [Siegl, Jim F.](#)  
**Cc:** [Kretzer, Sandy](#); [Calderon, Allison H.](#); [Jewell, Tracey D.](#); [Boyer, Rebecca R.](#); [Welsh, Jean](#); [Downey, Paul J.](#)  
**Subject:** RE: Blackboard Amendment  
**Date:** Saturday, April 11, 2020 11:24:00 AM  
**Attachments:** [Amendment 17 2020 0411 FCPS redline.docx](#)

---

Let me know if this works.

Thanks,  
Michelle

---

**From:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Sent:** Saturday, April 11, 2020 10:55 AM  
**To:** Siegl, Jim F. <[jfsiegl1@fcps.edu](mailto:jfsiegl1@fcps.edu)>  
**Cc:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Kretzer, Sandy <[sakretzer@fcps.edu](mailto:sakretzer@fcps.edu)>; Calderon, Allison H. <[AHCalderon@fcps.edu](mailto:AHCalderon@fcps.edu)>; Jewell, Tracey D. <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>; Boyer, Rebecca R <[RRBoyer@fcps.edu](mailto:RRBoyer@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Downey, Paul J. <[pidowney@fcps.edu](mailto:pidowney@fcps.edu)>  
**Subject:** Re: Blackboard Amendment

Looks good to me. Thanks.

Maribeth Luftglass  
Assistant Superintendent, Information Technology  
Fairfax County Public Schools

On Apr 11, 2020, at 10:24 AM, Siegl, Jim F. <[jfsiegl1@fcps.edu](mailto:jfsiegl1@fcps.edu)> wrote:

I've gone thru the contracts and their website and while SaaS LEARN has 99% uptime language [on their site](#) and SLA language in our contract (p 19, attachment 4 of <https://www.fairfaxcounty.gov/register/DownloadPDF.aspx?AttachmentID=00559c79-49f6-46ed-895f-d0a5fc21a4c9>), I do not see similar language for Collaborate in our contract or on their site.

Behind the Blackboard has a service level document for Collaborate that defines severity levels (attached)  
We may want to consider how they define "uptime" and if it is limited to severity level 1 only, ask for partial (50%) credit for severity level 2 (unable to use major portions-e.g. telephony)

I suggest at least the following or similar (or ask them to identify existing language that applies to Collaborate if different)

**Service Level Agreement (SLA) and Credits:** Collaborate (Ultra and Original) will be provided under a 99.9% uptime Service Level Agreement (SLA) where all definitions and credits have the same meaning as the current language for LEARN in the FCPS contract and amendments.

Jim

---

**From:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Sent:** Saturday, April 11, 2020 9:28 AM  
**To:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Siegl, Jim F. <[jfsiegl1@fcps.edu](mailto:jfsiegl1@fcps.edu)>; Kretzer, Sandy <[sakretzer@fcps.edu](mailto:sakretzer@fcps.edu)>; Calderon, Allison H. <[AHCalderon@fcps.edu](mailto:AHCalderon@fcps.edu)>; Jewell, Tracey D. <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>; Boyer, Rebecca R <[RRBoyer@fcps.edu](mailto:RRBoyer@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Downey, Paul J. <[pidowney@fcps.edu](mailto:pidowney@fcps.edu)>  
**Subject:** RE: Blackboard Amendment  
**Importance:** High

Suggest we counter with:

- FCPS's usage of Collaborate is limited by Authorized User. An "Authorized User" means any individual who is a student, teacher, parent/guardian of student, or employee of yours (including invited third-parties thereof), ~~however in no event shall the number of Authorized Users exceed the number set forth below.~~ For purposes of counting Authorized Users, parents/guardians of a student and that student attending via the same Collaborate sign-in will count collectively as one Authorized User. ~~For purposes of this Amendment, the Authorized User limit is set at 212,165 per month.~~
- The price is ~~\$0.75 per Authorized User FTE per month, based on 188,000 students and 24,165 employees, for a total of 212,165 FTEs,~~ resulting in a per month fee of **\$159,124 per month for two (2) months.** This price is inclusive of all telephone and video storage fees.

Michelle,  
You mentioned using our standard contract template. Would it make sense for you to send our suggested language, using the standard format? I think it would be best coming from you, with your title.

Thanks,  
Maribeth

---

**From:** Pratt, Michelle  
**Sent:** Friday, April 10, 2020 9:22 PM  
**To:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Siegl, Jim F. <[jfsiegl1@fcps.edu](mailto:jfsiegl1@fcps.edu)>; Kretzer, Sandy <[sakretzer@fcps.edu](mailto:sakretzer@fcps.edu)>; Calderon, Allison H. <[AHCalderon@fcps.edu](mailto:AHCalderon@fcps.edu)>; Jewell, Tracey D. <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>; Boyer, Rebecca R <[RRBoyer@fcps.edu](mailto:RRBoyer@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>  
**Subject:** RE: Blackboard Amendment

I'm also slightly concerned about this language: "in no event shall the number of Authorized Users exceed...." It's clear there is an imposed cap, but also just as clear there is no language (penalty) around what will happen if FCPS exceeds the Authorized User limit.

And to Paul's point, the ability to track and measure users doesn't appear to be robust.

Michelle

---

**From:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Sent:** Friday, April 10, 2020 8:55 PM  
**To:** Siegl, Jim F. <[jfsiegl1@fcps.edu](mailto:jfsiegl1@fcps.edu)>; Kretzer, Sandy <[sakretzer@fcps.edu](mailto:sakretzer@fcps.edu)>; Calderon, Allison H. <[AHCalderon@fcps.edu](mailto:AHCalderon@fcps.edu)>; Jewell, Tracey D. <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>; Boyer, Rebecca R <[RRBoyer@fcps.edu](mailto:RRBoyer@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Subject:** FW: Blackboard Amendment

Agree. The authorized users seems challenging. Alan's email below is still referring to minutes. Do we want to propose alternative language?

---

**From:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Sent:** Friday, April 10, 2020 8:10 PM  
**To:** Siegl, Jim F. <[jfsiegl1@fcps.edu](mailto:jfsiegl1@fcps.edu)>; Kretzer, Sandy <[sakretzer@fcps.edu](mailto:sakretzer@fcps.edu)>; Calderon, Allison H. <[AHCalderon@fcps.edu](mailto:AHCalderon@fcps.edu)>; Jewell, Tracey D. <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>; Boyer, Rebecca R <[RRBoyer@fcps.edu](mailto:RRBoyer@fcps.edu)>  
**Cc:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>  
**Subject:** FW: Blackboard Amendment

Latest version based from 2:30 call. Do we need follow up with them?

The authorized user is still cloudy with me and not sure they can track and manage that.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

---

**From:** Adam [REDACTED] <[REDACTED]>  
**Sent:** Friday, April 10, 2020 7:50 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Scott [REDACTED] <[REDACTED]>; Bil [REDACTED] <[REDACTED]>  
**Subject:** RE: Blackboard Amendment

All,

Thank you for working with us over the past few days Attached is a final draft (PDF) of our proposed amendments along with a word file showing the red line edits we made based on this afternoon's conference call In answer to your question earlier today about how we would validate the number of Authorized Users-- for purposes of counting Authorized Users, the number of Guest Users will be reasonably estimated using the average active minutes per Integration User to compute the number of unique Guest Users from the recorded number of Guest log-in minutes

Scott and I are available tonight and/or tomorrow morning should you have questions

Best,  
Adam

<image001.jpg> Adam W [REDACTED] MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
e: [REDACTED]  
<image002.png>

---

**From:** "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>  
**Date:** Friday, April 10, 2020 at 2:07 PM  
**To:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>, Adam [REDACTED] <[REDACTED]>, "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Scott [REDACTED] <[REDACTED]>  
**Subject:** RE: Blackboard Amendment

Hi all,

Attached is the Memo of Negotiations from the original contract. Is the SLA part of Blackboard Master Terms (attachment 2).

I do not have access to the attachment- if someone has that document it may have the SLA, or perhaps in one of the other documents.

Thanks,

*Jean Welsh*  
Fairfax County Public Schools  
Project Manager, Contract /E-rate  
IT Program Mgmt and Planning  
Office 703-503-7645  
Mobile 571-345-8864

---

**From:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Sent:** Friday, April 10, 2020 2:01 PM  
**To:** Adam [REDACTED]; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>  
**Cc:** Scott [REDACTED]  
**Subject:** RE: Blackboard Amendment

Thanks for getting this to us in advance. Here are a few questions

1. What order form is referenced? Could that be specified so we can review as there is not an order form attached to Amendment 16(most recent)
2. Will Blackboard consider 2 month period beginning April 13 to get us through mid-June(we would expect a significant decrease in traffic by then), rather than the 3 month period from April 13 to July1 ?
3. How are authorized users measured? How can FCPS validate authorized users?
4. Can you clarify what SLA terms apply to "conditions remain unchanged" clause?
5. Change Amendment A. 3. "Online Campus has current classes as well as summer school classes using Collaborate Original.  
All FCPS users must all use Collaborate Ultra only, except for those summer-school classes already designed by FCPS using Collaborate Original."  
To "except for those current and summer-school Online Campus classes already designed by FCPS using Collaborate Original."

Paul Downey Coordinator, Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

---

**From:** Adam [REDACTED]  
**Sent:** Friday, April 10, 2020 1:21 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Scott [REDACTED]  
**Subject:** Re: Blackboard Amendment

Fairfax Team,

As promised, please see our proposed amendment based on this morning's call

Best,  
Adam

<image003.jpg> Adam W [REDACTED] MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
e: [REDACTED]  
<image004.png>

---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Thursday, April 9, 2020 at 6:57 PM  
**To:** "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, Adam [REDACTED] <[REDACTED]> "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Scott [REDACTED] <[REDACTED]>  
**Subject:** RE: [External ] RE: Blackboard Collaborate Pricing and Clarification

I will set for 9 AM unless anyone objects

Paul Downey Coordinator, Application Support Fairfax County Public Schools

---

**From:** Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Sent:** Thursday, April 9, 2020 6:40 PM  
**To:** Adam [REDACTED]; Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Scott [REDACTED]  
**Subject:** RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Anytime will work for me, thanks.

Michelle

---

**From:** Adam [REDACTED]  
**Sent:** Thursday, April 9, 2020 6:37 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Cc:** Scott [REDACTED]  
**Subject:** Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul, Maribeth, and Michelle;

Thank you for your continued patience We received approval for the user-based model you requested a few minutes ago Can we jump on a quick call in the morning (anytime between 8:00am and 11am EST) to review and discuss specifics?

Best,  
Adam

<image005.jpg> Adam W [REDACTED] MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
e: [REDACTED]  
<image006.png>

---

From: "Downey, Paul J." <pjdowney@fcps.edu>  
Date: Thursday, April 9, 2020 at 1:08 PM  
To: Adam [REDACTED] <[REDACTED]> "Luftglass, Maribeth" <meluftglass@fcps.edu>, "Pratt, Michelle" <mrpratt@fcps.edu>  
Cc: Scott [REDACTED] <[REDACTED]>  
Subject: RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Adam,

See below highlighted in Yellow. Let me know if there are further questions. 1 and 2 below are at best rough estimates since we are in uncharted territory and practice may be based on schools based decision-making.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

---

From: Adam [REDACTED] <[REDACTED]>  
Sent: Thursday, April 9, 2020 12:35 PM  
To: Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>  
Cc: Scott [REDACTED] <[REDACTED]>  
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul We are aiming to get something back to you today As Scott and I seek approval for our lowest cost model, we need to be razor sharp on estimates and anticipated use instances Can you help us in answering the following...

1. We understand that schools are now conducting town hall meetings using Collab? Schools may conduct based on school decision Due to size limitations at 250, this will impact how many they can have especially at large schools
  - a. How long do you anticipate these meetings will continue and what is anticipated weekly frequency? (e.g. 2 townhalls at every school, each week, through 5/1/20 ) Best guess is this would continue through early June and I would guess that schools would do more than 1 or 2 until early June, similar to a PTA monthly meeting schedule
2. What is the anticipated hourly usage per week for "office hours" at the elementary, middle and high school levels? This is also a school-based decision, so best guess would be one hour per week
3. Can you please confirm your elementary, middle and high school enrollment numbers?
  - ES - 95,232
  - MS - 29,977
  - HS - 59,788

Best,  
Adam

<image007.jpg> Adam W [REDACTED] MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
e: [REDACTED]  
<image008.png>

---

From: "Downey, Paul J." <pjdowney@fcps.edu>  
Date: Wednesday, April 8, 2020 at 7:38 PM  
To: Adam [REDACTED] <[REDACTED]> "Luftglass, Maribeth" <meluftglass@fcps.edu>, "Pratt, Michelle" <mrpratt@fcps.edu>  
Cc: Scott [REDACTED] <[REDACTED]>  
Subject: RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Adam,

Included the information requested in table below based on an outline from our Distance Learning plan.

Let me know if you have any questions.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

---

From: Adam [REDACTED] <[REDACTED]>  
Sent: Wednesday, April 8, 2020 5:40 PM



To: Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
Cc: Scott [REDACTED]  
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Fairfax Team,

Thank you for your time today We are continuing to adjust our models to deliver the lowest possible per user pricing We've reviewed been your distance learning documents on the website and checked a few individual schools in an attempt to identify possible usage differences/trends for your elementary, middle and high schools

Can you help us with your best estimates below?

|            | Hours of Collab Usage Per Week (Each Student) | Whole class instruction using Collab on which days of the week? |
|------------|---|---|
| Elementary | 4   | Tues-Fri  |
| Middle     | 4-5   | Wed + Fri   |
| High       | 7   | Tues + Thurs  |

Best,  
Adam

<image009.jpg> Adam W [REDACTED] MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
e: [REDACTED]  
<image010.png>

---

From: "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
Date: Wednesday, April 8, 2020 at 10:37 AM  
To: Adam [REDACTED]; [REDACTED]; Scott [REDACTED]; [REDACTED]  
Cc: "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

I just sent the phone bridge.

Paul Downey Coordinator, Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

---

From: Adam [REDACTED]; [REDACTED]  
Sent: Wednesday, April 8, 2020 11:34 AM  
To: Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Scott [REDACTED]; [REDACTED]  
Cc: Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul,

Scott [REDACTED] Bill [REDACTED] and myself will be joining We are hoping to use Collab for this meeting and I've set up a session (link below) Will this work for you?

Meeting Link: [REDACTED]

Best,  
Adam

<image011.jpg> Adam W [REDACTED] MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
e: [REDACTED]  
<image012.png>

---

From: "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
Date: Wednesday, April 8, 2020 at 10:15 AM  
To: Adam [REDACTED]; [REDACTED]; Scott [REDACTED]; [REDACTED]  
Cc: "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

12-12:30 will work. Let me know whom should be included.

Paul Downey Coordinator, Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

---

From: Adam [REDACTED]; [REDACTED]  
Sent: Wednesday, April 8, 2020 11:12 AM

To: Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Scott [REDACTED]  
Cc: Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Hi Paul,

We are available at these times below, please let us know what works for you We will try and get the person who drafted the amendment to join us to answer any specific question you may have about the document

12 - 12:30pm EST  
2 - 3:30pm EST  
After 4pm EST

Best,  
Adam

<image013.jpg> Adam W [REDACTED] MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
e: [REDACTED]  
<image014.png>

---

From: "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
Date: Wednesday, April 8, 2020 at 9:35 AM  
To: Adam [REDACTED]; Scott [REDACTED]  
Cc: "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Adam and Scott,

FCPS would like to further discuss the quote with both of you and will need to do this afternoon. Let me know what time works and I will arrange the call.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

---

From: Adam [REDACTED]  
Sent: Monday, April 6, 2020 6:58 PM  
To: Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Jewell, Tracey D. <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>  
Cc: Scott [REDACTED]  
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

As promised, I have attached a revised version of our amendment Please review at your convenience and let me know when would be a good time to discuss

Best,  
Adam

<image015.jpg> Adam W [REDACTED] MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
e: [REDACTED]  
<image016.png>

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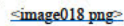
From: Adam [REDACTED]  
Date: Monday, April 6, 2020 at 5:04 PM  
To: "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>, "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>, "Jewell, Tracey D." <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>  
Cc: Scott [REDACTED]  
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

I jumped the gun and sent over the amendment with some incorrect dates, please disregard My team is working to revise and I will be sending over a new version shortly I apologize for causing any confusion

Best,  
Adam

<image017.jpg> Adam W [REDACTED] MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
e: [REDACTED]




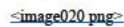
---

**From:** Adam [REDACTED] <[REDACTED]>  
**Date:** Monday, April 6, 2020 at 4:51 PM  
**To:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>, "Welsh, Jean" <[jwelsh@fcps.edu](mailto:jwelsh@fcps.edu)>, "Jewell, Tracey D." <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>  
**Cc:** Scott [REDACTED] <[REDACTED]>  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

Please see the attached amendment and let me know when would be a good time to discuss/review

Best,  
Adam

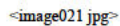
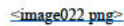
 Adam W [REDACTED] MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
e: [REDACTED]  


---

**From:** Adam [REDACTED] <[REDACTED]>  
**Date:** Friday, April 3, 2020 at 4:35 PM  
**To:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Cc:** Scott [REDACTED] <[REDACTED]>, "Welsh, Jean" <[jwelsh@fcps.edu](mailto:jwelsh@fcps.edu)>, "Jewell, Tracey D." <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>  
**Subject:** Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul We will be get to work on a quote immediately and are happy to jump on the phone over the weekend if necessary

Best,  
Adam

 Adam W [REDACTED] MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
e: [REDACTED]  


---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Friday, April 3, 2020 at 4:00 PM  
**To:** Adam [REDACTED] <[REDACTED]>  
**Cc:** Scott [REDACTED] <[REDACTED]>, "Welsh, Jean" <[jwelsh@fcps.edu](mailto:jwelsh@fcps.edu)>, "Jewell, Tracey D." <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Adam,

We appreciate your understanding. Would you be able to formalize this quote so we can better review, and if needed, we can get the appropriate parties together on each side to review any questions?

Paul Downey Coordinator, Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

---

**From:** Adam [REDACTED] <[REDACTED]>  
**Sent:** Friday, April 3, 2020 3:01 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Welsh, Jean <[jwelsh@fcps.edu](mailto:jwelsh@fcps.edu)>  
**Cc:** Scott [REDACTED] <[REDACTED]>  
**Subject:** [External] RE: Blackboard Collaborate Pricing and Clarification  
**Importance:** High

Dear Paul and Jean,

Continuity of education is the critical priority for Blackboard in partnering with Fairfax County Public Schools Many of our employees' kids are students in the district and we want to do everything we can to work with you during these difficult and uncertain times, as we are with all our clients globally

We continue to think of ways we can provide support for this important cause We had an additional thought about handling the situation and have come up with a simple model as follows:

- [REDACTED]

- [REDACTED]
- [REDACTED]

I hope it is clear from our thinking above that we are bending over backwards to support FCPS. The economics above are designed to cover our costs under a high utilization scenario only. As we have indicated previously, your stated interpretation of the "teacher/administrators" language in your contract is not reasonable, as it would simply read any limitation out of the contract. Obviously, under your interpretation a thousand admins could initiate hundreds or thousands of sessions each. This was never the intent of the either party nor is it a reasonable interpretation. That said, we have no desire to act on such a breach, and we are solely focused on coming up with a compromise that protects us against potentially enormous costs in a worst-case scenario while supporting FCPS under much more likely scenarios. Our Chief Legal Officer has volunteered to get on the phone with your counsel if helpful, at any time.

Best,  
Adam

<image023.jpg> Adam W. [REDACTED] MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
e: [REDACTED]  
<image024.png>

From: Adam [REDACTED]  
Date: Tuesday, March 31, 2020 at 2:07 PM  
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>  
Subject: Collab Ultra Pricing Quote

Paul and Jean,

Thank you for your time this afternoon. As promised, I am sending over the budgetary pricing we discussed and will be following up with a formal quote as soon as possible. Please give me a call this afternoon if you have any questions, otherwise let's talk first thing in the morning.

[REDACTED]

*\*Please note this pricing only applies to Blackboard Collaborate Ultra*

Best,  
Adam

<image023.jpg> Adam W. [REDACTED] MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
e: [REDACTED]  
<image024.png>

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[]

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This email and any attachments may contain confidential and proprietary information of Blackboard that is for the sole use of the intended recipient. If you are not the intended recipient, disclosure, copying, re-distribution or other use of any of this information is strictly prohibited. Please immediately notify the sender and delete this transmission if you received this email in error.

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This email and any attachments may contain confidential and proprietary information of Blackboard that is for the sole use of the intended recipient. If you are not the intended recipient, disclosure, copying, re-distribution or other use of any of this information is strictly prohibited. Please immediately notify the sender and delete this transmission if you received this email in error.

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[]

This email and any attachments may contain confidential and proprietary information of Blackboard that is for the sole use of the intended recipient. If you are not the intended recipient, disclosure, copying, re-distribution or other use of any of this information is strictly prohibited. Please immediately notify the sender and delete this transmission if you received this email in error.

<Blackboard\_Collaborate\_Support\_Services\_Guide.pdf>

**From:** Luftglass, Maribeth  
**To:** Pratt, Michelle  
**Cc:** Siegl, Jim F.; Kretzer, Sandy; Calderon, Allison H.; Jewell, Tracey D.; Boyer, Rebecca R; Welsh, Jean; Downey, Paul J.  
**Subject:** Re: Blackboard Amendment  
**Date:** Saturday, April 11, 2020 11:22:56 AM  
**Attachments:** [image002.png](#)  
[image004.png](#)  
[image006.png](#)  
[image008.png](#)  
[image010.png](#)  
[image012.png](#)  
[image014.png](#)  
[image016.png](#)  
[image018.png](#)  
[image020.png](#)  
[image022.png](#)  
[image024.png](#)

---

Sounds good

Maribeth Luftglass  
Assistant Superintendent, Information Technology  
Fairfax County Public Schools

On Apr 11, 2020, at 11:13 AM, Pratt, Michelle <mrpratt@fcps.edu> wrote:

I'm working on this.

I like the separation to define who is authorized to use Collaborate from the price. Price is based on total FCPS staff and students and is verifiable at <https://www.fcps.edu/about-fcps>

I think we will need to define FTE – see below?

The total price is \$0.75 per student and full time employee which is 188,000 students and 24,165 employees for a total of 212,165 FTEs resulting in a monthly fee of \$159,124 per month for two (2) months. This price is inclusive of all telephone and video storage fees.

Michelle

---

**From:** Luftglass, Maribeth <meluftglass@fcps.edu>  
**Sent:** Saturday, April 11, 2020 9:28 AM  
**To:** Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>; Kretzer, Sandy <sakretzer@fcps.edu>; Calderon, Allison H. <AHCalderson@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>; Boyer, Rebecca R <RRBoyer@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Downey, Paul J. <pidowney@fcps.edu>  
**Subject:** RE: Blackboard Amendment  
**Importance:** High

Suggest we counter with:

4. FCPS's usage of Collaborate is limited by Authorized User. An "Authorized User" means any individual who is a student, teacher, parent/guardian of student, or employee of yours (including invited third-parties thereof); ~~however in no event shall the number of Authorized Users exceed the number set forth below~~. For purposes of counting Authorized Users, parents/guardians of a student and that student attending via the same Collaborate sign-in will count collectively as one Authorized User. ~~For purposes of this Amendment, the Authorized User limit is set at 212,165 per month.~~
5. The price is \$0.75 per Authorized User FTE per month, based on 188,000 students and 24,165 employees, for a total of 212,165 FTEs, resulting in a per month fee of \$159,124 per month for two (2) months. This price is inclusive of all telephone and video storage fees.

Michelle,  
You mentioned using our standard contract template. Would it make sense for you to send our suggested language, using the standard format? I think it would be best coming from you, with your title.

Thanks,  
Maribeth

---

**From:** Pratt, Michelle  
**Sent:** Friday, April 10, 2020 9:22 PM  
**To:** Luftglass, Maribeth <meluftglass@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>; Kretzer, Sandy <sakretzer@fcps.edu>; Calderon, Allison H. <AHCalderson@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>; Boyer, Rebecca R <RRBoyer@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>  
**Subject:** RE: Blackboard Amendment

I'm also slightly concerned about this language: "in no event shall the number of Authorized Users exceed...." It's clear there is an imposed cap, but also just as clear there is no language (penalty) around what will happen if FCPS exceeds the Authorized User limit.

And to Paul's point, the ability to track and measure users doesn't appear to be robust.

Michelle

---

**From:** Luftglass, Maribeth <meluftglass@fcps.edu>  
**Sent:** Friday, April 10, 2020 8:55 PM  
**To:** Siegl, Jim F. <jfsiegl1@fcps.edu>; Kretzer, Sandy <sakretzer@fcps.edu>; Calderon, Allison H. <AHCalderson@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>; Boyer, Rebecca R <RRBoyer@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>

Subject: FW: Blackboard Amendment

Agree. The authorized users seems challenging. Alan's email below is still referring to minutes. Do we want to propose alternative language?

---

From: Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
Sent: Friday, April 10, 2020 8:10 PM  
To: Siegl, Jim F. <[jfsiegl1@fcps.edu](mailto:jfsiegl1@fcps.edu)>; Kretzer, Sandy <[sakretzer@fcps.edu](mailto:sakretzer@fcps.edu)>; Calderon, Allison H. <[AHCAlderon@fcps.edu](mailto:AHCAlderon@fcps.edu)>; Jewell, Tracey D. <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>; Boyer, Rebecca R <[RRBoyer@fcps.edu](mailto:RRBoyer@fcps.edu)>  
Cc: Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>  
Subject: FW: Blackboard Amendment

Latest version based from 2:30 call. Do we need follow up with them?

The authorized user is still cloudy with me and not sure they can track and manage that.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

---

From: Adam [REDACTED]  
Sent: Friday, April 10, 2020 7:50 PM  
To: Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
Cc: Scott [REDACTED]; Bil [REDACTED]  
Subject: RE: Blackboard Amendment

All,

Thank you for working with us over the past few days Attached is a final draft (PDF) of our proposed amendments along with a word file showing the red line edits we made based on this afternoon's conference call In answer to your question earlier today about how we would validate the number of Authorized Users-- for purposes of counting Authorized Users, the number of Guest Users will be reasonably estimated using the average active minutes per Integration User to compute the number of unique Guest Users from the recorded number of Guest log-in minutes

Scott and I are available tonight and/or tomorrow morning should you have questions

Best,  
Adam

<image001.jpg> Adam W [REDACTED]  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
[REDACTED]  
<image002.png>

---

From: "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>  
Date: Friday, April 10, 2020 at 2:07 PM  
To: "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>, Adam [REDACTED] <[REDACTED]>, "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
Cc: Scott [REDACTED] <[REDACTED]>  
Subject: RE: Blackboard Amendment

Hi all,

Attached is the Memo of Negotiations from the original contract. Is the SLA part of Blackboard Master Terms (attachment 2).

I do not have access to the attachment- if someone has that document it may have the SLA, or perhaps in one of the other documents.

Thanks,

*Jean Welsh*  
Fairfax County Public Schools  
Project Manager, Contract /E-rate  
IT Program Mgmt and Planning  
Office 703-503-7645  
Mobile 571-345-8864

---

From: Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
Sent: Friday, April 10, 2020 2:01 PM  
To: Adam [REDACTED] <[REDACTED]>, Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>  
Cc: Scott [REDACTED] <[REDACTED]>  
Subject: RE: Blackboard Amendment

Thanks for getting this to us in advance. Here are a few questions

1. What order form is referenced? Could that be specified so we can review as there is not an order form attached to Amendment 16(most recent)
2. Will Blackboard consider 2 month period beginning April 13 to get us through mid-June(we would expect a significant decrease in traffic by then), rather than the 3 month period from April 13 to July1 ?
3. How are authorized users measured? How can FCPS validate authorized users?
4. Can you clarify what SLA terms apply to "conditions remain unchanged" clause?
5. Change Amendment A. 3. "Online Campus has current classes as well as summer school classes using Collaborate Original.  
All FCPS users must all use Collaborate Ultra only, except for those summer-school classes already designed by FCPS using Collaborate Original."  
To "except for those current and summer-school Online Campus classes already designed by FCPS using Collaborate Original."

Paul Downey Coordinator, Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 [pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

---

From: Adam [REDACTED]  
Sent: Friday, April 10, 2020 1:21 PM  
To: Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
Cc: Scott [REDACTED]  
Subject: Re: Blackboard Amendment

Fairfax Team,

As promised, please see our proposed amendment based on this morning's call

Best,  
Adam

<image003.jpg> Adam W [REDACTED]  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
[REDACTED]  
<[image004.png](#)>

---

From: "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
Date: Thursday, April 9, 2020 at 6:57 PM  
To: "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, Adam [REDACTED] <[REDACTED]>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
Cc: Scott [REDACTED] <[REDACTED]>  
Subject: RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

I will set for 9 AM unless anyone objects

Paul Downey Coordinator, Application Support Fairfax County Public Schools

---

From: Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
Sent: Thursday, April 9, 2020 6:40 PM  
To: Adam [REDACTED] <[REDACTED]>, Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
Cc: Scott [REDACTED] <[REDACTED]>  
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Anytime will work for me, thanks.

Michelle

---

From: Adam [REDACTED]  
Sent: Thursday, April 9, 2020 6:37 PM  
To: Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
Cc: Scott [REDACTED]  
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul, Maribeth, and Michelle;

Thank you for your continued patience We received approval for the user-based model you requested a few minutes ago Can we jump on a quick call in the morning (anytime between 8:00am and 11am EST) to review and discuss specifics?

Best,  
Adam

<image005.jpg> Adam W [REDACTED]  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]

  
<image006.png>

---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Thursday, April 9, 2020 at 1:08 PM  
**To:** Adam <[REDACTED]> "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>, "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Cc:** Scott <[REDACTED]>  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Adam,

See below highlighted in Yellow. Let me know if there are further questions. 1 and 2 below are at best rough estimates since we are in uncharted territory and practice may be based on schools based decision-making.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

---

**From:** Adam <[REDACTED]>  
**Sent:** Thursday, April 9, 2020 12:35 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Cc:** Scott <[REDACTED]>  
**Subject:** Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul We are aiming to get something back to you today As Scott and I seek approval for our lowest cost model, we need to be razor sharp on estimates and anticipated use instances Can you help us in answering the following...

1. We understand that schools are now conducting town hall meetings using Collab? **Schools may conduct based on school decision Due to size limitations at 250, this will impact how many they can have especially at large schools**
  - a. How long do you anticipate these meetings will continue and what is anticipated weekly frequency? (e.g. 2 townhalls at every school, each week, through 5/1/20 ) **Best guess is this would continue through early June and I would guess that schools would do more than 1 or 2 until early June, similar to a PTA monthly meeting schedule**
2. What is the anticipated hourly usage per week for "office hours" at the elementary, middle and high school levels? **This is also a school-based decision, so best guess would be one hour per week**
3. Can you please confirm your elementary, middle and high school enrollment numbers?

**ES - 95,232**

**MS - 29,977**

**HS - 59,788**

Best,  
Adam

<image007.jpg> Adam W. <[REDACTED]>  
Regional Vice President, Strategic Accounts  
Blackboard K12  
e: <[REDACTED]>  
<image008.png>

---

**From:** "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Date:** Wednesday, April 8, 2020 at 7:38 PM  
**To:** Adam <[REDACTED]> "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>, "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Cc:** Scott <[REDACTED]>  
**Subject:** RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Adam,

Included the information requested in table below based on an outline from our Distance Learning plan.

Let me know if you have any questions.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

---

**From:** Adam <[REDACTED]>  
**Sent:** Wednesday, April 8, 2020 5:40 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Pratt, Michelle <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>  
**Cc:** Scott <[REDACTED]>  
**Subject:** Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Fairfax Team,

Thank you for your time today We are continuing to adjust our models to deliver the lowest possible per user pricing We've reviewed been your distance learning documents on the website and checked a few individual schools in an attempt to identify possible usage differences/trends for your elementary, middle and high schools



Can you help us with your best estimates below?

|            | Hours of Collab Usage Per Week (Each Student) | Whole class instruction using Collab on which days of the week? |
|------------|---|---|
| Elementary | 4   | Tues-Fri  |
| Middle     | 4-5   | Wed + Fri   |
| High       | 7   | Tues + Thurs  |

Best,  
Adam

<image009.jpg> Adam W [REDACTED]  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
[REDACTED]  
<image010.png>

---

From: "Downey, Paul J." <pidowney@fcps.edu>  
Date: Wednesday, April 8, 2020 at 10:37 AM  
To: Adam [REDACTED] <[REDACTED]>; Scott [REDACTED] <[REDACTED]>  
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>  
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

I just sent the phone bridge.

Paul Downey Coordinator, Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 pidowney@fcps.edu

---

From: Adam [REDACTED] <[REDACTED]>  
Sent: Wednesday, April 8, 2020 11:34 AM  
To: Downey, Paul J. <pidowney@fcps.edu>; Scott [REDACTED] <[REDACTED]>  
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>  
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul,

Scott [REDACTED] Bill [REDACTED] and myself will be joining We are hoping to use Collab for this meeting and I've set up a session (link below) Will this work for you?

Meeting Link: <https://bit.ly/39ZGRq8>

Best,  
Adam

<image011.jpg> Adam W [REDACTED] MA, MBA  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
[REDACTED]  
<image012.png>

---

From: "Downey, Paul J." <pidowney@fcps.edu>  
Date: Wednesday, April 8, 2020 at 10:15 AM  
To: Adam [REDACTED] <[REDACTED]>; Scott [REDACTED] <[REDACTED]>  
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>  
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

12-12:30 will work. Let me know whom should be included.

Paul Downey Coordinator, Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 pidowney@fcps.edu

---

From: Adam [REDACTED] <[REDACTED]>  
Sent: Wednesday, April 8, 2020 11:12 AM  
To: Downey, Paul J. <pidowney@fcps.edu>; Scott [REDACTED] <[REDACTED]>  
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>  
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Hi Paul,

We are available at these times below, please let us know what works for you We will try and get the person who drafted the amendment to join us to answer any specific question you may have about the document

12 - 12:30pm EST

2 - 3:30pm EST  
After 4pm EST

Best,  
Adam

<image013.jpg> Adam W [REDACTED]  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
[REDACTED]  
<image014.png>

---

From: "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
Date: Wednesday, April 8, 2020 at 9:35 AM  
To: Adam [REDACTED] <[REDACTED]> Scott [REDACTED] <[REDACTED]>  
Cc: "Pratt, Michelle" <[mrpratt@fcps.edu](mailto:mrpratt@fcps.edu)>, "Luftglass, Maribeth" <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
Subject: RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Adam and Scott,

FCPS would like to further discuss the quote with both of you and will need to do this afternoon. Let me know what time works and I will arrange the call.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

---

From: Adam [REDACTED] <[REDACTED]>  
Sent: Monday, April 6, 2020 6:58 PM  
To: Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Welsh, Jean <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>; Jewell, Tracey D. <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>  
Cc: Scott [REDACTED] <[REDACTED]>  
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

As promised, I have attached a revised version of our amendment Please review at your convenience and let me know when would be a good time to discuss

Best,  
Adam

<image015.jpg> Adam W [REDACTED]  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
[REDACTED]  
<image016.png>

---

From: Adam [REDACTED] <[REDACTED]>  
Date: Monday, April 6, 2020 at 5:04 PM  
To: "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>, "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>, "Jewell, Tracey D." <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>  
Cc: Scott [REDACTED] <[REDACTED]>  
Subject: Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

I jumped the gun and sent over the amendment with some incorrect dates, please disregard My team is working to revise and I will be sending over a new version shortly I apologize for causing any confusion

Best,  
Adam

<image017.jpg> Adam W [REDACTED]  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
[REDACTED]  
<image018.png>

---

From: Adam [REDACTED] <[REDACTED]>  
Date: Monday, April 6, 2020 at 4:51 PM  
To: "Downey, Paul J." <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>, "Welsh, Jean" <[jrwelsh@fcps.edu](mailto:jrwelsh@fcps.edu)>, "Jewell, Tracey D." <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>  
Cc: Scott [REDACTED] <[REDACTED]>  
Subject: Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

Please see the attached amendment and let me know when would be a good time to discuss/review

Best,  
Adam

<image019.jpg> Adam W [REDACTED]  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
[REDACTED]  
<image020.png>

---

From: Adam [REDACTED] <[REDACTED]>  
Date: Friday, April 3, 2020 at 4:35 PM  
To: "Downey, Paul J." <pjdowney@fcps.edu>  
Cc: Scott [REDACTED] <[REDACTED]> "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>  
Subject: Re: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul We will be get to work on a quote immediately and are happy to jump on the phone over the weekend if necessary

Best,  
Adam

<image021.jpg> Adam W [REDACTED]  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
[REDACTED]  
<image022.png>

---

From: "Downey, Paul J." <pjdowney@fcps.edu>  
Date: Friday, April 3, 2020 at 4:00 PM  
To: Adam [REDACTED] <[REDACTED]>  
Cc: Scott [REDACTED] <[REDACTED]> "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>  
Subject: RE: [Externa ] RE: Blackboard Collaborate Pricing and Clarification

Adam,

We appreciate your understanding. Would you be able to formalize this quote so we can better review, and if needed, we can get the appropriate parties together on each side to review any questions?

Paul Downey Coordinator, Application Support Fairfax County Public Schools  
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

---

From: Adam [REDACTED] <[REDACTED]>  
Sent: Friday, April 3, 2020 3:01 PM  
To: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>  
Cc: Scott [REDACTED] <[REDACTED]>  
Subject: [External] RE: Blackboard Collaborate Pricing and Clarification  
Importance: High

Dear Paul and Jean,

Continuity of education is the critical priority for Blackboard in partnering with Fairfax County Public Schools Many of our employees' kids are students in the district and we want to do everything we can to work with you during these difficult and uncertain times, as we are with all our clients globally

We continue to think of ways we can provide support for this important cause We had an additional thought about handling the situation and have come up with a simple model as follows:

- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

I hope it is clear from our thinking above that we are bending over backwards to support FCPS The economics above are designed to cover our costs under a



high utilization scenario only As we have indicated previously, your stated interpretation of the "teacher/administrators" language in your contract is not reasonable, as it would simply read any limitation out of the contract Obviously, under your interpretation a thousand admins could initiate hundreds or thousands of sessions each This was never the intent of the either party nor is it a reasonable interpretation That said, we have no desire to act on such a breach, and we are solely focused on coming up with a compromise that protects us against potentially enormous costs in a worst-case scenario while supporting FCPS under much more likely scenarios Our Chief Legal Officer has volunteered to get on the phone with your counsel if helpful, at any time

Best,  
Adam

<image023.jpg> Adam W [REDACTED]  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
[REDACTED]  
<image024.png>

From: Adam [REDACTED] <[REDACTED]>  
Date: Tuesday, March 31, 2020 at 2 07 PM  
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>  
Subject: Collab Ultra Pricing Quote

Paul and Jean,

Thank you for your time this afternoon As promised, I am sending over the budgetary pricing we discussed and will be following up with a formal quote as soon as possible Please give me a call this afternoon if you have any questions, otherwise let's talk first thing in the morning

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

*\*Please note this pricing only applies to Blackboard Collaborate Ultra*

Best,  
Adam

<image023.jpg> Adam W [REDACTED]  
Regional Vice President, Strategic Accounts  
Blackboard K12  
[REDACTED]  
[REDACTED]  
<image024.png>

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not the intended recipient, disclosure, copying, re-distribution or other use of any of this information is strictly prohibited. Please immediately notify the sender and delete this transmission if you received this email in error.

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**From:** [Eck, Maria V.](#)  
**To:** [Nie, Connie](#)  
**Cc:** [Mikhail, David K.](#); [Zuluaga, Fabio](#); [VanDenburg, Tom](#); [Luftglass, Maribeth](#)  
**Subject:** Re: Blackboard has been hacked  
**Date:** Friday, April 10, 2020 8:57:50 PM

---

Thank you.

Sent from my iPhone

On Apr 10, 2020, at 8:33 PM, Nie, Connie <[YNie@fcps.edu](mailto:YNie@fcps.edu)> wrote:

Hi, Maria!

Thank you for your patience. We finally received the log information from Blackboard Collaborate today. Unfortunately the log file did not provide any leads for the investigation: The offenders hid their tracks very carefully; all the offensive accounts were accessed using anonymous proxies based in either Europe or Asia.

Sorry we can't go any further with the investigation at this point. Please let us know if you have any questions or comments.

Connie Nie, CISSP  
Network Security Manager  
Fairfax County Public Schools  
703.329.7509

---

**From:** Eck, Maria V. <[MVEck@fcps.edu](mailto:MVEck@fcps.edu)>  
**Sent:** Friday, April 3, 2020 4:12 PM  
**To:** Nie, Connie <[YNie@fcps.edu](mailto:YNie@fcps.edu)>  
**Cc:** Mikhail, David K. <[DKMikhail@fcps.edu](mailto:DKMikhail@fcps.edu)>; Zuluaga, Fabio <[fezuluaga@fcps.edu](mailto:fezuluaga@fcps.edu)>; VanDenburg, Tom <[tvandenburg@fcps.edu](mailto:tvandenburg@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** RE: Blackboard has been hacked

  
Attached is the recording of the session and the video from the parent.

Maria

---

**From:** Nie, Connie <[YNie@fcps.edu](mailto:YNie@fcps.edu)>  
**Sent:** Friday, April 3, 2020 12:10 PM  
**To:** Eck, Maria V. <[MVEck@fcps.edu](mailto:MVEck@fcps.edu)>  
**Cc:** Mikhail, David K. <[DKMikhail@fcps.edu](mailto:DKMikhail@fcps.edu)>; Zuluaga, Fabio <[fezuluaga@fcps.edu](mailto:fezuluaga@fcps.edu)>; VanDenburg, Tom <[tvandenburg@fcps.edu](mailto:tvandenburg@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Subject:** RE: Blackboard has been hacked

Maria:

We have reached out to Blackboard and requested activity logs for this session. We will keep you post on what we can find out.

In the meantime, if the parent can share the video of the session, it will be helpful when we conduct the search.

Thank you!

Connie

Connie Nie, CISSP  
Network Security Manager  
Fairfax County Public Schools  
703.329.7509

---

**From:** Eck, Maria V. <[MVEck@fcps.edu](mailto:MVEck@fcps.edu)>  
**Sent:** Friday, April 3, 2020 11:14 AM  
**To:** Nie, Connie <[YNie@fcps.edu](mailto:YNie@fcps.edu)>  
**Cc:** Mikhail, David K. <[DKMikhail@fcps.edu](mailto:DKMikhail@fcps.edu)>; Zuluaga, Fabio <[fezuluaga@fcps.edu](mailto:fezuluaga@fcps.edu)>  
**Subject:** RE: Blackboard has been hacked

---

**From:** Nie, Connie <[YNie@fcps.edu](mailto:YNie@fcps.edu)>  
**Sent:** Friday, April 3, 2020 11:09 AM  
**To:** Eck, Maria V. <[MVEck@fcps.edu](mailto:MVEck@fcps.edu)>  
**Cc:** Mikhail, David K. <[DKMikhail@fcps.edu](mailto:DKMikhail@fcps.edu)>  
**Subject:** FW: Blackboard has been hacked  
**Importance:** High

Hi, Maria. The incident below has been referred to our team (IT Network Security). We are looking to see if we can pull some audit trails and investigate further. We would like to get a little more information on the incident:

1. The date and time when this happened: [REDACTED]
2. The name of the teacher who hosted the open house: [REDACTED]
3. Any other information: URL, screen shots, etc. [REDACTED]

Thank you!

Connie Nie, CISSP  
Network Security Manager  
Fairfax County Public Schools  
703.329.7509

---

**From:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Sent:** Friday, April 3, 2020 10:54 AM  
**To:** Zuluaga, Fabio <[fezuluaga@fcps.edu](mailto:fezuluaga@fcps.edu)>; IT Service Desk <[CallCenter@fcps.edu](mailto:CallCenter@fcps.edu)>  
**Cc:** Gros, Penny <[pmgros@fcps.edu](mailto:pmgros@fcps.edu)>; Menuey, Brendan P. <[BPMenuey@fcps.edu](mailto:BPMenuey@fcps.edu)>; Nie, Connie <[YNie@fcps.edu](mailto:YNie@fcps.edu)>  
**Subject:** RE: Blackboard has been hacked  
**Importance:** High

Please make sure they submit a RequestIT ticket immediately when something like this occurs.

---

**From:** Zuluaga, Fabio  
**Sent:** Friday, April 3, 2020 10:52 AM  
**To:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Gros, Penny <[pmgros@fcps.edu](mailto:pmgros@fcps.edu)>; Menuey, Brendan P. <[BPMenuey@fcps.edu](mailto:BPMenuey@fcps.edu)>  
**Subject:** FW: Blackboard has been hacked

Heads up – Thanks for all you do -- Fabio

---

**From:** Eck, Maria V. <[MVEck@fcps.edu](mailto:MVEck@fcps.edu)>  
**Sent:** Friday, April 3, 2020 10:50 AM  
**To:** Zuluaga, Fabio <[fezuluaga@fcps.edu](mailto:fezuluaga@fcps.edu)>  
**Cc:** Menuey, Brendan P. <[BPMenuey@fcps.edu](mailto:BPMenuey@fcps.edu)>  
**Subject:** Blackboard has been hacked

[REDACTED]  
[REDACTED]  
[REDACTED] Just wondering what the county will

do when this happens more often. For now we gave the teacher a new link. I'm happy to follow up with SBTS management. Let me know if you would like for me to do that.

Thanks,

<image001.jpg>

Sent from my iPhone

