

EXHIBIT A

Statement of Work, Contract No. 4400011709

SCOPE

1. Provide a digital platform to allow schools (“Clients”) to make online ticket sales to their customers.
2. Provide an online, dedicated “box-office” software platform for Clients and customers to access at any time, from any compatible, web-capable device, which will allow relevant Client personnel to create, manage, and monitor their event ticketing needs.
3. Provide an online ticketing platform along with cloud hosting, and technical service support to Clients using the services by calling a toll-free telephone number or email address.
4. Display and list Client’s ticketed event via online platform and mobile application (the “App”).
5. Provide direct customer support 24/7 and a live person shall be available M-Sat until 10pm to resolve discrepancies in a timely manner
6. Clients’ Season Tickets and Passes shall be personalized and available in both digital format and professionally produced hard copies. The cost of a digital season and professionally printed passes shall be determined by the Clients (per pass).
7. Provide Client with records of all charges and fees related to any Payments made through the online platform, the App, and point of sales purchases.
8. Provide payout to Clients within seven (7) business days post-event, delivering to Clients the amount owed via an electronic ACH or direct deposit, depending on Clients’ preference under this agreement.
9. Vendor to abide by the Client’s refund policy to ensure that refunded transactions are consistent with the terms of this Agreement. Only Client shall authorize and issue a refund upon request from the customer of the Face Value, at its sole discretion.
10. Vendor shall treat any event cancellations as a refund to customers and shall issue a refund to all customers who have purchased tickets for the cancelled event.
11. Vendor shall work with the Client to review any credit card chargeback from customer transactions on a case-by-case basis. If warranted, vendor shall make a reasonable effort to dispute a chargeback with payment processing company.
12. In the event of Vendor’s platform outage, it shall provide customer service 24/7 tech agents and shall re-establish platform availability within 24 hours.
13. Vendor shall provide other methods for ticket purchase, transfer tickets, and/or redemption, including providing the scanner for redemption as follows:
 - a. Customers may access/print a list of the purchases and check them off at the door/gate.
 - b. Customers may purchase via a website or a QR code.

- c. Customer forms of payment accepted shall either, Apple Pay, Google Pay, and Credit/Debit. In addition, Clients may have the ability to purchase on behalf of a customer wishing to pay in cash and redeem a digital ticket on their behalf with a device or provide a point-of-sale card reader to customer upon request.
- d. Customers may transfer digital tickets via text or email.

14. Refunds

The client may authorize the issuance of a refund of the Face Value at its sole discretion. Client is responsible for notifying Vendor of refund policies for each event and shall ensure that all refunds are consistent with the terms of this Agreement.

1. Refund Policy. All sales involving the Vendor platform shall be final upon purchase by customers.
2. Canceled Events. Vendor shall treat event cancellations as refunds and shall issue a refund to all Patrons who have purchased tickets for the cancelled event.

15. Credit Card Chargebacks

Vendor will work with the Client to review any credit card chargeback from customer transactions on a case-by-case basis. If warranted, Vendor will make a reasonable effort to dispute a chargeback with the payment processing company.

If the chargeback dispute is rejected, the chargeback amount, plus any applicable fees, will be charged back to the Client. Vendor in its sole discretion may either (i) deduct these costs from the Payout; or (ii) send an invoice to the Client for such costs if no Payout balance exists.

16. Confirmation

Upon receipt of payment from each customer, Vendor will generate a confirmation message and issue a unique digital ticket QR code (barcode) and confirmation number.

17. Customer Support

Vendor will provide technical and other customer support to Clients using the Services. Vendors must provide a toll-free telephone number and email address to customers and use best efforts to provide support in a timely manner.

SCOPE

1. Provide a digital platform to allow schools ("Clients") to make online ticket sales to their customers.

GoFan Response: LAUSD and each member school will receive a personalized digital ticketing webpage on gofan.co at no cost. Any events added to the GoFan platform will be posted online on this dedicated page for customers to purchase tickets.

LAUSD member schools can promote and sell digital tickets everywhere their customers are – online and at school. All upcoming events are posted on the branded school ticketing page, where customers can easily discover events and buy tickets.

- Post events and send customers direct links to buy online.
- No need to ask busy staff to sell tickets or count cash.
- Schools can validate tickets securely with their preferred method.
- Customers can easily share tickets with friends or family with just a text or email.

2. Provide an online, dedicated "box-office" software platform for Clients and customers to access at any time, from any compatible, web-capable device, which will allow relevant Client personnel to create, manage, and monitor their event ticketing needs.

GoFan Response: The GoFan HQ admin portal was designed in a self-service manner, so schools have full autonomy regarding event setup and management. GoFan HQ allows schools to create, manage, promote, and reconcile all events in one place. The browser-based system is accessible at any time, from any compatible, web-capable device, including mobile phones.

Schools can easily create a single event at a time or multiple seasons at once. In just 4 minutes and 4 easy steps, users can post an event and start selling tickets.

- Create events on desktop or mobile device and manage them on the go.
- Add single events or entire seasons at one time.
- Edit event date, time, and venue at any time of the day or night.
- Customize your event with alerts, event pricing, or fan data collection.



SET UP SEASONS OR
SINGLE EVENTS



ACCESS FAN PURCHASES



VIEW TICKET SALES
DATA



REVIEW PAYMENT
HISTORY



ACCESS REAL-TIME
EVENT ANALYTICS

Mobile HQ

With the mobile version of GoFan HQ, event staff members can easily access and manage events when they are away from their desks. Users can:

- Edit event details such as date and time, capacity, and ticket prices.
- Review event insights, including ticket sales and tickets sold by type.
- Turn events on and off with a single click.
- Easily access QR codes or copy event links to drive ticket sales.

3. Provide an online ticketing platform along with cloud hosting, and technical service support to Clients using the services by calling a toll-free telephone number or email address.

GoFan Response: GoFan provides a best-in-class customer service experience for Clients and ticket buyers/customers with both detailed how-to and help articles as well as live agents. Customer service representatives are available Monday to Saturday from 6 AM to 10 PM PST.

School Support

- Online Resources: schoolsupport.gofan.co
- Submit an Urgent Support Request: schoolsupport.gofan.co
- Email School Support Team: schoolsupport@gofan.co
- Toll-Free Phone Number: (770) 910-3695

4. Display and list Client's ticketed event via online platform and mobile application (the "App").

GoFan Response: LAUSD and each member school will receive a personalized digital ticketing webpage on gofan.co at no cost. Any events added to the GoFan platform will be posted online on this dedicated page for fans to purchase tickets. Ticketed events can also be accessed via the GoFan iOS and Android apps, which are available for free in the App Store and Google Play Store.

5. Provide direct customer support 24/7 and a live person shall be available M-Sat until 10pm to resolve discrepancies in a timely manner

GoFan Response: GoFan provides a best-in-class customer service experience for Clients and ticket buyers/customers with both detailed how-to and help articles as well as live agents. Customer service representatives are available Monday to Saturday from 6 AM to 10 PM PST. The online ticketing system is monitored 24/7 with policies in place to resolve issues in a timely manner.

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6. Clients' Season Tickets and Passes shall be personalized and available in both digital format and professionally produced hard copies. The cost of a digital season and professionally printed passes shall be determined by the Clients (per pass).

GoFan Response: GoFan strongly encourages the use of digital season tickets and mobile passes, and we will provide the necessary training and guidance to ensure success. Many of our schools use a digital format for their season tickets and passes, and their fans enjoy the convenience and ease of use.

Should Clients prefer to offer hard copies of season tickets and passes, GoFan would be glad to discuss potential options upon request. Huddle Tickets has provided over 2 billion tickets to high schools across the country.

7. Provide Client with records of all charges and fees related to any Payments made through the online platform, the App, and point of sales purchases.

GoFan Response: Client will receive a detailed event and payment report to accompany each GoFan payment of ticket sales revenue. With GoFan, LAUSD school bookkeepers and finance teams can easily access payment statements and data to support audit and reporting requirements.

Authorized users can:

- Run reports on tickets sold, event attendance, and revenue received.
- Quickly search and find financial data by date or event ID.
- Receive automated emails with reports or download and share payment statements.

8. Provide payout to Clients within seven (7) business days post-event, delivering to Clients the amount owed via an electronic ACH or direct deposit, depending on Clients' preference under this agreement.

GoFan Response: GoFan will provide weekly, automated payments of all ticket sales revenue to the provided Client bank account.

9. Vendor to abide by the Client's refund policy to ensure that refunded transactions are consistent with the terms of this Agreement. Only Client shall authorize and issue a refund upon request from the customer of the Face Value, at its sole discretion.

GoFan Response: GoFan will uphold a no-refund policy on behalf of the Client. Client has the ability to issue individual or full event refunds directly in GoFan HQ. A full refund of the face value and all GoFan fees will be refunded to the original form of payment in 1-2 business days. Customers will receive an email confirmation when their refund is processed.

10. Vendor shall treat any event cancellations as a refund to customers and shall issue a refund to all customers who have purchased tickets for the cancelled event.

GoFan Response: Client has the ability to easily submit an event cancellation request and provide full refunds to all customers. A full refund of the face value and all GoFan fees will be refunded back to the original form of payment in 1-2 business days. Customers will receive an email confirmation when their refund is processed.

11. Vendor shall work with the Client to review any credit card chargeback from customer transactions on a case-by-case basis. If warranted, vendor shall make a reasonable effort to dispute a chargeback with payment processing company.

GoFan Response: GoFan will not hold the client responsible for any costs or fees associated credit card chargebacks from customer transactions.

12. In the event of Vendor's platform outage, it shall provide customer service 24/7 tech agents and shall re-establish platform availability within 24 hours.

GoFan Response: The GoFan platform features a seamless interface for fans to purchase tickets in less than 30 seconds, along with robust infrastructure to process approximately 15 transactions per second during peak hours nationwide. The GoFan architecture is designed to support surges in demand without any disruption. We continually invest in our product to enhance scalability and security. In the unlikely event of an outage, GoFan would provide prompt technical support and customer service to re-establish platform availability within 24 hours.

13. Vendor shall provide other methods for ticket purchase, transfer tickets, and/or redemption, including providing the scanner for redemption as follows:

GoFan Response: Customers will have access to purchase event tickets via personalized digital ticketing webpage by 1) visiting gofan.co on any web accessible device, 2) downloading the GoFan app from the iOS App Store (iPhone) or Google Play Store (Android), 3) scanning a QR code sign (provided by GoFan), or 4) using Box Office, our point-of-sale card reader system. Please see below for more details on each option.

Ticket Redemption

The vast majority of our clients prefer our contactless mobile entry for ticket redemption. As fans present their mobile tickets, the total tickets available will appear at the top of the screen. If all fans arrive together, the Use All button will allow all tickets to be redeemed together. Otherwise, the fan can simply select the desired tickets to be used at that time.

Once selected, fans can press Use Tickets to display a secondary verification screen. At this point, the fan presents their phone to the gate attendant, who will press the green button on the screen to redeem the tickets. Once redeemed, a green checkmark will appear to indicate that the tickets are valid. Please note that Clients can choose to have the fan press the button themselves once a gate attendant sees the verification screen.

For Clients that may experience internet connectivity issues or limitations based on their location or facilities, a scanning option is available for ticket redemption. GoFan would be glad to discuss redemption options with LAUSD member schools upon request to deliver the optimal solution.

- a. Customers may access/print a list of the purchases and check them off at the door/gate.

GoFan Response: Client will have real-time access to a list of purchasers. This list can be downloaded and printed or accessed digitally on a computer or mobile device. Tickets can be redeemed on behalf of a customer using mobile GoFan HQ.

- b. Customers may purchase via website or a QR code.

GoFan Response: Customers may purchase via website or a QR code. Customers have the option to type gofan.co in a web browser and search for their school to locate the school's personalized event page.

Clients can also display QR code signs to save time for walk-up fans at the gate. Customers can simply scan the QR code on the sign and be directed to the designated ticketing page to complete the checkout process. Clients can generate QR code flyers with a click of a button directly in the GoFan HQ platform to print and display at events. GoFan can also provide QR code posters to further expedite onsite checkout.

- c. Customer forms of payment accepted shall either, Apple Pay, Google Pay, and Credit/Debit. In addition, Clients may have the ability to purchase on behalf of a customer wishing to pay in cash and redeem a digital ticket on their behalf with a device or provide a point-of-sale card reader to customer upon request.

GoFan Response: GoFan provides the fastest checkout experience to make the ticketing process easy and convenient for schools and fans alike. Fans can buy tickets quickly and securely with their preferred credit or debit card. Fans also have the option to use Apple Pay or Google Pay to save even more time.

Onsite Sales with GoFan Box Office

With GoFan Box Office, LAUSD member schools can provide another payment option for fans who may not have mobile devices or did not purchase tickets in advance. Fans can buy tickets directly at the gate rather than online or with the GoFan mobile app.

iPads are paired with card readers for easy onsite sales. Customers can pay with a credit or debit card, Apple Pay, or Google Pay.

GoFan will furnish each LAUSD member school with a Box Office card reader if desired. Tickets that are sold via Box Office are included in the reconciliation in conjunction with tickets sold online.



d. Customers may transfer digital tickets via text or email.

GoFan Response: Customers can easily transfer tickets via text or email. The recipient can access the ticket through the ticket transfer link in the text or email. Tickets that have been transferred will be marked as transferred for the original purchaser.

B. Refunds

The client may authorize the issuance of a refund of the Face Value at its sole discretion. Client is responsible for notifying Vendor of refund policies for each event and shall ensure that all refunds are consistent with the terms of this Agreement.

1. Refund Policy. All sales involving the Vendor platform shall be final upon purchase by customers.

GoFan Response: GoFan will uphold a no-refund policy on behalf of the Client.

2. Canceled Events. Vendor shall treat event cancellations as refunds and shall issue a refund to all Patrons who have purchased tickets for the cancelled event.

GoFan Response: Client has the ability to issue individual or full event refunds directly in GoFan HQ. A full refund of the face value and all GoFan fees will be refunded to the original form of payment in 1-2 business days. Customers will receive an email confirmation when their refund is processed.

C. Credit Card Chargebacks

Vendor will work with the Client to review any credit card chargeback from customer transactions on a case-by-case basis. If warranted, Vendor will make a reasonable effort to dispute a chargeback with the payment processing company.

If the chargeback dispute is rejected, the chargeback amount, plus any applicable fees, will be charged back to the Client. Vendor in its sole discretion may either (i) deduct these costs from the Payout; or (ii) send an invoice to the Client for such costs if no Payout balance exists.

GoFan Response: GoFan will not hold the client responsible for any costs or fees associated with credit card chargebacks from customer transactions.

D. Confirmation

Upon receipt of payment from each customer, Vendor will generate a confirmation message and issue a unique digital ticket QR code (barcode) and confirmation number.

GoFan Response: Upon submitting payment information and completing a purchase, customers will receive an automated receipt via email with an order summary, ticket and event details, and a confirmation number. Customers will also receive an automated reminder email two hours before the event starts. Customers can easily find their tickets by searching for GoFan in their email account on their mobile device. Tickets can be accessed directly from the email by selecting the View Tickets link.

Customers are also given the option to receive a text reminder two hours before the event starts. If they choose this option, they will receive a text prior to the event with instructions and a link to access their tickets directly.

For customers that use the native app for iOS or Android, they can simply view their tickets to upcoming events at any time and access them directly from the app.

If a Client has chosen to provide a scanning option for customers, their tickets will include a barcode and confirmation number in the automated emails and texts in addition to being available in the mobile apps.

E. Customer Support

Vendor will provide technical and other customer support to Clients using the Services. Vendor must provide a toll-free telephone number and email address to customers and use best efforts to provide support in a timely manner.

GoFan provides a best-in-class customer service experience for Clients and ticket buyers/customers with both detailed how-to and help articles as well as live agents. Customer service representatives are available Monday to Saturday from 6 AM to 10 PM PST. The online ticketing system is monitored 24/7 with policies in place to resolve issues in a timely manner.

School Support

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- Toll-Free Phone Number: (770) 910-3695

GoFan Support Testimonials

"I have had a very positive experience with GoFan and each representative I have been in contact with. Any questions or issues I have had were solved very quickly and efficiently."

"I have loved my experience so far! It is very user-friendly, and the customer service has been excellent."

"It's just been a super easy process and any issues we've ever ran into, GoFan has been super responsive and resolved issues very quickly."

GoFan Product Testimonials

"The interface is user-friendly, and the product is exceptionally well designed."

"I am very satisfied with the GoFan product primarily because it's so easy to work with and the statements and checks are received in a timely manner."

"GoFan HQ made the input and changing of events much easier."

REQUIREMENTS

Vendor shall perform the following services for the Digital Ticketing Platform:

1. System will enable customers to purchase digital tickets to listed events via Client's website, if applicable.

2. The platform features shall be upgraded, altered, amended, revised, or eliminated at Vendor's reasonable discretion with the Client's approval.
3. Vendor shall warrant that its online ticketing system will bill customers for ticket sales as directed by the event configuration in the online box office.
4. The vendor shall secure and acknowledge confidentiality of Clients' and Customers' payment information and agrees to protect, and not distribute, sell, license, transmit or disseminate any confidential information to any other party.
5. Vendor to secure approval from ITD LAUSD's Data Use Agreement and Unified Digital Instructional Procurement Plan (UDIPP).
6. Vendor shall request any proposed fee changes in writing, at least 30 days in advance, for the District's consideration. Fees may only be changed with the express written consent of the District's Authorized Representative.

Key Personnel

Rebecca Stewart, Regional Sales Manager, GoFan
Newport Beach, California
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Chris Nickel, California Client Success Manager, GoFan
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STATEMENT OF WORK CONTINUES

REQUIREMENTS

Vendor shall perform the following services for the Digital Platform:

1. **System will enable customers to purchase digital tickets to listed events via Client's website, if applicable.**

GoFan Response: Clients will have a personalized ticketing webpage on gofan.co to enable customers to buy tickets online to all their upcoming events. Clients can easily link to their GoFan ticketing page from their school website, athletics website, and other online resources. GoFan would be glad to discuss other website options with Clients upon request.

2. **The platform features shall be upgraded, altered, amended, revised, or eliminated at Vendor's reasonable discretion with the Client's approval.**

GoFan Response: GoFan frequently releases new features and updates to enhance the user experience for schools and fans. GoFan communicates releases with Clients and provides training resources on new functionality introduced.

3. **Vendor shall warrant that its online ticketing system will bill customers for ticket sales as directed by the event configuration in the online box office.**

GoFan Response: Customers will be billed for ticket sales as directed by the event configuration in the online box office.

4. **The vendor shall secure and acknowledge confidentiality of Clients' and Customers' payment information and agrees to protect, and not distribute, sell, license, transmit or disseminate any confidential information to any other party.**

GoFan Response: GoFan utilizes Stripe, a recognized payment processing industry leader, to handle all financial transactions passing through the platform. GoFan does not store any payment information resulting from the ticket purchase.

Unlike other ticketing providers, the GoFan team manages Stripe accounts on behalf of schools. With GoFan, athletic directors and event staff don't need to do any administrative work associated with Stripe, which saves valuable time.

GoFan operates with the most stringent level of certification available in the payments industry. GoFan and Stripe have been audited by an independent PCI Qualified Security Assessor and are certified as a PCI Level 1 Service Provider.

DELIVERABLES

- Extent to which Proposer has the ability to deliver, immediately after launch, a comprehensive training for Clients to manage/plan their events on the Digital Ticketing Platform

GoFan Response: The GoFan Client Success Team will provide comprehensive training to all users of the platform. Individual and group trainings are available, along with webinars that are held twice per week in August and September. School can contact their Client Success Manager at any time throughout our partnership for guidance and best practices.

GoFan HQ is extremely user-friendly and intuitive. The average user is able to learn the system quickly and easily. Additionally, GoFan provides extensive online training resources to ensure success with the platform:

How to Guide

Our How to Guide is a webpage with short instructional videos and downloadable guides for schools to share with fans. Visit: <https://get.gofan.co/digital-ticketing-guide>

Resources include:

- How to Buy Tickets
- How to Use Tickets
- How to Find My Tickets
- How to Access and Share Tickets
- How to Purchase with Reserved Seating

School Support Help Desk

Our School Support Help Desk is a full self-support hub to address commonly asked questions. Schools can easily find answers in seconds with a simple search. Resources include articles, videos, tutorials, and guides. Visit:

<https://schoolsupport.gofan.co/hc/en-us>

Fan Support Help Desk

Our Fan Support Help Desk is a full self-support hub with resources to answer frequently asked questions from fans. Like our School Support Help Desk, it features a robust search engine and helpful tutorials, guides, videos, and other policies. Visit:

<https://fansupport.gofan.co/hc/en-us>

Success Kit

To make it easy for schools to promote their events, we created a Success Kit with templates, guides, and other helpful insights. Visit:

<https://get.gofan.co/resources/success-kit>

Resources include:

- Suggested messaging for social media
- Social media graphics templates
- QR code flyer & self-checkout sign instructions

- **Project implementation schedule including milestones**

Many schools are fully implemented with GoFan within two business days.

Milestone 1: Fully Executed Agreement

Milestone 2: Communication to Schools

- Memo sent from LAUSD of vendor approval of GoFan.
- Informational email sent to LAUSD Athletic and Activity Directors regarding GoFan product highlights.

Milestone 3: Interested Schools Submit Key Contacts

- GoFan to provide LAUSD with a contact information form where schools provide the main and financial contacts to be permissioned to use GoFan HQ.
- Contacts select from group webinar opportunities (2x a week during August and September) or individual GoFan training with Client Success Manager.
- If applicable, GoFan ships complimentary point-of-sale system for delivery in 5 business days.

Milestone 4: Schools Are Permissioned as Users and Trained on GoFan HQ

- Client Success Manager conducts training sessions as described above based on Client's preferences. We find that the majority of schools only need one or two short training sessions or webinars.

Milestone 5: Schools Set Up Financial Preferences and Create First Events

- Payments can be made via ACH direct deposit or check.
- GoFan integration with Arbiter Sports allows for automatic import of athletic event schedules in seconds.

Milestone 6: School Events Go on Sale Immediately

- Setting up events often takes just a few minutes.
- Events are live for online ticket sales immediately upon publishing in GoFan HQ.

DATA AND REPORTING

GoFan Response: Client will receive a detailed event and payment report to accompany each GoFan payment of ticket sales revenue. With GoFan, LAUSD school bookkeepers and finance teams can easily access payment statements and data to support audit and reporting requirements.

Authorized users can:

- Run reports on tickets sold, event attendance, and revenue received.
- Quickly search and find financial data by date or event ID.
- Receive automated emails with reports or download and share payment statements.

School bookkeepers benefit from quick and easy access to financial data for all events. Financial Hub integrates payment settings and downloadable payment statements to support audit and reporting needs.

- Download payment statements and associated data.
- Download event payment history and associated event summary reports.
- Download season payment history and associated season summary reports.
- Submit fan refund requests via GoFan HQ.
- Modify payment settings, including payment source, payment cycle, and tax information.

GoFan will assess the following fees to tickets and passes purchased on the GoFan platform:

Online Transactions	Fee Amount
Single Event Tickets - Face Value of \$10 or less	\$1.00 per ticket
Single Event Tickets - Face Value of \$10.01 or more	5% of FV + \$1 per ticket
Season Ticket or Pass	5% + \$2 per pass/package

Point of Sale Transactions	Fee Amount
Single Event Tickets - Face Value of \$10 or less	\$1.00 per ticket
Single Event Tickets - Face Value of \$10.01 or more	5% of FV + \$1 per ticket

GoFan does not charge fees on zero-value tickets.

GoFan does not charge any additional fees to the Client or Customer for reserved seating tickets.

GoFan does not charge any additional credit card processing, chargeback/dispute, or platform fees to the Client or Customer beyond the per ticket/pass fees provided above.

GoFan will assess the ticket or pass fees based on the Face Value price provided by the Client. Fees will be clearly displayed and paid by the Customer (with the option to be absorbed by the Customer).

End of Statement of Work